



## Presence Health

### Provation® MD Drives Increased Revenue-per-Encounter, Faster Patient Throughput

#### Customer Profile

Presence Saints Mary and Elizabeth Medical Center (PSMEMC) is an award-winning safety net medical center on Chicago's near northwest side that has been providing compassionate medical care for more than a century. It consists of two campuses: Saint Mary, which offers a full range of comprehensive services, and Saint Elizabeth, which provides care in select specialties.

Approximately 7,000–8,000 patients receive inpatient and outpatient care each year in PSMEMC's state-of-the-art gastroenterology (GI) center, where its five physicians treat a wide range of gastrointestinal problems.

PSMEMC is part of Presence Health, the largest Catholic health system in Illinois. Based in Chicago, it comprises more than 150 locations statewide. PSMEMC ranks 26th out of 118 Chicago metro area hospitals in U.S. News & World Report's 2014–15 "Best Hospitals" rankings.

#### Challenge: Manual Dictation Impedes Patient Throughput

A rapidly rising GI patient volume brought with it the realization that PSMEMC's manual dictation and transcription processes were impeding efficient patient throughput. Physicians would dictate their notes, which would then be transcribed and the report sent back to the physician for confirmation. Once the physician had signed off on the report, it would be sent for coding. Gaps in information resulted in an often lengthy query process before coding could be complete and the record sent to billing.

#### Results

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**\$150,000** in  
annual cost savings

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**Increased**  
per-encounter revenue

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**Greater**  
patient throughput

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**Improved**  
medical records

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**Fewer**  
rejected claims

*“At the time, we did not have electronic medical records. We were still on paper, and we were experiencing a lot of patient volume. There was a lot of dictation and it took a long time,” said Kevin Hoak, Director of Perioperative Services for PSMEMC. “... The downside of dictation is that you do everything twice. You dictate, and then you have to review it.”*

The sluggish turnaround time on dictation and transcription created a domino effect, starting with impeding patient throughput and ending with slower time to bill. Also of concern were the steadily rising costs associated with dictation and transcription.

*“We were looking, at that point, for ways to save money,” said Hoak. “We knew we could save if we were able to do away with dictation.”*

GI leadership ultimately decided to investigate automating procedure documentation and coding. ProVation MD Gastroenterology, a dedicated structured reporting and coding solution, was at the top of the list, “because it was put together by GI physicians,” noted Barbara Trots, Manager of GI Services.

That did not mean the decision to implement ProVation software—or any other procedure documentation and coding solution—was free of obstacles. Leadership still needed to convince

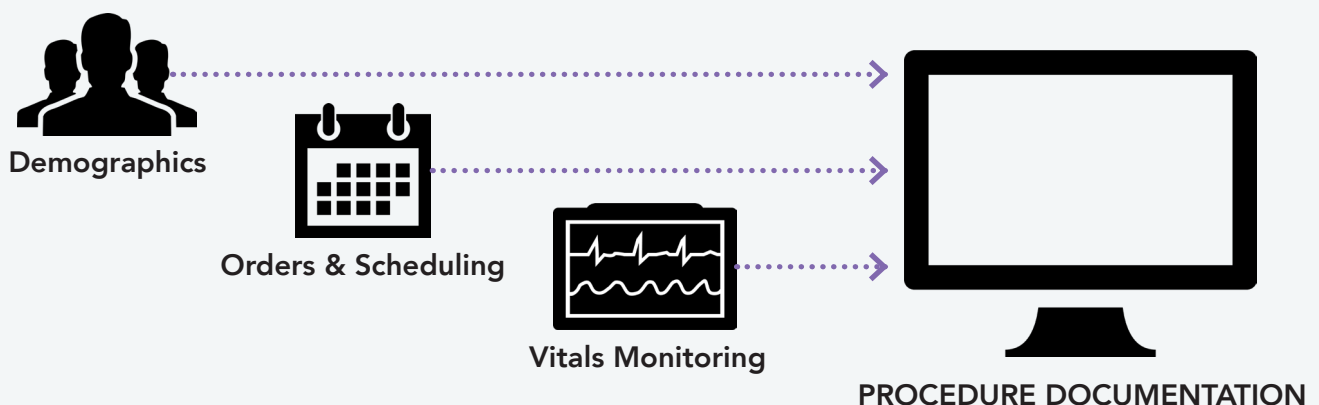
those physicians who were steadfast in their preference for dictation.

*“Some [physicians] regard it as the easiest approach because they just speak into the microphone,” said Hoak, adding that many changed their minds quickly “after they saw that the tool could be customized for them with their workflows and preferences, and could be just as easy if not easier than dictation. With ProVation, you do it all at once and you’re done.”*

### **Solution: ProVation MD Gastroenterology**

With the clinical team on board, PSMEMC proceeded with implementation of ProVation MD in its GI suite. Mid-process, the decision was made to expand the solution’s availability throughout other parts of the Presence Health system.

ProVation MD “replaced dictation and transcription, and has allowed our physicians to efficiently document procedures at the point of care in the GI lab,” said Hoak. “The software produces complete, coding-ready, and image-enhanced documentation that results in greater efficiency and increased profitability, along with clinician satisfaction.” Initially, several of the facility’s busiest physicians were reluctant to adopt ProVation MD, fearing it would be too complex and disrupt their clinical workflow. However, said Trots, “it didn’t take more than a month before they loved it.”



Much of the credit for the quick adoption and high satisfaction with Provation MD is due to the support provided by the implementation team and the quality of physician training. Super users were also trained to ensure questions could be answered and problems resolved expediently even after the implementation team was gone.

That level of support was imperative given that, at the time of implementation, PSMEMC was a primarily paper-based organization. "Here we go and drop this computer in front of [physicians] and say 'you need to check these things and type in this stuff,'" said Hoak. "They were definitely worried, so having support onsite through to go-live was vital."

*"...Our staff also was trained and we trained a super user [to] troubleshoot here and there. That helps with the support because, eventually, the Provation implementation folks have to leave. So we had to have our staff able to support the doctors." Adds Trots, "The super user gets right in there and works with the physicians to resolve problems."*

The comfort level with Provation MD also proved beneficial in 2013, when Presence Health implemented the Epic EHR system. Because Provation integrates directly with Epic, which Hoak calls "a pleasant surprise," the physicians did not have to change their now-familiar workflows to accommodate documenting in the new EHR. "The transition from paper to Epic for our GI physicians was pretty seamless," said Hoak.

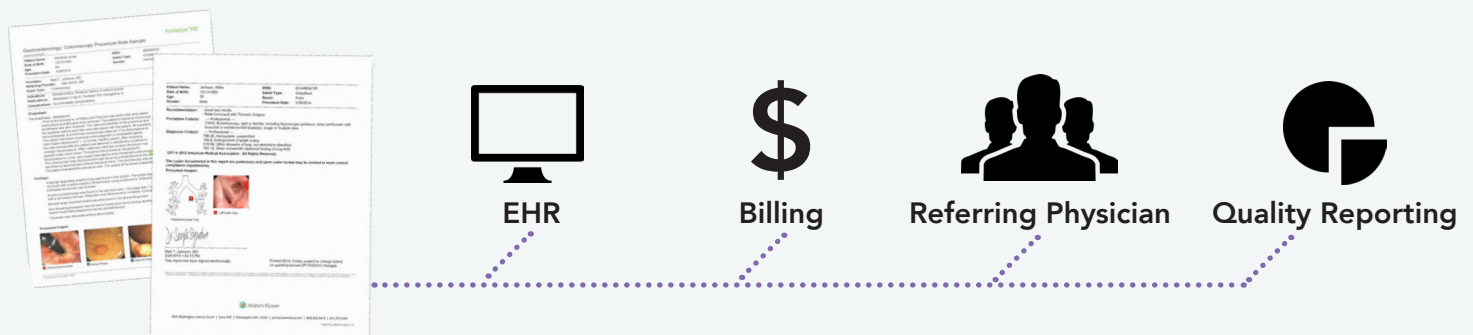
Finally, Provation MD has alleviated some of the worry involved in the organization's transition to ICD-10. Fully compliant with the expanded code set, Provation enables physicians and coders to toggle between ICD-9 and ICD-10 codes and generate reports using both code sets.

*"Provation MD has put us at ease in the GI arena and decreased physicians' stress because they're not having to learn a new language. They can keep on documenting the way they have," said Hoak.*

### Results: Higher Revenue, Faster Throughput

Since implementing Provation MD, PSMEMC has realized significant financial and productivity benefits. Some were anticipated, such as the approximately \$150,000 in annual cost savings from eliminating transcription and reducing imaging costs.

Others were an unexpected bonus, such as an increase in per-encounter revenues associated with reimbursement at the highest appropriate levels and proper documentation of multiple procedures. Because it automatically generates clear, complete procedure notes and appropriate reimbursement codes, and disseminates critical procedural information, Provation MD ensures documentation exists to support the most appropriate payment.



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**2** campuses

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**7-8,000**  
patients annually

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**5** physicians

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**150**  
locations statewide

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**Top 25%**  
of hospitals in the  
Chicago area

*“We were [originally] looking at the savings [not] at revenue enhancement. That naturally occurred after we implemented it,” said Hoak. “...The revenue enhancement we saw was better than the dictation savings. The physicians were capturing more of their work, and the documentation allowed our coders to appropriately code. Anytime you can increase the detail in the documentation, you have a better chance of having appropriate coding.”*

Throughput has also dramatically increased, compared to previous charting methods, due to the productivity improvements driven by Provation MD. For example, it aids physicians with faster, more accurate documentation, which in turn allows them to move more quickly between patients.

*“Where you pick up the most time is the time between dictation and coding because you don’t have to wait for transcription to come back. After the doctor puts in the notes and signs off, it goes straight over to coding,” said Hoak.*

Coding also typically takes less time to complete because the solution captures the information completely, cleanly and in the proper format. This helps coders quickly validate the codes recommended by the software and also verify that those codes are properly documented. Further, because the software guides physicians and coders through the charting and coding process, there are far fewer coding issues such as rejected claims and backlogs in the work queue of charts requiring review before being released to billing.

*“We saw all of that decrease,” said Hoak. “A high percent of the time, everything is good to go. We get few to no audits or denials from payers.”*

### **In for the Long Haul**

As deployment of Provation continues across Presence Health, its value to the clinical and administrative sides of the house increases. Shorter documentation time means faster patient throughput and higher patient volumes. Further, “clear and appropriate documentation results in appropriate coding and thorough medical records,” said Hoak. Those kinds of results, coupled with high physician satisfaction, helped Provation MD withstand one of the biggest tests a solution can face when it was once again reviewed in advance of the Epic implementation.

*“We were very adamant that Epic doesn’t do what this does,” said Hoak. “And we continue to be very happy with it.”*

