

The Endo Center at Voorhees

Provation® MD, MultiCaregiver Improve Documentation, Reporting, Reduce Costs

Challenge: Managing Technology

As a state-of-the-art facility, the Endo Center at Voorhees continually seeks best-of-breed technology to enhance care, improve quality and save costs. Like many facilities, the Endo Center performs implementation in phases to improve functionality and results.

"Ten years ago, our number one issue was image capture. We used printers and telephonic dictation," said Andrew Weiss, administrator. "When we had to replace the printers, we knew it was time to look at documentation software."

Their search led them to implement Provation MD Gastroenterology to streamline documentation and coding and increase revenue related to GI procedures.

Provation MD is the only dedicated structured reporting and coding solution that provides clinically relevant, intuitive software that ensures hyper-accurate procedure documentation. It allows physicians to efficiently capture robust detail from even the most complex procedures, and automatically generate clear, complete procedure notes and appropriate reimbursement codes—quickly, easily and without dictation.

"We definitely have more accurate documentation than before, there's no question about it. On the billing and coding side, we've seen an increase in revenue from capturing procedures that were not properly captured before," said Weiss. Provation MD has also generated annual savings of more than \$147,000 (\$7 per procedure) by eliminating costs associated with manual and paper-based processes."



The success led them to realize that a documentation solution was needed to meet the needs of nurses, anesthesiologists and other clinical staff.

"In entering the next phase of EHR implementation, we saw the need to streamline documentation for everything," said Weiss. They had utilized the specimen collection feature from Provation MultiCaregiver. Could it also be used as a comprehensive perioperative documentation solution?

Solution: Provation MultiCaregiver

Ultimately, the Endo Center at Voorhees chose Provation MultiCaregiver to provide robust electronic documentation and document imaging for all elements of the patient encounter, from past records to procedure documentation to follow-up care.

"Using MultiCaregiver for specimen collection pretty much formed our conclusions on implementing the full product. In 2008 we took it to the next step and moved forward," said Weiss. "Now, when the doctor is taking a specimen, the nurse is basically pointing and clicking and labels are being printed. It's almost inconceivable how they were able to do that previously, when they had to document everything manually."

Designed to meet the perioperative documentation needs of nurses, anesthesiologists and other caregivers, Provation MultiCaregiver provides facilities with affordable access to a single, patient-centric documentation system that allows staff members to electronically complete and sign all required point-of-care documentation. With robust data-reporting capabilities and a reporting tool, the system simplifies compliance reporting, streamlines workflow, and eliminates printing and chart storage costs.

"The interface with vitals monitors was also a huge plus for us," said Weiss. "Being able to capture all of the patient's vitals in the system during pre-op ensures that information is visible and viewable in whatever part of the note the nurse is using, thus improving workflow from our previous manual processes."

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Results: Improved Documentation and Reporting, Reduced Costs

Since implementing Provation MultiCaregiver alongside Provation MD, the Endo Center at Voorhees has realized a number of benefits. These most notably include improved accuracy and consistency of documentation, enhanced productivity, overall clinical and operation efficiencies, and reduced costs related to paper charting.

"There is an emphasis in healthcare to reduce medical errors and to do this you have to keep your eye on the ball," said Weiss. "Removing paper charting is one way that you can do that. By removing the inconsistencies that come with paper documentation and ensuring that you have accurate information, these systems improve accuracy of documentation, while reducing costs."

In addition, documentation is now more consistent, an improvement that has not gone unnoticed by auditors and reviewers.

"We have gotten very favorable comments from our surveyors who come in and pull charts at random," said Weiss. "When we have a chart going through peer review for some reason, the consistency of documentation that we now have just makes everything go a lot smoother than when we were on paper."

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The availability of automated safe surgical checklists has also enhanced compliance and improved quality reporting under Medicare. The latter in particular has had a positive impact on the overall revenue of the organization.

"By automating the safe surgical checklist and making certain items a mandatory field, we are able to capture the information we need to comply with Medicare quality reporting," said Weiss. "And while these are voluntary requirements, choosing not to report would be missing a financial opportunity for the organization."

Overall, the implementation of Provation MultiCaregiver has been a positive addition to the organization's existing technology infrastructure, allowing physicians, nurses and anesthesiologists to streamline documentation and enhance the functionality of the EHR.

Outpatient facility

2 ORs

21,000
procedures annually

4 endoscopy
procedure rooms

State licensed
Medicare certified

Accredited by
Accreditation
Association for
Ambulatory Health
Care (AAHC)

Customer Profile

Located in Voorhees, NJ, the Endo Center at Voorhees is an outpatient endoscopic facility specializing in colorectal cancer screening and the treatment of various digestive diseases. Equipped with state-of-the-art safety and diagnostic equipment, the Endo Center performs approximately 21,000 procedures each year in its two operating rooms and four GI endoscopy procedure rooms.

An AmSurg ASC, the nationally recognized leader in the development, management and operation of outpatient surgery centers, the Endo Center is state licensed, Medicare certified and accredited by the Accreditation Association for Ambulatory Health Care (AAAHC).

"Provation MD is a great product. However, if you are just using Provation MD in your facility, you are only getting half of the benefits," said Weiss. "I think if most organizations did a cost analysis of EHR implementation and the paperless environment, it would come out looking very favorable and they would get their ROI back in a short amount of time. So if you haven't taken advantage of the opportunity to invest in Provation MultiCaregiver, by all means now is the time to do so."

