



Huntsville Hospital Improves Revenue, Compliance with ProVation® MD Gastroenterology

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CUSTOMER PROFILE

Huntsville Hospital, located in Huntsville, Alabama, is one of the largest locally owned not-for-profit hospitals in the US. As a teaching facility for the University of Alabama-Birmingham’s School of Medicine and Family Practice Residency Program, Huntsville Hospital helps train family physicians for communities throughout Alabama and beyond. In addition, the hospital, with more than 880 licensed acute care beds, serves as a primary site for more than 50 national drug research projects.

Nearly 650 physicians and 2,000 nurses serve patients in facilities including Huntsville Hospital, Huntsville Hospital for Women & Children, an outpatient Medical Mall, Madison Medical Park and a 70-bed rehabilitation hospital located on its campus.

THE CHALLENGE

In 2007, staff at Huntsville Hospital’s Endoscopy Unit embarked on a mission to improve endoscopy (GI) physician documentation to better comply with Joint Commission standards. “The Joint Commission requirement for an immediate post-procedure note was a concern to us,” said Rhonda Bishop, RN, Nurse Manager of Huntsville Hospital’s Endoscopy Unit. “It was clear that the best and most efficient way to achieve compliance would be with an electronic solution, otherwise we’d be handwriting and then dictating.”

CASE STUDY

HUNTSVILLE HOSPITAL

IDENTIFYING THE SOLUTION

Although they investigated multiple solutions, it was soon clear that ProVation® MD software was the right solution for Huntsville, due to its impressive usability, integration and automated coding capabilities. Said Bishop, “We soon realized that in addition to achieving greater compliance, ProVation also gave us the opportunity to recover revenue through improved documentation and coding.”

Available for a variety of medical specialties, ProVation MD software eliminates dictation and transcription and allows physicians to efficiently document procedures at the point of care. It produces complete, coding-ready and image-enhanced documentation that results in greater efficiency, as well as increased profitability and clinician satisfaction.

IMPROVING THE BOTTOM LINE

Huntsville Hospital went live with ProVation MD software in August 2008. Two years after implementation, the coding improvement and financial results were impressive. An April 2010 analysis of 54 randomly selected cases showed that post-ProVation, revenue-impacting CPT errors had been reduced by 51 percent, and overall coding compliance had improved by 64 percent.

Additionally, it is estimated that prior to implementing ProVation MD software, Huntsville Hospital had been losing more than \$87,000 annually in facility fees due to under-coding of GI cases. The Endoscopy Unit had also been averaging six days to drop a bill—a number that improved by two days post-ProVation, generating another \$41,015 in workflow savings.

When combined with the annual elimination of \$44,000 in transcription costs, the results add up to a total facility benefit of more than \$172,000 in year one.

Cost Savings (elimination of transcription)	\$44,459
Workflow Improvements (revenue cycle; bill drop)	\$41,015
Revenue Enhancement (elimination of under-coding)	\$87,381
Total Facility Benefit	\$172,855

REAPING OTHER BENEFITS

In addition to the financial impact, the staff at Huntsville has enjoyed a number of overall workflow benefits, including electronic signature capture, integration with and immediate inclusion of the procedure note in the hospital’s GE Centricity system, detailed data reporting and overall compliance improvements.

“ProVation software has impacted the way we document in so many ways,” Bishop concluded. “I’m able to easily generate month over month reports on number and type of procedures performed, patient demographics, and other key data. The reports are informative, and include both the codes and selected pictures of findings taken during the procedure. And I no longer have to worry that we’re not meeting Joint Commission standards on post-procedure documentation.”

Physician users have clearly benefited as well. “I’m a believer in ProVation software, and feel that it’s a much better solution than dictation,” said E. Tony Ugheoke, MD, FACC, a practicing physician at Huntsville Hospital. “It’s easy and fast, has eliminated the need to wait for and sign-off on transcribed reports, and I’m always confident that the codes it generates are correct.”



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