

Better Data Capture to Improve Financial Performance in the High Volume Orthopedic Center

Becker ASC Conference

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Better Data Capture

- Historical perspective
- What happens at the POS
- Case study
- Future

Historical Perspective

- Mixed bag
- Most important link in the value chain
- Yet...where's the formal training?
- Multiple points of failure and leakage
- Lack of consistent methodology
- Poor feedback mechanisms
- Kindness of strangers

Trying to Improve Capture

- Multiple locations – many 2+
- Most important time
- Least effective tools
- Work flows – location dependent
- Homegrown solutions
- Attempts at commercial products
- Barriers/Challenges

Case Study

- Study specs
- Focus on process
- Other Findings
 - Confirmed need to understand linkages between CPT & ICD-9
 - Reinforced that dictation matters
- Total Chart
- SurgiCoder.com

Results – Focus on Process

- Billing cycle times ↓ 34% & 25%
- Payment cycle time ↓ 36% & 30%
- Attainment = Paid ≤ 40 days - 44.1%→49.2% & 40.8%→63.1%
- A/R 90+ 30.6%→18.5% & 31.2%→14.2%
- A/R Days ↓ 30% & 35.8%

Case Study

- Benefits
 - Physician – Simplified coding & dictation experience
 - Coder & Biller – Thorough documentation
 - Payer – Clean claim
- Costs
 - Up-front installation
 - Dedicated hardware
 - Implementation
 - Disruption

Future

- ICD-10
- Continued reimbursement pressure
- Healthcare Reform
- Technology – SaaS
- Integration with EMR & PM
- Portability – Multiple locations
- Adoption issues

Technology Matters

Summing Up

- Historical practices won't hold up
- What happens at the POS matters – a lot
- *Effective* application of technology *and effective* change management are key