

# Snap & Go vs. Epic: Charge Capture Performance Review at Mary Washington & Stafford Hospital

In December 2024, Mary Washington Hospital conducted a pilot to evaluate the Snap & Go computer vision and camera-tech system in the Cath Lab department.

The primary objective of this pilot was to measure the system's impact on workflow efficiency, reporting accuracy, nurse satisfaction, and its overall performance compared to the existing Epic system.

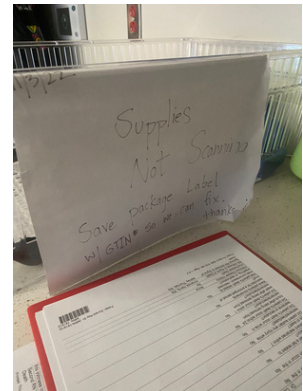
## Methodology:

- **System Deployment:** Snap & Go was installed in 5 Cath Labs and 2 EP Labs and tested over 8 working days in a routine clinical environment, with a total of 94 cases.
- **Comparison Metrics:** The system's performance was measured against Epic, the hospital's existing system, focusing on ease of use, reporting accuracy, manual effort reduction, training requirements, and data integrity.
- **Survey & Data Collection:** A structured survey and manual data audits were conducted to gather quantitative and qualitative feedback from the nursing staff.

## Key Findings

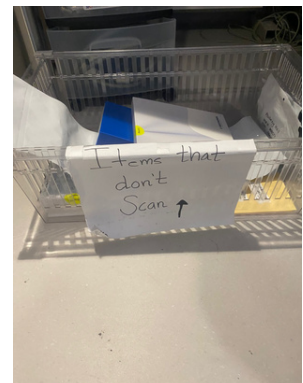
### 1. Charge Capture Accuracy

- Snap & Go captured 14% more items than Epic (1,635 vs. 1,435).
- The department's current process involves placing unscanned or unrecognized items in a designated bin for later review and reporting by the inventory specialist.
- With Snap & Go, the hospital can eliminate this routine, as its camera-based item capture ensures that even unrecognized items are identified and routed to the hospital's billing, ERP, and EHR systems, complete with an image as proof of use to finalize charging.



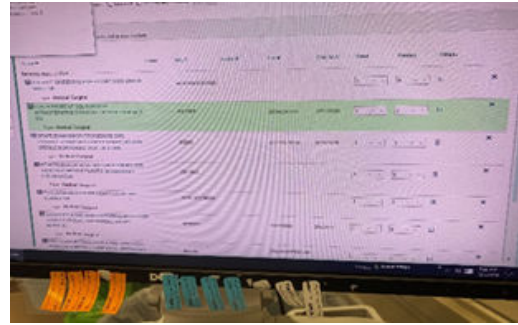
### 2. System Failures Requiring Manual Intervention

- Snap & Go reduced manual data entry to zero, compared to Epic's 11%
- 41 items required manual entry due to barcode scanning issues, increasing the risk of missed charges and discrepancies.
- The unrecorded items in Epic, required frequent manual interventions, such as post-procedure reviews by inventory specialists.



### 3. UDI Data Integrity

- UDI information captured by Snap & Go system was accurate in 100% of 94 cases.
- In Epic, not all item UDI information was recorded during the procedure, or required manual log of implants.



### 4. Ease of Use and Training Simplicity

- Snap & Go was rated 42% easier to use than Epic (88% compared to Epic's 62%)
- According to a nurse satisfaction survey conducted before and after implementing the system. This highlights Snap & Go's ability to enhance compliance documentation and streamline reporting.
- Snap & Go is 10% easier to learn, scoring 88% vs. Epic's 80%, reflecting its intuitive design.
- Snap & Go's satisfaction score was 28.1% higher than Epic's (Snap & Go achieved 82%, outperforming Epic's 64%). These metrics highlight Snap & Go's strong user-centric design and ease of adoption, reducing onboarding efforts.

### Conclusion:

According to the pilot conducted in 5 Cath labs and 2 EP labs across Mary Washington Hospital and Stafford Hospital, the Snap & Go system demonstrated clear advantages over Epic as a point-of-use reporting system. Snap & Go excelled in ease of use, reporting simplicity, reduction of manual efforts, and overall accuracy. Nurse satisfaction was significantly higher, with Snap & Go outperforming Epic in every evaluated parameter.



These findings validate Snap & Go as a superior charge capture solution for Cath Lab operations, delivering enhanced efficiency, data accuracy, and better user satisfaction.

While this pilot focused on reporting capabilities and staff satisfaction from workflow methods, Snap & Go's capabilities extend beyond these areas, unlocking potential for transformative impacts across downstream processes, which were not tested in this pilot.

By ensuring accurate and complete data capture at the point of use, Snap & Go can significantly reduce claims denials and underpayments, directly enhancing revenue cycle efficiency and profitability.