

In today's dynamic healthcare environment, it is increasingly difficult to maintain a profitable practice. The move to value based payment places considerable demands on practice performance—quality incentives, outcome measures, and patient satisfaction. The goal of this engagement is to provide an assessment of your practice and to provide tangible practical strategies to improve your profitability. After the assessment and development of a success plan, we remain engaged with you and coach you through execution.

Our scope of services includes:

▶ **Practice Market Analysis:**

We analyze three year trending of your payor mix and volume. For specialty practices, we will study shifts in your top six referral sources. We help you to develop a strategy specific for your market and situation.

▶ **Practice Staffing and Productivity:**

We study both provider and ancillary staff levels, productivity, and status of working to top of license. We provide you with guidance on making sure you have the right team and are getting the best productivity from them.

▶ **Practice Workflow Effectiveness:**

We evaluate how effective your practice is -- the workflow, processes, and effectiveness of:

- Appointments
- Patient reception
- Examination and treatment flow, including use of space

▶ **Practice Financial Performance:**

We evaluate your financial performance:

- Three year trending of payroll, other expenses, and revenue
- Three year trending of accounts receivable aging
- Data extraction and analysis of 6 months of managed care claims denials

▶ **Practice Revenue Integrity:**

We evaluate your ability to bill effectively and appropriately—not leaving money on the table and not leaving yourself vulnerable to take backs:

- Effective use of electronic health record, especially to track quality incentives
- Bell curve analysis of each provider's coding and billing for benchmark comparison
- Timeliness and cost effectiveness of billing and claims processing

▶ **Practice Managed Care Strategy:**

We evaluate your managed care and value based payment strategy

- Quality of your contracts, and adequacy of rates
- Risk adjustment capability
- Alignment with managed care contracting IPA, PHO, ACO, etc.
- For dental practices we evaluate your insurance strategy and PPO participation

► **Practice Patient Engagement:**

We conduct a clinical alignment and patient engagement review:

- Analysis of practice web site and portal
- Analysis of patient referral process and closing the loop on referrals
- Level of capture of quality incentives, MIPS, and MACRA
- Need for clinical services expansion or modifications of hours of operation

► **Practice Risk Mitigation:**

We evaluate your risk management strategy

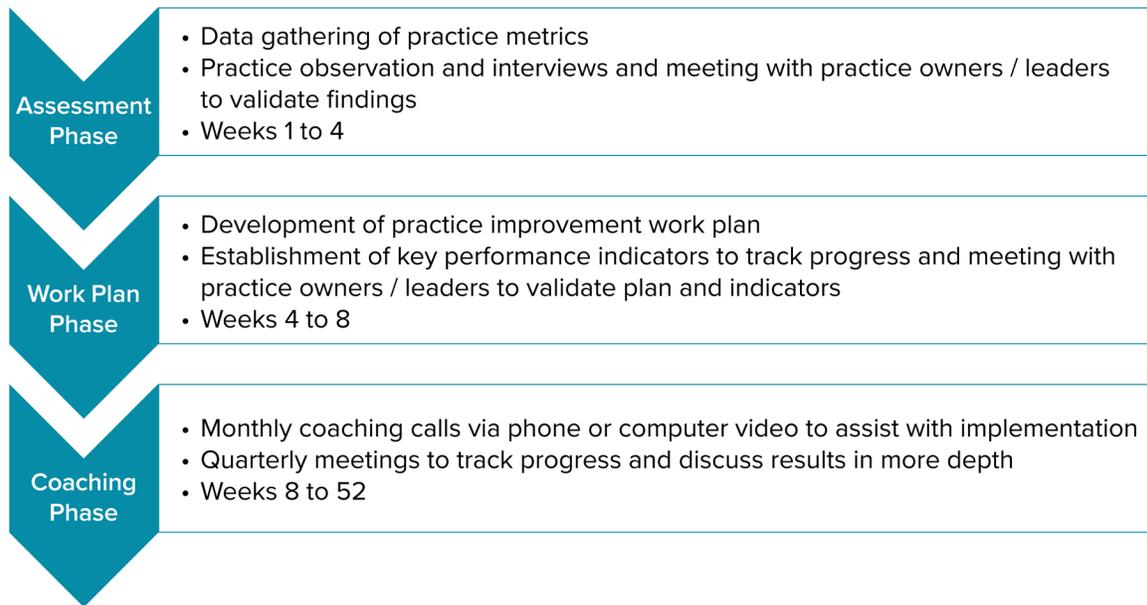
- We summarize your risks – clinical, business, and financial
- We evaluate your insurance coverage
- We evaluate your risk management program and make recommendations for improvement

► **Practice Workflow Effectiveness:**

Finally, we perform a personal financial effectiveness assessment

- Appropriateness of business structure
- Tax strategy
- Development of a life plan
- Define end goals and exit strategy or succession plan

Based on the findings of the above review, we meet with you and develop a success plan with tasks and target dates. Key performance indicators are established to track performance. We then schedule monthly coaching calls to discuss your progress, roadblocks, and needed modifications.



Additional support and assistance is available in any one of the scope areas. Sometimes the complexity of issues in a particular area exceeds the practice’s abilities or internal resources to address effectively with just coaching support. If this is the case, a practice may engage our team for more in-depth assistance.

Practice Profitability™ is spread over a one-year period, and the fees are spread out into twelve equal payments. Pricing is based on practice size.

For more information, contact **Joseph Tomaino** at [jtomaino@grassihealthcareadvisors.com](mailto:jtomaino@grassihealthcareadvisors.com) or call 212.223.5020.

Visit our website at [grassihealthcareadvisors.com/performance-improvement](http://grassihealthcareadvisors.com/performance-improvement)

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