MEASURABLE BENEFITS REALIZED WITH STREAMLINED TRANSCRIPTION AND CHART MANAGEMENT SOLUTIONS

Surgery Center of Rome selects Surgical Notes as transcription and document management vendor

SNChart
Web-based Transcription & Management System

ScanChart ASC
Chart Automation & Document Management Tool

Corporate Profile

Surgery Center of Rome

Location: Rome, GA

Multi-Specialty Outpatient Care

4 Operating Rooms & 1 Treatment Room

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Risk Manager,
Surgery Center of Rome

Introduction

The leadership of Surgery Center of Rome identified a number of inefficiencies with how the ambulatory surgery center (ASC) approached development and management of its medical charts. So it acted, and in a span of just about three months, the 30-year-old ASC dramatically enhanced its charting process.

Founded in 1988, Surgery Center of Rome was owned by a hospital until 2004, when it became a freestanding facility. The ASC features four operating rooms and one treatment room. About

25 physicians perform an average of 450 cases monthly. The multi-specialty center performs a high percentage of ophthalmology procedures. The two specialties with the next highest case volumes are orthopedics and otolaryngology (ENT). Other specialties include general surgery, dental surgery, urology and pain management.

The path to turning around its medical charting began in January 2017 with a discussion about the role Surgical Notes could play in achieving this objective. Surgery Center of Rome evaluated two

Surgical Notes solutions: SNChart, a web-based transcription and management system, and ScanChart ASC, a chart automation and document management solution.

While members of the ASC's leadership team were familiar with these solutions, they still conducted their due diligence. This included speaking with current users of the solutions who were asked many questions, including "If you could go back in time, would you choose to implement them again?" The answers given were a resounding "yes."

Transforming Transcription

First to go live in July 2017 was SNChart. The ASC's leadership felt comfortable using the solution from the start thanks to its "user-friendly home screen." The screen is carefully organized to provide a fast, easy means to perform numerous tasks. These include identifying which dictations are ready for proof and due to be transcribed; performing searches by physician and patient; and reviewing of electronic signatures.

SNChart identifies when dictations lack all details necessary for a complete operative report, allowing the ASC to work with its physicians and their offices to fill in gaps. Offices can be granted access to the solution, which helps decrease the amount of calls for missing dictations and allows the office to print their own dictations.

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Risk Manager, Surgery Center of Rome

Comprehensive Charting Overhaul

Next to go live in September 2017 was ScanChart ASC. Sheila Hall, the ASC's risk manager, played a critical role in its successful implementation. Essentially serving as a document coordinator, she worked with the Surgical Notes team to customize the ASC's forms for the system and helped configure chart packs and rules.

Implementation went smoothly, Hall says, thanks in part to the close collaboration between Surgery Center of Rome staff and Surgical Notes representatives. Once ScanChart ASC was operational, it didn't take long for the ASC to notice improvements.

"Before we had ScanChart ASC, assembling a chart was a slow process," Hall says. "We used a lot of generic forms not specific

to a particular surgeon or procedure. Our team would spend significant time filling these out. We also ran into the occasional problem of leaving out a record from a chart, such as an observer consent."

She says that's all changed with ScanChart ASC. "We can make our documentation, such as discharge instructions and patient education, more specific to our surgeons and procedures. That's been one of the best improvements thus far. Another great benefit is the ability for our medical records clerk to conduct chart audits. This helps us identify areas we need to improve to ensure all records are always included in the chart."

With documentation maintained within ScanChart ASC, there's no need to hunt down charts. "Everything is right there in the system, organized for you and instantly accessible," Hall says. "We don't need to spend time manually assembling our charts to keep them in a consistent order."

She continues, "We've also been able to increase the number of people on our team with permission to print charts. We used to rely on a single person for printing. If this individual wasn't available and we had an add-on patient or other change in the surgical schedule, documentation became complicated. Now we have greater accessibility to our charts and improved efficiency."

Surgical Notes

Measurable Benefits

Surgery Center of Rome's use of SNChart and ScanChart ASC is delivering tangible improvements to the ASC's revenue cycle performance. With SNChart, claims are completed quicker and cleaner, allowing the ASC to get its bills out — and payments in — faster. With the decrease in transcription errors, physicians spend less time fixing their operative notes, boosting their satisfaction and productivity.

With its charts digitized, the ASC is saving money every day. There's no longer a need to pay for pre-printed forms, chart shipping, and off-site storage, and tasks streamlined by ScanChart ASC have freed staff up to tackle other projects.

And if there's ever a question or concern, Hall says the ASC finds comfort knowing that Surgical Notes is ready and eager to help, whether it's an assigned account manager or another customer service team member.

"Surgical Notes representatives are always super helpful and thorough," she says. "Any time we need assistance, it's provided quickly. You can't put a price on peace of mind."

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