



2020 Scorecard

As the healthcare community moves toward value-based payment, Physical Therapy Central is proud to present its Scorecard. Five years in a row, every six months, we provide a scorecard to assure our referring providers and our patients they can count on us to provide long-lasting outcomes without surgery, medication, or diagnostic imaging.

Outcomes matter to us. Let us prove it to you and your patients.

Physical Therapy Central Quality Scores					
	Definition	PTC	Benchmark	Benchmark Comparison	Comment
Clinical Excellence					
Clinical Effectiveness	Exceptional Performance Threshold*	76+	75	Exceeded	In light of Medicare's recent requirement that outcomes reporting reflects all types of payment sources (not just Medicare patients), we have adopted Medicare's Merit-based Incentive Payment System (MIPS). All clinics with 2019 data exceeded the exceptional performance threshold (EPT) of 75 points.
Cost per Episode	Average Total Paid per Episode**	\$1,445	\$3,450	58% lower	Workers' Comp Research Institute, 21st Edition, 2020 18-state median payment per PT/OT claim
Board Certification	American Board of Physical Therapy Specialists offers board certification in 9 specialty areas	61%	10%	6.1x greater	Benchmark = All U.S. PTs
Service Expectations					
% of Patients Who are Former Patients or Their Friends and Family		41%	30%	37% greater	Benchmark = Internal word-of-mouth Goal
Empathy and Compassion					
Called To Care		48.96	45.48	8% greater	Benchmark = CARE Survey Baseline

*See back for explanations and clinic location information.**Includes insurance and patient responsibility.

Last updated January 2021.

Explanations

MIPS (Merit-based Incentive Payment System)

Physical Therapy Central began incorporating third party outcomes scoring in 2004. In light of Medicare's recent requirement that outcomes reporting reflects all types of payment sources (not just Medicare patients), we have adopted Medicare's Merit-based Incentive Payment System (MIPS) across all our clinics. To drive quality improvement activities and ensure that our patients are receiving the best possible care, Physical Therapy Central uses Keet Outcomes™ to monitor MIPS reporting.

Preliminary results show top outcomes scores for our clinics, despite 9-month lags in each annual reporting period. Our clinics are exceeding the data completeness threshold of reporting on 70% of eligible patients during 2020, and all clinics with 2019 data exceeded the exceptional performance threshold (EPT) of 75 points.

Keet is powered by Intermountain Healthcare's Rehab Outcomes Management System (Intermountain ROMS), the premier clinical outcomes registry and quality reporting system for physical and occupational therapy. Intermountain ROMS is backed by 18 years of experience and 10 years of peer-reviewed research published in such journals as *Spine*, *Archives of Physical Medicine and Rehabilitation*, *Journal of Arthroplasty*, *JOSPT*, and *PTJ*. Intermountain Healthcare is a leading innovator in value-based care delivery.

Called To Care

Called To Care ensures that PTC staff fosters an atmosphere of compassion, empathy, and service. The program uses a validated CARE Measure to track progress and compare results to a database of other healthcare providers. PTC consistently scores in the 95th percentile when it comes to listening and communication. The Baseline score is based on contributions from 8,585 CARE providers from caremeasure.org.

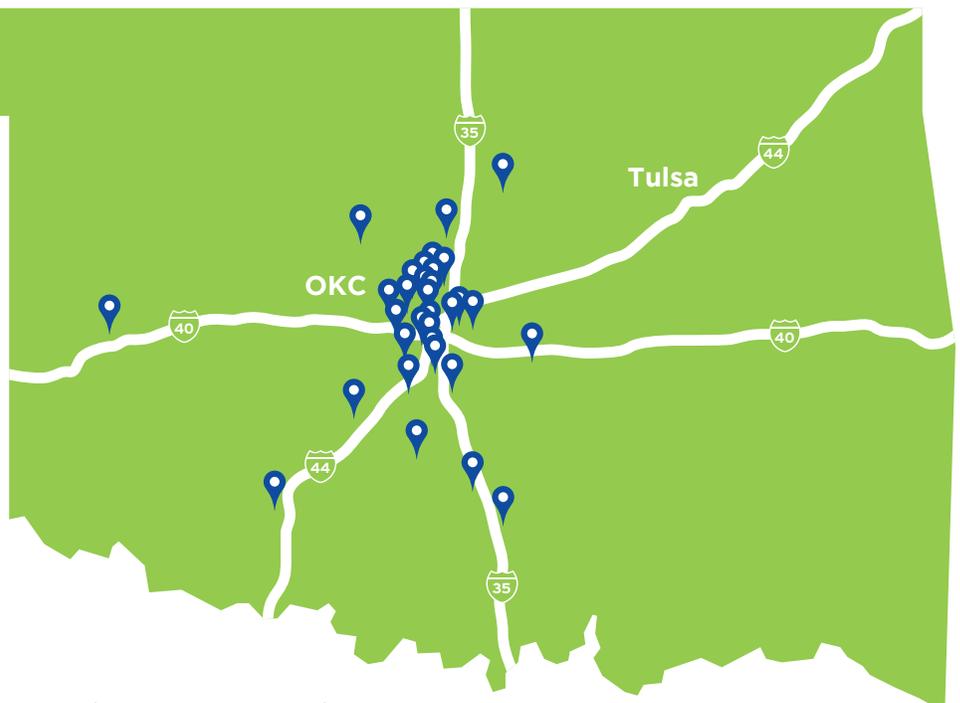
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