

## Documentation Improvement and Targeted Analytics to Accelerate Patient Throughput & Increase Patient Volume

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## Introduction

### The impact of automating procedure documentation on patient throughput/volume is often overlooked

- Reducing documentation time can translate into additional cases
- Targeted analytics can identify outliers and processes that slow throughput



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### Common documentation challenges that hinder patient throughput



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## Common hindrances

### Functioning in a hybrid setting

- Duplication of entry between paper and electronic charts is inefficient and takes time away from the bedside
- Slows the process of moving the patient to the next stage, particularly in post-op
- A monotonous and error prone process
- Busy ASCs often need to hire extra personnel to manage paper or take vital signs while nurses complete paperwork

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## Common hindrances



### Integrity of information captured

- Illegible handwriting can slow the process
- More “hands” on the information as it flows from paper to electronic increases the chance for error

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## Common hindrances

### Inaccessible charts

- Physicians, nurses and anesthesiologists all battle for access to the same paper chart to complete the information necessary to move the patient to the next stage
- Rooms cannot be turned over until the documentation process is complete
- Manual documentation can slow patient throughput at any stage of the patient encounter, from initial scheduling to final discharge



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## Common hindrances

### Inaccessible charts, cont.

- Pre-op processes such as medication input and reconciliation and consent forms
- Surgical prep when anesthesia needs the chart to speak with the patient but the nurse is finishing pre-op check in

### Other

- Manual documentation doesn't allow for the capture of key data that can be used to improve processes

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## Addressing the bottleneck



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## Addressing the bottleneck

### Automation accelerates and improves procedure documentation and, therefore, patient throughput

- This is particularly true when automation can be customized based on workflows
- Tracking the right metrics can also drive documentation and process improvements for faster throughput
- In some cases, quality metrics can track outliers in case clinical practice changes may be necessary

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**Case Study:**



**Gastroenterology Associates of Central Virginia**

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**Case Study**

**How Gastroenterology Associates of Central Virginia increased patient volume**

- Average daily increase of four to six patients with no change in staffing levels.
- Nationally recognized as a Best Performer in AAAHC Colonoscopy Study for achieving the third-lowest average discharge time

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**Case Study**

**Background**

- Based in Lynchburg, Va.
- Physician-owned since October 2009
- 8 physicians and 5 nurse practitioners
- Provides comprehensive GI care, including endoscopy
- AAAHC Accredited
- ASGE Endoscopy Unit Recognition Award recipient
- 100% paperless
- Averages 32 patients per day 2 days a week and 48 patients 3 days a week

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## Case Study

### Automating procedure documentation processes

- Identified post-op/recovery as source of the greatest bottleneck
  - Constant wait for paper chart to pass from hand to hand
  - Copies and scanning added to the delays
- Implemented ProVation® MultiCaregiver for patient charting
  - Robust electronic documentation and document imaging for all elements of the patient encounter

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## Case Study

### Automating procedure documentation processes, cont.

- Enables multiple people to work in the chart at the same time
- Electronic signing
- Custom forms further improve workflow
  - Physician standing order
  - Cecal withdrawal time
  - Anesthesia order
  - Discharge instructions
  - Patient satisfaction



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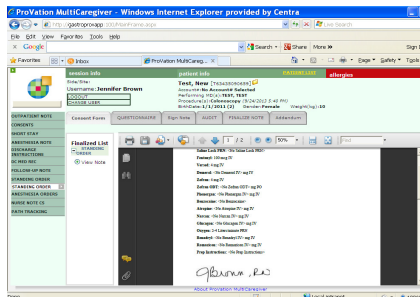
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## Case Study

### Standing Anesthesia Order



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## Case Study

### Discharge Instructions

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## Case Study

### Patient Satisfaction

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## Case Study

### Began tracking key analytics

- MultiCaregiver time tracking tool
  - Arrival and discharge times
  - Time spent in each stage to pinpoint hang ups
  - Track withdrawal times



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## Case Study

### Added quality metrics through ProVation® MD

- Identify outliers that may require addressing
  - Customized reports for adenoma
  - Cecal intubation rates
  - Scope utilization
  - Medication utilization
  - Monthly totals per physician
  - Scope repair costs with reporting

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Questions?

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