



## 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:  
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