



OUTPATIENT AND AMBULATORY ADVISORY SERVICES



Utilization of outpatient and ambulatory services continues to grow, encompassing a large percentage of rehabilitation activity. It's especially important during times of great change to have a comprehensive understanding of your programs and how they perform in a highly competitive and regulated environment.

The Mary Free Bed Advisory Group is here to help. In collaboration with your team, we provide expert assessment, realistic advice and timely assistance as you implement solutions. Because every organization is unique, we work with you to craft the precise services you need.

We identify opportunities to advance your programs and ensure the needs and expectations of your patients not only are fulfilled, but exceeded.

COMPREHENSIVE ANALYTICAL PROCESS

We utilize an in-depth, three-step process for our comprehensive gap analysis as well as evaluations of documentation, quality performance and productivity.

- **Step 1: In-Depth Assessment**

We begin by working with your team to gather pertinent information from your rehabilitation program. That data is analyzed to identify opportunities that enhance your performance.

- **Step 2: Action Planning**

We study the information from the assessment as it relates to your goals, capacity, competition and predicted rehabilitation trends. These findings are presented to your team, and action plans are collaboratively created.

- **Step 3: Solution-Driven Implementation**

You receive guidance implementing the action plans. We make periodic on-site visits to reinforce action and overcome obstacles that may impede success.

REHABILITATION DOCUMENTATION, CODING AND BILLING

Documentation, coding and billing must be integrated for a compliant and successful program. Our services include:

- **Documentation**

- An extensive analysis of your documentation using the three-step comprehensive process previously outlined.
- Education for physicians to improve their understanding of required content for histories and physicals, progress notes and care plans. This service is especially beneficial for new physicians or if you've received a reimbursement denial.
- Training for the multidisciplinary team on appropriate documentation practices.

- **Coding**

- An examination of your coding with a comparison to your documentation and billing practices.

AUDITS AND APPEALS

It's beneficial to have seasoned advice when you're faced with an unexpected audit or payment denial. We're able to provide the framework and structure for the appeal process.

PERFORMANCE IMPROVEMENT/QUALITY AND OUTCOME MEASUREMENT

Patients and payers expect superior outcomes and performance. Based on your needs, we develop a reliable measure of your program's effectiveness and efficiency. We'll work with your team to establish patient progress reports that detail patient- and payer-specific outcomes to support additional visits and effective patient goals.

There are several service options for you to consider:

- **Quality Performance Analysis**

- We look for opportunities to improve outcomes and benchmark your performance by:
 - Objectively evaluating clinician performance or variation.
 - Using the Center for Medicare and Medicaid Services Severity Modifiers to identify standardized quality and outcome measures for your program.
 - Enforcing the three-step analytical process of assessment, action planning and solution driven implementation.

- **Quality and Outcome Tracking**

Collecting a variety of data isn't enough if it doesn't enable your program's performance to be easily trended and analyzed. We work with your team to create tracking methods for understandable quality and outcome measures that can be reported to performance improvement committees and trended over time.

- **Productivity Analysis**

We ensure your team has the right tools to care for patients effectively and efficiently. We analyze physician and therapist productivity to identify cumbersome processes and inefficient spaces that stand between your clinicians and patients.



NEW PROGRAMS AND PROGRAM DEVELOPMENT

Are you considering opening a new outpatient therapy program or physician clinic, or expanding existing services? We provide customized expertise for program creation, space planning, equipment purchasing and program development. Count on us to be by your side, from architectural drawings to opening day.

ACCREDITATION AND SURVEY PREPARATION

If your program is going to have an initial or repeat survey by the Joint Commission or The Commission on Accreditation of Rehabilitation Facilities (CARF), we provide an assessment of survey readiness and help you prepare.

FLEXIBLE ENGAGEMENTS

We provide our services in a variety of ways based on what's convenient for you.

- **In person**

We find it's beneficial to meet in person during the initial stages of our relationship. In addition to working at your organization, we'd love to host you at Mary Free Bed, so you can see examples of what we've implemented.

- **On-site Lunch and Learns**

You provide the lunch, we provide the education for your team. We offer general modules on rehabilitation topics, or we customize program content to meet your unique needs. Pre- and post-testing is available for many of the courses.

- **Remote Live Webinars**

Tailored webinars are available at a time and place convenient for your team.