

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	Intermountain Healthcare's Rehab Outcomes Management Registry (ROMS)*	57.66	52.83	9% greater	Modified Oswestry Low Back Pain Disability Questionnaire. Scores are risk adjusted for PTC's patient population, n=966, January-July, 2021*
Cost per Episode	Average Total Paid per Episode**	\$1,451	\$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	42%	11%	3.8x greater	Benchmark = All U.S. PTs
Service Expectations					
% of Patients Who are Former Patients or Their Friends and Family		38%	30%	27% greater	Benchmark = Internal word-of-mouth Goal
Empathy and Compassion					
Called To Care		48.99	45.48	8% greater	Benchmark = CARE Survey Baseline

*See back for explanations and clinic location information.

**Includes insurance and patient responsibility.

Last updated July 2021.

Explanations

Rehab Outcomes Management System (ROMS)

Physical Therapy Central began incorporating third party outcomes scoring in 2004. To drive quality improvement activities and ensure that our patients are receiving the best possible care, PTC uses Keet Outcomes™ to monitor clinical effectiveness. 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.

The benchmark score is calculated using Intermountain ROMS' risk adjustment methodology. The score is predicated upon PTC's specific patient population using multivariate statistical modeling including age, admit function score, admit pain score, discharge function score, function score change, pain score change, duration of care, surgery response, gender, and insurance response.

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.

Refer your patients to one of our convenient locations today.

Looking for the Physical Therapy Central clinic closest to you?

Follow these three easy steps to find us!

- 1 Visit **PTCentral.org**
- 2 Click **Locations**
- 3 Enter your zip code or town to see which of our locations is most convenient for you!

