

# CASE STUDY

## Innovative ASC Software Solution Provides Surgical Center the Competitive Edge to Stay in the Game Specialty Surgical Center ♦ Bonnie Brady, Administrator

### Product Solution

Vision maximizes the performance of surgical facilities and elevates the standard in facility management software. Built on market innovations, Vision meets the highly specialized needs of today's ambulatory surgery centers and specialty hospitals.

The web-enabled technology provides one advantage after another, seamlessly integrating clinical and administrative processes. Vision provides security, scalability, integration with third-party systems, and flexibility for growth.

### Product Benefits

- Accelerates reimbursement and maximizes case revenue with suite of revenue cycle management products
- Increases staff efficiency and productivity with specialty-driven Electronic Health Records
- Increases facility utilization with physician and patient satisfaction tools
- Adheres to industry regulatory standards
- Promotes excellence in patient care
- Internal quality assurance programs
- Controls costs with Inventory Manager

### To Learn More

Visit [sourcemed.net/vision/](http://sourcemed.net/vision/)

### Surgical Facility Background

Specialty Surgical Center (SSC) is an ASC with two operating suites: pre- and post-op rooms equipped with state-of-the-art medical technology. The center is staffed with board-certified surgeons and anesthesiologists performing procedures in orthopedics, podiatry, urology, pain management, ENT, hand surgery, lithotripsy, brachytherapy, GYN and laser surgery.

### Recognizing an Opportunity

Prior to 2009, SSC relied on home-grown software to manage its operations. Access to the system was difficult, making it impossible for the facility's staff to gain insight into day-to-day operations.

In their quest to find a better way to manage clinical and administrative processes and provide patients with the highest levels of quality care, SSC turned to SourceMedical's ASC clinical and management software solution — Vision.

Bonnie Brady joined SSC in 2008 as the facility's administrator. Based on her past experience with SourceMedical's AdvantX information management system at another facility, Brady was certain that Vision was the right solution for SSC. Managers and physician partners supported Brady's recommendation to implement Vision.

Vision ASC software uses web-enabled technology to provide seamless integration of clinical and administrative processes. Comprehensive, end-to-end functionality optimizes facility management, increases productivity and operational efficiency, accelerates cash flow, and enhances the quality of care and patient safety.

For SSC, flexibility and scalability were vital. They were able to purchase and implement incrementally, initially purchasing only components identified as high priority. They took advantage of the ability to add additional functionality, such as billing and clinical management, as needed. SourceMedical worked closely with Brady and her team to have the purchased components up and running in record time. Implementation and training were complete in less than 30 days.

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The facility's goal of enhancing patients' experiences and lessening the burden on its nursing staff quickly became reality. During the initial rollout of Vision, SSC also implemented the SourcePlus Passport and SourcePlus EdgeSurvey components. SourcePlus Passport streamlines the perioperative workflow process by allowing patients to securely create and submit their own pre-operative medical histories from their home via the Internet. SourcePlus EdgeSurvey automates the distribution, collection, aggregation and reporting steps of patient satisfaction surveys. By bringing these programs online, the facility reclaimed significant hours of staff time and secured more accurate information in a process that is convenient for patients.

## Measuring Results

When Brady arrived at SSC nearly two years ago, it was impossible to gauge operational effectiveness. Today she has a real-time and accurate account of her business. With just a few clicks of a mouse, she can view changes, trends and other relevant data on an incremental basis. Using Vision, management summary reports are developed with ease, providing data necessary to make key business decisions, including profitability of procedures and contract negotiations. Patient satisfaction has increased significantly since implementing Vision. All information is scanned, eliminating issues associated with lost paperwork. Nurses quickly pull up information and answer patients' questions. Information – from billing to insurance to patient medical histories – is readily available. Faxing, excessive paperwork, and lengthy phone calls are all processes of the past.

Within the first three months of implementing the SourcePlus Passport, 78% of SSC's patients participated in online submission of their reoperative medical histories. Feedback is very positive. Rather than spending 25 minutes on the phone with a pre-operative nurse trying to remember what medications they are taking, patients now proactively engage at their convenience from work, home, or wherever they choose. Beyond increased levels of patient satisfaction, day-of-surgery delays and cancellations have decreased. The entire process – from both the patients' and nursing staff's perspective – is quick and easy, and frees the nursing staff to devote more hours to patients' needs rather than administrative tasks.

Historically, the return rate for patient satisfaction surveys conducted via mail was 20-40%. Within the first three months of using SourcePlus EdgeSurvey that number increased to 60-65%. In addition to reducing paperwork and freeing-up valuable nursing time by bringing patient surveys online, increased return rates have yielded valuable patient feedback on how to further improve services.

## Next Steps

SSC continues to expand its use of the Vision solution. With tablet PCs ordered, the facility is in the process of implementing a bar-coding system for its inventory management that will feed directly into Vision for more precise case costing. By the end of 2010, the facility plans to roll out Vision Electronic Health Record. Once implemented, SSC will become the premier site in New Jersey for SourceMedical's Vision EHR system. Brady's advice to other ASCs is, "You have to get on board. To successfully compete in the fast-paced ASC industry, you have to be on the cutting edge of technology, or you are going to lose. Our cutting edge is Vision."

### About SourceMedical

SourceMedical provides outpatient information solutions and services for ambulatory surgery centers, specialty hospitals and rehabilitation clinics nationwide. With a 30-year track record and more than 4,400 satisfied customers, SourceMedical is the trusted source for innovative applications, in-depth industry expertise and unsurpassed customer service. The company's unique, end-to-end systems improve operational efficiency and cash flow while enabling healthcare facilities to deliver a higher quality of patient care.

