

Rehab Financial Success Self – Assessment

Rate Your Practice In These Key Indicators Of Rehab Financial Success
Now and Where You Know You Need to Be to Succeed.

Instructions:

Score yourself on each of the following indicators listed in the first column.

Indicate the extent that your typical current practices and your future ideal practices match the indicator in the second column. Note the difference between your actual and ideal in the third column.

In the last column, indicate how important this indicator really is in your practice.

Key Indicator	Score Actual and Ideal	Difference Actual/Ideal (Ideal–Actual)	Importance of Indicator (A,B,C)
Clinical Indicators	<i>“Financial success in rehabilitation begins at, or even before the first contact the patient makes with your clinic. This includes both the reception personnel and especially the clinical staff.”</i>		
Our clinicians understand importance of and value our business systems.	Strongly Agree 1 2 3 4 5 Strongly Disagree		
Our clinicians know where to go for help with financial/business issues.	Strongly Agree 1 2 3 4 5 Strongly Disagree		
Our clinicians understand the importance of a cooperative, appreciative & paying patient.	Strongly Agree 1 2 3 4 5 Strongly Disagree		
We have systems to reinforce the importance of and interrelatedness of clinical & business activity for our long-term success.	Strongly Agree 1 2 3 4 5 Strongly Disagree		
We routinely utilize data from Patient Satisfaction surveys to improve operations.	Strongly Agree 1 2 3 4 5 Strongly Disagree		

Documentation Indicators	<i>"Patient care that is inadequately documented will be considered patient care that was never provided. Long-term success requires ongoing diligence to clearly explain why rehabilitation therapy was required for the patient to succeed."</i>		
	Score Actual and Ideal	Ideal-Actual	A,B,C
Our documentation is timely, legible and complete.	Strongly Agree 1 2 3 Strongly Disagree 4 5		
Our documentation clearly articulates the skill and medical necessity of the services we provide.	Strongly Agree 1 2 3 Strongly Disagree 4 5		
We have standards for documentation and systems to assure that those standards are met.	Strongly Agree 1 2 3 Strongly Disagree 4 5		
All interventions are documented for each treatment session.	Strongly Agree 1 2 3 Strongly Disagree 4 5		
Our documentation complies with accreditation and regulatory agency requirements.	Strongly Agree 1 2 3 Strongly Disagree 4 5		
When necessary, our documentation provides a solid base upon which to form an appeal.	Strongly Agree 1 2 3 Strongly Disagree 4 5		

Coding Indicators	<i>"Coding the care appropriately is the obvious next step in describing your services in a manner that is likely to be reimbursed. Describe you care inappropriately and it is likely that you will not be reimbursed correctly."</i>		
In all cases our notes and billing match.	Strongly Agree 1 2 3 Strongly Disagree 4 5		
We have current knowledge of coding practices.	Strongly Agree 1 2 3 Strongly Disagree 4 5		
We understand the coding requirements of different payers.	Strongly Agree 1 2 3 Strongly Disagree 4 5		
We routinely verify that our coding practice is current and appropriate.	Strongly Agree 1 2 3 Strongly Disagree 4 5		
We have systems to train staff about appropriate coding practices.	Strongly Agree 1 2 3 Strongly Disagree 4 5		
Our clinicians understand the importance of coding practices to the overall financial success of our practice.	Strongly Agree 1 2 3 Strongly Disagree 4 5		

Billing Indicators	<i>"It is not very likely that any payer will reimburse for services until a bill is correctly submitted. Even then, you will need to be vigilant to get the reimbursement that is properly due you."</i>		
	Score Actual and Ideal	Ideal-Actual	A,B,C
We understand the billing requirements of each payer.	Strongly Agree 1 2 3 4 5 Strongly Disagree		
We have systems to assure that insurance coverage is verified and that proper authorizations are obtained before treatment is initiated.	Strongly Agree 1 2 3 4 5 Strongly Disagree		
Our bills are submitted for payment on a timely basis.	Strongly Agree 1 2 3 4 5 Strongly Disagree		
We know when and how to apply modifiers and edits (including CCI).	Strongly Agree 1 2 3 4 5 Strongly Disagree		
Our data-entry error rate is low.	Strongly Agree 1 2 3 4 5 Strongly Disagree		
We have systems to train the entire staff on appropriate billing practices.	Strongly Agree 1 2 3 4 5 Strongly Disagree		

Accounts Receivable Indicators	<i>"I shall pay no claim before it's time " Attributable to just about any third party payer</i>		
We have systems to track each claim through the payment process.	Strongly Agree 1 2 3 4 5 Strongly Disagree		
We have a successful track record in appealing payment rejections.	Strongly Agree 1 2 3 4 5 Strongly Disagree		
Every patient and clinician understands that we collect co-pay, co-insurance and deductible at time of service.	Strongly Agree 1 2 3 4 5 Strongly Disagree		
Our clinicians know their roles in the collection process.	Strongly Agree 1 2 3 4 5 Strongly Disagree		
We have strong working relationships with the payer community.	Strongly Agree 1 2 3 4 5 Strongly Disagree		
We know the terms and conditions of every managed care and third party insurance contracts.	Strongly Agree 1 2 3 4 5 Strongly Disagree		

Compliance Indicators	<i>"It is not sufficient to just do the right thing well. You will also have to prove that you are not doing the wrong thing just as well."</i>		
	Score Actual and Ideal	(Ideal-Actual)	(A,B,C)
We have formal systems to ensure each employee complies with all regulations and accreditation requirements that affect our company.	Strongly Agree 1 2 3 4 5 Strongly Disagree		
We have a formal, written compliance program.	Strongly Agree 1 2 3 4 5 Strongly Disagree		
Every employee knows what to do when/if issues of non-compliances occur.	Strongly Agree 1 2 3 4 5 Strongly Disagree		
We actively audit and monitor compliance.	Strongly Agree 1 2 3 4 5 Strongly Disagree		
We have systems for ongoing education on compliance issues.	Strongly Agree 1 2 3 4 5 Strongly Disagree		
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Which areas are most problematic for you based on the difference between your actual performance and what you identified as ideal? Which of those did you rate as the most important?

What actions will you take to address the areas that you've identified as both problematic and important?

What support systems will need to be in place to help you succeed as you address your problem areas?

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**Call us now to learn how we can help you realize
the success in your practice that you've only dreamed of.**

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