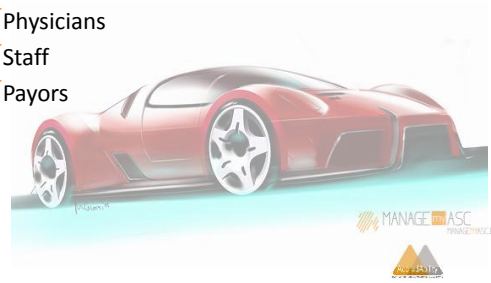
The 5 Measures of Success

Where Clinical, Financial, and Operational Management Intersect

Tamar Glaser, RN President
John Seitz, CEO
ManageMyASC.com

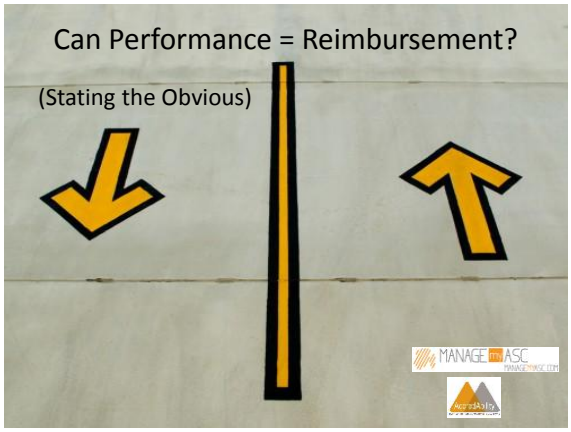
Benefits of High Performance

- ✓Patients
- ✓Physicians
- ✓Staff
- ✓Payors



Can Performance = Reimbursement?

- ✓**It Already Does**
  - **CMS**
  - **Commercial**
  - **In Network**
  - **Out-of-Network**



The "Big 5"

- ✓ Clinical Quality
- ✓ Regulatory Compliance
- ✓ Patient Satisfaction
- ✓ Financial Management
- ✓ Operational Competence

The "Big 5": As Measures of Success

- ✓ **Above Normal** *Clinical Quality*
- ✓ **Absolute** *Regulatory Compliance*
- ✓ **Outstanding** *Patient Satisfaction*
- ✓ **Profitable** *Financial Management*
- ✓ **Proven** *Operational Competence*

Above Normal Clinical Quality

- ✓ Why important
- ✓ What to measure
- ✓ Defining "Above Normal"

Absolute Regulatory Compliance

- ✓ Why Important
- ✓ What to measure
- ✓ What defines "Absolute"

Outstanding Patient Satisfaction

- ✓ Why Important
- ✓ What to measure
- ✓ What defines "Outstanding"

Profitable Financial Management

- ✓Why important
- ✓What to measure
- ✓What defines "Profitable"

Proven Operational Competence

- ✓Why important
- ✓What to measure
- ✓What defines "Proven"

Potential and Benefits

- ✓"High Performing" Center as a Network
  - For the ASC?
  - For the Payor?
  - For the Patient?
  - For the Physician?

Next Steps

What should you be doing at your ASC to position yourself to be a high performing center?

We look forward to speaking with you.
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