



Practice Excellence™ Program

Case Study: Orthopaedic Center of the Virginias

Whether you are looking to improve the performance and alignment of your practice or grow your orthopedic volume, Performance Solutions partners with you to develop a relevant strategy to move your business operations from where they are ... to where they need to be.

Our team of experts begin by objectively assessing your practice against industry benchmarks and provide implementation support to help transform your practice and achieve long lasting results.

Orthopaedic Center of the Virginias

Serving the rural, coal mining town of Princeton, West Virginia, the Orthopaedic Center of the Virginias (OCV) is nestled in the Appalachian mountain range. In partnership with the local 230 bed hospital, the practice serves a larger geographic area of 200,000.

This 4 provider, general orthopaedic practice includes joint replacement, sports medicine and emergency services, and also offers conservative therapy options. Strong relationships with the community hospital and solid practice leadership have positioned this group for growth in the region.

“Stryker’s Performance Solutions assisted us in implementing changes throughout our office. With organizational realignment in virtually every department, we have made great improvement in operation and revenue cycle management. From our partnership with Performance Solutions, we now have tangible metrics that we can look at and utilize for accountability.” - Philip Branson, MD

Practice Redesign

- Redesigned team work flow and patient management throughout entire visit
- Optimized technology platforms and EMR systems to effectively support patient visit
- Increased access to care and increased patient volumes through reductions in patient cycle times
- Decreased patient wait times to drive a positive patient experience

Profitability & Revenue Recovery

- Developed and implemented annual budget review process to proactively manage business decisions
- Executed clear prevention program in business operations to eliminate avoidable revenue losses
- Restructured the surgical scheduling process to create a “single visit” model with same day scheduling, reducing surgical cancellations
- Created best practice use of daily huddles and regular stakeholder meetings that focus on key financial & operational performance metrics

With Performance Solutions support and program management, OCV was able to focus on care redesign and access to care, which resulted in increased efficiencies throughout the practice and improved patient experience and satisfaction.

Increase practice efficiency

74%
reduction in patient cycle times, patient check in and registration
 from 1 hour to 20 minutes

115 to 57
reduction of days in accounts receivable
 (from 2015 to 2017)

85%
increase in Point of Sale collections from 2015 to 2017,
 resulting in \$87,303 in increased revenue

91%
total AR under 90 days

\$233,000
in revenue recovery
 in 12 months

Are you ready to **transform** your practice?

Our program

Strategic Assessment

On-site assessment to evaluate your practice, assess gaps and recommend steps for improvement.

The analysis includes a MACRA readiness assessment.

Revenue Cycle Management

From billing and coding support, to aligned revenue cycle management, we can bring about exceptional gains in both cash flow and net revenues.

Practice Redesign

We help you deliver the proper care at the right setting, cost, and time, all within the framework of the patient experience.

Outcomes Management

We help you track, trend and analyze data to sustain performance and outcomes measures through our innovative analytics suite of solutions.

Data. People. Process. Performance.

Building a strong **future**.

Profitability

Reduce overhead
Minimize avoidable loss
Increase revenue
Increase reimbursement
Grow your take home pay

Efficiency

Increase staff productivity
Improve patient throughput
Get a little time back in your day

Outcomes

Enhance patient satisfaction
Improve quality
Measure, track, report and sustain
See your scores rise

Practice transformation

**To learn more about Stryker Performance Solutions, contact us:
350 North Orleans St. | Suite 650 S | Chicago, IL 60654**

1.800.616.1406 | spsinfo@stryker.com | strykerperformancesolutions.com

©2018 Stryker Performance Solutions. Reproduction or distribution is prohibited without the express written consent of Stryker Performance Solutions. This material and/or example is provided for illustration and/or guidance purposes only and should not be construed as a guarantee of future results or a substitution for legal advice.

DISCLAIMER: This material and/or presentation is provided for guidance and/or illustrative purposes only and should not be construed as a guarantee of future results or a substitution for legal advice and/or medical advice from a healthcare provider. Stryker Performance Solutions does not practice medicine and assumes no responsibility for the administration of patient care.

Mkt Lit SPSCSOV.1