

Case Study: Workflow Redesign



Center For Orthopaedics

Located in Lake Charles and Moss Bluff, Louisiana, The Center for Orthopaedics (CFO) is one of the region's largest musculoskeletal groups and offers a comprehensive range of orthopaedic services to individuals in Southwest Louisiana and Southeast Texas.

This cutting-edge practice utilizes advanced care pathways and techniques in sports medicine, pain management, joint reconstruction and foot, knee, hip, shoulder, spinal and arthroscopic surgeries. The clinic also provides urgent orthopaedic express care, DME supplies, casting and imaging services.

This clinic experienced an abrupt separation from a larger multi-specialty group in the area and was seeking a partnership to establish a new business office, clinic-wide staffing models, and technology review and consolidations.

Challenges

- CFO experienced major delays in patient throughput. Seeing 400 patients a day, appointments were taking up to 2 hours per patient creating long waits at check-in, check-out, & DME supply.
- CFO relied on a number of various technology solutions which complicated staff duties and negatively impacted costs and overhead.
- Charges and routing were reliant on paper fee tickets; easily misplaced, mismarked, or missed altogether.
- Staff struggled with crucial data collection – data was copied from paper to electronic chart, or not collected at all.
- Provider documentation completion took over 7 days. Providers spent late hours and weekends trying to stay on track.
- These factors compounded to create a revenue cycle well behind where CFO wanted to be.

Small Changes: Big Transformation

Our team helped CFO streamline every aspect of their organization, saving precious time and money.

Solutions & Outcomes

- **Technology Consolidation**

With Connect's assistance, CFO's clinical and billing teams were able to successfully transition to a new software solution, allowing them to manage their specialty practice needs. Significant cost savings were achieved through the elimination of separate billing and documentation systems, patient portal, and billing processes, as well as maximized practice resources to streamline workflow, reduce redundancy, and right-size their staffing.

- **Workflow Redesign**

Redesigned staff and patient flow models, coupled with new software features including patient registration and built-in navigational queues resulted in decreased clinic backlog at key checkpoints. This included check-in, check-out, DME, casting, and imaging. Overall patient throughput improved, and appointment times reduced to an average length of 50 minutes, including procedures and ancillary services.

- **Revenue Cycle Management**

Tailored, best practice-based business office workflows, corrected staffing models, and third-party technology consolidation significantly reduced their expenses and positively impacted key performance initiatives in an already high-performing environment.

- **Provider Documentation Time**

Customized provider workflows and new software features allowed for automated and accurate patient data collection. CFO providers reduced documentation time from over 7 days to 1 day. Providers were able to go live without interruption to patient care, maintaining normal patient volumes (software dependent).

Key Results



Reduction of physician documentation time



Reduction in total patient visit time



Reduction in Days AR



Clean Claims

During a challenging transition, Connect Strategic Partners provided invaluable support to CFO. Shanelle and Amy immersed themselves in understanding our unique needs, collaborating to tailor solutions that addressed our workflow, technology, and staffing requirements. As a practice admin overseeing a substantial orthopedic business, the demands are vast, and Amy and Shanelle played a pivotal role in elevating our organization to new heights.

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