

# LARGE IDN TRANSITIONS TO PROVATION® APEX TO ACHIEVE OPERATIONAL EXCELLENCE

## Initial Challenges

An integrated delivery network (IDN) based in Florida was facing significant challenges with their gastroenterology (GI) documentation system, Modernizing Medicine's cloud-based solution, gGastro®. The IDN performs over 18,000 gastroenterology procedures across four hospitals and one endoscopy center. The problems with gGastro were numerous: frequent planned and unplanned downtime, workflow inefficiencies, and growing physician dissatisfaction. These issues were hindering clinical and operational efficiency. As a result, the IDN began exploring alternatives as they recognized that a robust, reliable solution was critical to their mission of delivering exceptional patient care.

## Moving to Provation® Apex and Measuring Success

After thorough research and demonstrations, the decision was made to migrate to Provation® Apex, a cloud-based, intelligent procedure documentation platform. The Business Systems Analyst in charge of the implementation process noted, "Provation Apex was everyone's favorite, hands down. There was a lot of excitement going into this." This Business Systems Analyst worked hand in hand with Provation's Project Manager to ensure the implementation went smoothly and that Provation Apex met their pre-defined measures of success.

One key measure was the reduction of software downtime. "Previously, we had a lot of unplanned downtime. One of our sites is open 24/7. Even the planned ones were very frequent and not well communicated," the Business Systems Analyst said. One of the IDN's gastroenterologists added, "With our prior solution, if something went wrong with the software, we were not able to save images."

Provation Apex, which leverages Microsoft Azure, provided a significant decrease in downtime to the IDN. Updates to Provation Apex are automatically delivered every two weeks without disrupting staff. In addition, Provation Apex's Offline Image Capture feature enables clinicians to save images locally on their computer, which are then automatically associated to the correct patient procedure in the software once connection is restored.

Another key measure of success was the consistency and accuracy of the IDN's pathology workflow. "We wanted the workflow to be unified across our multiple sites. Provation Apex met this metric extremely quickly, even though it was a new process for our ambulatory center that was doing this manually," the Business Systems Analyst said. A Surgery Center RN agreed, "The transition was fairly easy and most of us caught on quickly. We are pleased with the overall process." Provation Apex allows the care team to document specimens, print labels and print pathology requisition forms – all within the application. After the procedure, the Findings section of the procedure note will be automatically populated with the relevant specimen data collection for more efficient documentation.



Prior to implementing Provation Apex, this IDN was also dealing with missing or incomplete documentation that resulted in missed or delayed coding. Since implementation, the problem has been resolved. Provation Apex efficiently guides physicians through best-in-class, GI specific medical content, so physicians create complete and accurate procedure notes. The complete capture of all procedure elements also enables robust reporting. "Our coding team can use the data reports in Apex for procedure reconciliation, which is something they were not able to do before," the Business Systems Analyst said. Physicians also use the dashboards within Provation Apex to compare themselves to physicians at other sites and to present to others in the IDN the value realized from the software.

The response to Provation Apex from physicians within this IDN has been very positive. "The transition was smooth, and the Provation trainers on site helped ease our anxiety. We didn't even reduce our volume," one of the physicians said. In addition, Provation Apex has intuitive workflows and uses machine learning to enable efficient documentation. Another gastroenterologist at the IDN noted, "I can spend more time talking to my patients because documenting is smooth and quick."

## A New Chapter of Excellence with Provation® Apex

The transition to Provation Apex marked the beginning of a new chapter characterized by enhanced efficiency, increased accuracy, and improved physician satisfaction. Moving forward, this IDN will continue to benefit from the responsive support provided by Provation.

"With other vendors, I receive an update hours after submitting a ticket, with a generic response that it is being worked on. With Provation, I get a response within 20 minutes resolving the request," the Business Systems Analyst said. She summed it up, saying "We had an engaged vendor who was genuinely interested in our success and that means so much. You can have a great product, but if you are not behind it and ultimately no one can use it, what are we going to do with it? We have been spoiled by the Provation experience."

"Moving to Provation Apex is like driving in a Fiat and then moving to a Ferrari."

– Gastroenterologist at the IDN

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