



Physician **Practice Excellence™**

Case Study: Pro Sports Orthopedics

Whether you are looking to improve the performance and alignment of your practice or grow within your market, 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.

Pro Sports Orthopedics

Pro Sports is a large Boston-based practice with 3 separate locations and affiliations with multiple hospitals and Ambulatory Surgery Centers (ASCs). Pro Sports focuses on comprehensive orthopedic services and has dedicated specialists for every joint in the body – shoulder, elbow, hip, knee, spine, foot and ankle. The practice wanted to leverage scale and grow in the competitive Boston market.

“The Performance Solutions team supported us in a large scale organizational re-alignment and the development of work-flow strategies that improved efficiency and drove financial improvements.” Anthony Schena, MD

Enterprise Redesign

Performance Solutions helped Pro Sports redesign the complete enterprise. We helped their large practice manage a cultural transformation while delivering the proper care at the right setting, cost, and time - all within the patient experience framework.

Based upon our proprietary model, we helped Pro Sports Orthopedics focus on organizational transformation through:

Enterprise Redesign

- formalized organizational structure, job descriptions and accountability
- created consistent communication and centralized operations with a multi-location business model

Reduction of Overhead

- improved work-flow and team alignment
- established clear team scope and patient management processes
- optimized IT platforms to decrease staff workload, eliminate re-work costs, and increase patient throughput

Profitability & Payment Reform Success

- provided mechanism to hard-wire organizational metric tracking including financial, operational, and quality indicators
- reformed provider coding process, documentation and education
- converted all claim submission and remittance management processes to best practice
- served as convener partner to drive quality metric performance and capture of reimbursement incentives under BPCI program

Organizational Transformation

15% to 4%

reduction
in denial rates

\$525k

savings generated
through the BPCI program
from Q3 2015 – Q2 2016

68%

individual provider
total aging averages
under 90 days

90%

providers successfully
converted to electronic
documentation and
billing process,
reducing date of service to date of charge entry by an average of 7 days

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:
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