

Case Study

Relieving Pressure Through an Operational Assessment Physician Office

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Physician Orthopedic Practice:	1
Physician Assistant:	1
FTE Staff:	8
In-house Radiology	

CHALLENGE:

Although the Orthopedist was relatively successful in his practice, financial market pressures had begun to squeeze the bottom line.

Specific pressures felt by this physician included:

- Increasing professional liability premiums in a litigious environment.
- Decreasing reimbursement by government and commercial payees.

ACTIONS:

Consultant and office manager developed a plan that included:

- Onsite assessment/observation of operations.
- Interviews with staff from each function.
- In depth review of A/R and financial reports.
- In depth analysis of A/R processes.

IMPACT:

By improving A/R processes including follow-up techniques, the practice gained an estimated \$10,000 per month increase in revenue. Through careful analysis of operations, one FTE position was eliminated resulting in approximately \$26,000 annually.