

CASE STUDY:

Ambulatory Surgery Centers (ASC)



O.R. TRAX: Florida Surgery Centers

BACKGROUND

A cluster of four Florida surgery centers were questioned on their mock survey; for lack of vendor compliance with regulatory standards set by the CDC and AAAHC and were at risk of losing CMS reimbursement due to insufficient vendor logs. Several issues drove the need for an immediate solution.

The centers faced logistical inefficiencies. Without an automated system, the surgery centers had trouble keeping track and organizing physical copies in binders of vendor records, credentials and logbooks. New NHSN COVID-19 safety measures further complicated this process, requiring 2 or 3 staff members to manage and monitor the check-in process at each of the facilities.

Additionally, communication between vendors and clinicians regarding surgical scheduling was labor-intensive, relying on emails, phone calls, and texts, which increased the risk of miscommunication and surgical delays.

RESULTS

Since the implementation of O.R. TRAX, the Florida Surgery Centers have achieved 100% vendor compliance for six consecutive months. The touchless, fully automated system has eliminated the need for staff members to manually check in vendors or track credentials, freeing up valuable time for clinical work. The centers have also onboarded all their vendors onto the platform, ensuring that all vendor credentials are valid and up-to-date, and the system has the ability to generate and export real-time reports, including statuses by vendor rep and procedure.

The ability to produce vaccination reports on-demand has significantly reduced the risk of losing CMS

THE SOLUTION

The surgery centers sought the market for a compliant vendor credentialing system. Upon discussions with a few potential vendor credentialing platforms, O.R. TRAX stood out for not only its touchless vendor credentialing & check-in system via its proprietary iBadge technology, but also its HIPAA-compliant surgical scheduling platform designed to streamline communication between healthcare providers and vendors.

O.R. TRAX was a one stop shop for eliminating the need for physical log books and binders and also automated the process of notifying vendors of surgical schedules, reducing the need for manual calls / texts. O.R. Trax's staff also emails the ASC staff a bi-weekly vendor access report, removing the need for the ASC staff to perform that function.

reimbursements, while the seamless integration with the Surgical Information System (SIS) ensured that the solution was compatible with the centers' existing Electronic Health Records (EHR). The fact that O.R. TRAX required no additional infrastructure—such as a kiosk, printers, or dedicated internet connection—also resulted in cost savings for the centers.

By addressing the identified gaps before the AAAHC survey and ensuring compliance with federal and state regulations, the Florida Surgery Centers are now better positioned to maintain their accreditation and continue operating efficiently.