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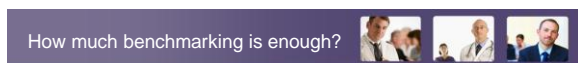
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- **Benchmarking is the process of identifying, measuring and analyzing data ...**
  - ✓ Clinical information– quality indicators, infection rates
  - ✓ Operational – staffing, utilization, patient satisfaction
  - ✓ Financial – profitability, patient volume ... case level metrics
- **... and using this data to improve your services.**
  - ✓ What are you currently tracking?
  - ✓ What do you already (think you) know?
  - ✓ What is everyone else doing?
  - ✓ Where should you spend more time?

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What are the data elements?



▪ **Clinical Information**

- ✓ Quality Indicators
- ✓ On-time Start Rates
- ✓ Post-Op Follow-up Calls
- ✓ Adverse Events

▪ **Operational**

- ✓ Patient Volume
- ✓ Utilization Rates by Doctor, by Room, by Day
- ✓ Staffing Levels and Requirements
- ✓ Patient Satisfaction

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...and there are more data elements



▪ **Financial – Totals and Cost-per-Procedure Information**

- ✓ Net Revenue
- ✓ Net Earnings
- ✓ Total Expenses
- ✓ Salaries and Benefits – clinical and non-clinical, OT
- ✓ FTE hours
- ✓ Medical Supplies and Drugs
- ✓ Accounts receivable - days and %, write-offs, rejections
- ✓ Repairs and Maintenance

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Is there enough focus on patient satisfaction?



▪ **Do your patients recommend you and your facility?**

- ✓ What do your nursing and physician measures say?
- ✓ What is the appearance of your facility from a patients' perspective?
- ✓ How did the patients' companion rate the waiting experience?
- ✓ What is the patient's perception of value?
- ✓ How did the patient rate the overall experience?

▪ **Do you share these results with your referring doctors?**

- ✓ How do you communicate with your referral base?
- ✓ How *often* do you communicate with your referral base?
- ✓ How do you benchmark referring physician patterns?
- ✓ *And, do you share this with the center and practice staff?*

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## How do you share the data?



- **Establish the plans and areas of concentration**
  - ✓ Separate the ongoing vs. the areas for improvement
  - ✓ Should you and/or do you utilize a benchmark service organization?
- **Include all ASC staff in their respective roles**
  - ✓ Solicit program input ... commitment to success
  - ✓ Are there training requirements as a result of the study?
- **Share the results and identify next steps**
  - ✓ Staff motivation and pride in their contribution.
  - ✓ What facts can be used to market the center?

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## How do you use the data?



- **Findings**
  - ✓ Prioritize improvement opportunities
  - ✓ Develop new processes to improve efficiencies and profitability
  - ✓ Correct and make changes to existing processes
  - ✓ Reward Employees for their contributions
- **How does your data compare to other ASC's?**
  - ✓ National Benchmarking data comparisons for:
    - ✓ Expenses and profitability
    - ✓ Quality indicators
    - ✓ Time studies

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## How does this fit with Pay-for-Performance?



- **What are the considerations for changes in compensation?**
  - ✓ Progress towards Medicare Value Based Purchasing System (VBP) for ASC's begins with reliable, voluntary quality reporting
  - ✓ This will include measure for:
    - ✓ Efficiency, Outcomes and Patient Satisfaction Scores
    - ✓ Comparisons of Quality and Costs in ASC's vs. HOPD's
    - ✓ Improvements to the quality of care
- **The Patient Protection and Affordable Care Act**
  - ✓ Directs CMS to report to Congress on how Medicare could incorporate value-based strategies in ASC's
  - ✓ The ASC program is designed to reward facilities for achieving specific performance measures and quality reporting
  - ✓ Which supports Pay-for-Performance

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So, how much benchmarking is enough?



- **Medicare's VBP for ASC's should encourage widespread participation**
  - ✓ This will require public disclosure of quality information reporting
  - ✓ Standardization will provide comparisons in ASC settings
  - ✓ Recommendations for payment differentials will be based on quality measurements
- **ASC's that attain high quality or make substantial improvements should be rewarded**
  - ✓ Centers that have applied evidenced based guidelines
  - ✓ Centers that have ensured patient safety and quality outcomes
  - ✓ Reward ASC's that achieve high rankings or exceed national thresholds

From: The ASC Advocacy Committee letter to the U.S. Department of Health and Human Services

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## Thank You

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