

Automated Procedure Documentation & Coding

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Gastroenterology Associates of Central Virginia

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- Physician-owned since October 2009
- Seven physicians and five nurse practitioners
- Comprehensive gastroenterology care, including endoscopy
 - AAAHC accredited
- Approximately 2,985 procedures projected to be performed between 10/2009 and 8/2010, the first year under new physician ownership

The Transition to Paperless

- Began utilizing software for GI procedure documentation in 2006, when the ASC was part of the local hospital
- Under hospital ownership, patient charts were kept in an EMR system
 - Created more paperwork
 - Not user-friendly in the ASC environment
 - Took one FTE one day to prepare charts for next day's procedures

The Transition to Paperless

- Upon ownership change, decided to replace use of hospital's EMR with EHR designed specifically for ASC
 - Expanded features and functionality
 - Ability to integrate customized forms
 - User-friendly interface
 - Integrated easily with physician documentation software
- Transition to paperless was complete in March 2010



Goals of Going Paperless

- Eliminate paper charts and duplicate charting
- Enable electronic consent, discharge and referring physician documentation
- Automate procedure documentation and coding
- Shorten clinician learning curve to accelerate and maximize adoption
- Improve patient care
- Increase time spent face-to-face with patients

Strategies for a Painless Transition

- Worked with vendor to train staff, including clinicians
- Made heavy use of IT support offered by vendor



Benefits of Operating in a Paperless Environment

- Cost savings from a reduction in expenses associated with creating, maintaining and storing paper charts
- Accelerated patient throughput, resulting in average daily increase of 4-6 patients with no change in staffing level
 - Achieved national recognition in August as a Best Performer in the 2010 AAAHC Colonoscopy Study for 3rd lowest average discharge time



Benefits of Operating in a Paperless Environment

- Reduction of overtime and other staffing-related expenses due to faster charting and scheduling
- Reduced staff by ½ FTE RN
- Reduced equipment expenses through automated tracking of maintenance schedules/repairs
- Comprehensive and compliant documentation and charting

Benefits of Operating in a Paperless Environment

- Accelerated billing cycles due to faster, more accurate coding and billing audits
- Est. billing/coding accuracy went from 45% to 95%
(remaining 5% = procedures done by physicians at hospital)



Other Benefits

- Streamlined reporting and audits with reporting tools:
 - Case numbers/physician
 - Medications used
 - Medications per physician
 - Quick comparisons to identify outliers
 - Identify areas where additional clinical education may be necessary
 - Enables daily chart audits
 - Measures performance against internal and external benchmarks
- Achieved AAAHC accreditation in less than four months

Other Benefits

- Increased patient satisfaction
 - More patient focus seen in customer comments
 - Satisfaction rose from 97.9% to 99.5%
 - Fewer falls and other adverse incidents
 - Clearer post-op instructions
- Increased physician satisfaction
 - Faster documentation
 - Improved accountability
 - "Easier than handwriting everything"



Other Benefits

- Rapid reports to referring physicians
 - Electronically signed post-op reports can be automatically faxed to referring physicians
 - Radiology/lab orders can be sent automatically
 - No manual intervention is necessary
 - Delivery is always confirmed



Questions?


