

Colorado Springs Orthopaedic Group Uses MDValuate's In-Office Patient Survey Solution to Drive Improved Performance for Physical Therapists and Occupational Therapists

Group collects 175 surveys within two months of launch

BACKGROUND

Colorado Springs Orthopaedic Group was created in 1994 with the merging of three individual orthopedic practices. Colorado Springs Orthopaedic Group's 18 physicians subspecialize in all aspects of orthopedics, including: sports medicine, hand and upper extremity, hip and knee, foot and ankle, spine care, joint replacement and resurfacing, trauma, and work-related injuries.

The group also offers a variety of ancillary services: On-site capabilities include digital X-rays and MRIs, osteoporosis screening, physical and occupational therapy and a state-of-the-art outpatient surgery center. Additionally they have on-site certified orthotists and prosthetists with Audubon Orthotic & Prosthetic Services that has a state-of-the-art lab to design, fit and fabricate customized orthoses and braces.



"MDValuate gives us a fast and easy way to collect patient surveys for our Physical and Occupational Therapists. Because of the technology, we've improved our performance and bonus program for these professionals that aren't typically included in health provider rating and review programs. We also have third-party feedback to share with our team and help coach and improve performance moving ahead."

- Nora Lamendola, Marketing Manager, Colorado Springs Orthopaedic Group

THE CHALLENGE

Colorado Springs Orthopaedic Group was collecting patient feedback about their Physical Therapists (PTs) and Occupational Therapists (OTs) using paper-based feedback forms. Not only were they having trouble keeping up with the pure volume of surveys to transcribe, but they also had no way to reliably set and measure customer satisfaction to drive their performance bonus structures. As such they were looking for a single solution that would help them:

- Standardize Customer Surveys to Drive Performance Structures for Physical Therapists and Occupational Therapists
- Eliminate Time Wasting Paper-Based Feedback Forms

THE SOLUTION

MDValuate's Platform & App to Capture Customer Surveys for PTs and OTs at The Point of Care

Colorado Springs Orthopaedic Group had previously deployed MDValuate's Doctor Rate™ product to capture consumer reviews and ratings of their physicians while the patients were still in the office.

MDValuate developed a custom survey to capture the feedback they needed to improve care delivery. Colorado Springs Orthopaedic Group bought a handful of new iPad® devices, and launched the MDValuate app for their PT and OT therapists and supervisors to use in their workflows, gathering patient feedback.

THE RESULTS

Within two months of implementing the new customer surveys for feedback on their experience and satisfaction with the PT and OT staff, Colorado Springs Orthopaedic Group's supervisors quickly captured 175 surveys.

The management team uses the surveys to elicit immediate patient feedback on their PTs and OTs: it fits seamlessly into the discharge process and takes a patient less than 90 seconds to complete.

Colorado Springs Orthopaedic Group looks to place the novel PT and OT survey feedback on their practice website to complement their physicians reviews and ratings. It will provide prospective and established patients with a central place to view the excellent care they can anticipate at Colorado Springs Orthopaedic Group, and direct their friends and family to pursue future visits with the practice as well.

More than 175 customer experience surveys for PTs and OTs were collected in two months!

About MDValuate

MDValuate helps physician groups and hospitals drive patient acquisition and new revenue by developing the strongest physician network. The platform makes it easy to understand individual physician performance across clinical, financial, operational, and marketing measures by distilling it all down to a single number with our proprietary Physician Value Index™. It's fast, simple, and weighted to align with your strategic objectives.

One score. One app. One minute.

