

Walnut Creek Endoscopy Center

Provation MD, Provation MultiCaregiver Drive Improved Documentation, Streamlined Reporting

Customer Profile

Walnut Creek Endoscopy Center, located in Walnut Creek, California, features two operating rooms and is staffed by seven physicians and 11 nurses. It is one of 33 ambulatory surgical facilities operated by Sutter Health, one of the nation's leading not-for-profit networks of community-based health care providers, delivering high-quality care in more than 100 Northern California communities.

Challenge: Full Automation

When Walnut Creek Endoscopy Center opened its doors in 2009, it did so with fully automated documentation and reporting functionality, the need for which it gleaned from the experiences of a sister facility.

"We knew what we wanted from the get-go," said Heidi Hunter-Nelson, RN, nurse manager of Walnut Creek. "We wanted to automate everything, including nursing notes."

For physicians, the facility wanted a

solution that would produce thorough documentation, streamline reporting processes and support compliance with Walnut Creek's quality guidelines.

"For nurses, "we wanted a program that was easy to use, so they could quickly document every step of the care process," said Hunter-Nelson.

Walnut Creek ultimately opted to deploy industry-leading Provation software to address the specific needs of both the physician and nursing staff.

2 ORs

7 physicians

11 nurses

A Sutter Health community-based provider

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Solution: Provation MD and Provation MultiCaregiver

Provation MD for Gastroenterology delivers the structured reporting and the faster, more accurate coding needed to support Walnut Creek’s paperless environment. Provation MultiCaregiver provides electronic documentation and document imaging for all elements of the patient encounter, allowing nurses, anesthesiologists and other caregivers to electronically complete and sign all required point-of-care documentation.

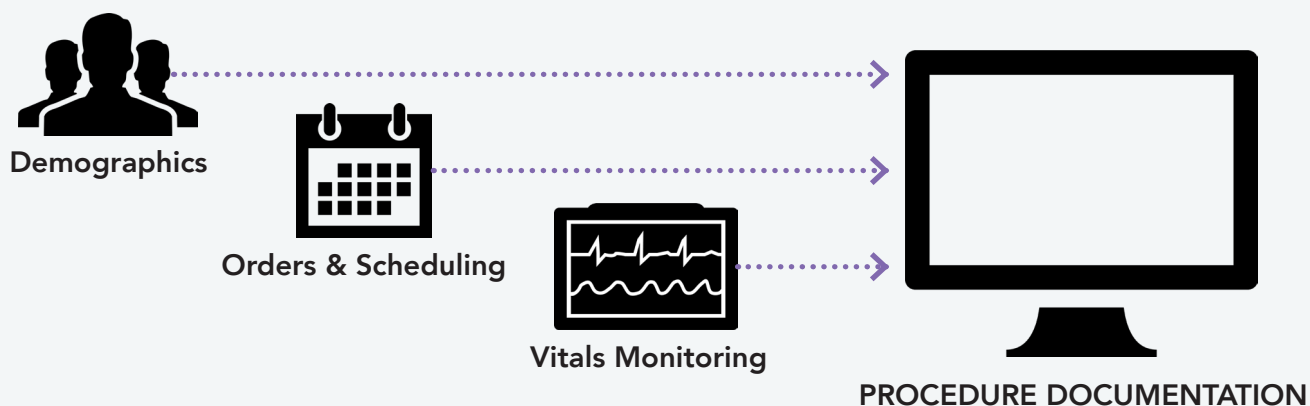
With robust data-reporting capabilities, Provation software simplifies compliance reporting, streamlines workflow, and eliminates dictation, printing and chart storage costs.

At a lot of other centers, you get a one-page statement of what happened during the procedure, and you get pictures on another piece of paper,” said Hunter-Nelson. “That is not as comprehensive as what you get from ProVation. No other report is this complete.”

She added, “Physicians say they are lucky these solutions were implemented because they are able to get everything into the system and they are able to review the health history of the patient in one place, from vitals to allergies.”

The nurses appreciate that MultiCaregiver integrates seamlessly with key systems, such as scheduling and vitals monitoring, thereby eliminating duplicate data entry and speeding up pre- and post-operative processes, while anesthesiologists highlight the convenience of accessing the solution on their tablets.

“It gives us the freedom to move from pre-op into procedure and then to the post-op phase without having to log in and log back out in each location,” said Dr. Ryan Green, M.D., Ph.D., site director, Walnut Creek Endoscopy. “We don’t have to fight with clinical staff to access the stationary computers that are hardwired to the network. It has really allowed us to move seamlessly throughout the facility through all phases of patient care.”



The software's robust reporting functionality enables Walnut Creek to leverage Provation MD and Provation MultiCaregiver for efficient quality-initiative reporting, as well as for benchmarking and audits.

"Provation has been great in allowing us to customize the modules with clinical content and the language that we need to use to be compliant with the various documentation payers and other regulatory bodies," said Green.

Coupling MultiCaregiver with Provation MD has also greatly diminished the volume of duplicate documentation that normally occurs in a paper environment, further streamlining workflow.

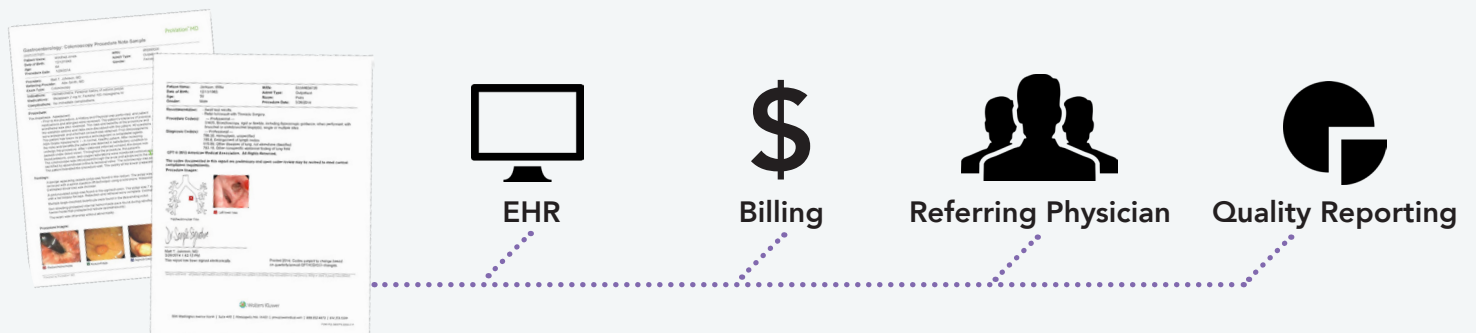
"You've got doctors, nurses, and anesthesiologists all working together. So, for example, the nurses do an intake history, which flows into the anesthesiologist's record and also to the GI doctors and into Provation MD," said Green. "We are all accessing it at the same time, so our time stamps are accurate, as well."

The time-stamp accuracy of Provation MD also benefits the center's compliance efforts.

Walnut Creek's staff is also looking to Provation solutions to facilitate the transition to ICD-10. That includes the ability to function in both ICD-9 and ICD-10 environments to accommodate differing conversion timelines.

"I know that with Provation, even with ASC-09 and ASC-10, whatever changes are made to CMS quality measures, we will be on the cutting edge," said Hunter-Nelson.

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Results: Improved Documentation, Streamlined Reporting and Billing

Since implementing Provation software, Walnut Creek Endoscopy Center has seen a number of benefits—most notably, complete and thorough reporting and streamlined workflow and documentation for physicians, nurses and anesthesiologists.

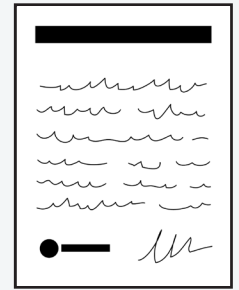
Green also highlights the efficiency of electronic billing, in particular for anesthesiologists.

Everything is “completely paperless now,” he said. “It allows us, with one click of a button, to print out everything we need to submit to payers to ensure we are reimbursed for our services.”

Auditors and reviewers have also noticed the impact of the Provation software on accuracy and completeness. That’s important at a time in a continuously evolving regulatory landscape when the complexity of compliance can create significant challenges.

“User friendliness, maintaining quality guidelines, conducting assessments and time stamping are all features that go toward improved efficiency, and that’s something everyone looks at these days,” said Hunter-Nelson. “There are constantly new changes and regulations coming in, and Provation has given us the ability to keep up with those changes and see that every revision needed is made.”

Overall, Provation MD and MultiCaregiver have been integral components of Walnut Creek’s technology infrastructure, allowing clinical and administrative staff to streamline documentation and improve overall efficiency. “As a result,” Hunter-Nelson says, “Provation solutions are 100%, absolutely part of Walnut Creek’s long-term strategy for care and compliance.”



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