Step one to Increasing Revenue: Create an Efficient Master Schedule

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Financial Disclosure

Jeri Screnci is employed as a Practice Administrator in Ophthalmology.
I am willing to act as a consultant and I have a financial interest in the scheduling spreadsheet that is part of this presentation, though creating an efficient schedule does not require use of a scheduling spreadsheet.

How was your 2013?
• Did your practice earn more revenue in 2013 than prior years?
• Are you looking forward to the challenges of 2014?
  • PQRS
  • ICD-10
  • Meaningful Use Stage 2
What other possible obstacles could there possibly be?
• The best way to prepare for the challenges ahead is to take steps to ensure that at the end of the day, opportunities for revenue have been maximized.

Why spend the time to make the provider schedule better?
• Office visits are the foundation.
• The foundation is the base upon which all activities are built. A strong foundation can set the stage to increase all other lines of business:
  • Surgical yield
  • Cosmetic procedures
  • Optical-eyeglasses and contact lenses
  • Referrals to sub-specialists

• Let me show you how to create the most efficient schedule for your practice.
How do you start to build an efficient schedule?

• Look at your different types of exams and appointments.
• Analyze these in terms of prior year results
• What percent of each different type of exam was done in your office?

Prior Year Analysis

• Percent of :
  • Comprehensive exams
  • Short problem focused, pressure checks, eyeglasses check, post-operative visits, etc.
  • Other exams unique to your office.
    • In our office we plan for and have a special appointment for “pre-operative visits”
    • Any other appointment types or procedures that are part of your office schedule.

Know your Resources

• Know your technician abilities!
  • How much time is required for each exam type work-up?
  • Comprehensive exam, Problem focused, post-operative, etc

• Provider time for the different exams types is also necessary for the framework of a schedule. How much time would providers desire for various exam types?

Understand your needs-compare!

• DOCS prior year results analysis for 2012:
  • Comprehensive exams: 55-60%
  • Problem focused, post-operative, pressure check: 25%
  • Intermediate exams: 8%
  • All others: 7%

• DOCS Office schedule template:
  • Comprehensive exams: 25%
  • Problem focused, post-operative, pressure check: 45%
  • Intermediate exams: 8%
  • All others: 22%
Consider how you schedule

- Appointment types represent exams
  - “long” appointment = Comprehensive Exam (complete work-up, refraction, dilation)
  - “Short” appointment = Problem focused, one-day post-op, atn check
- Consider your own schedule and how you represent other exam types:
  - Procedures, Lasers, Pre-operative
- What are your “must-haves?”

How can I possibly change this?

- Where can I possibly put more patients!!??
- Your schedule is bursting, more calls than your Physicians and staff can handle.
- Next analysis: look at how the schedule is allocated for technicians and providers
- Your schedule is busy, but is it efficient?

### Schedule before: Providers

<table>
<thead>
<tr>
<th>Appt Time</th>
<th>Type</th>
<th>Work up time</th>
<th>Refract time</th>
<th>Dilate time</th>
<th>Total Minutes</th>
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### Schedule before-Technicians

**Analysis:**

Doctor A - 22 appointments
- 11 short 50%
- 6 long 27%
- 5 other 3%
- 3 hours
## Schedule After-Technicians

### Analysis:
**Doctor A** - 23 appointments
- 6 short 25%
- 12 long 50%
- 6 other 25%
- 3 hours

### Schedule after: Providers

<table>
<thead>
<tr>
<th>Time</th>
<th>Doctor</th>
<th>Appt Type</th>
<th>Work up Time</th>
<th>Refract Time</th>
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## Compare: Before and After

### Before Analysis:
**Doctor A** - 22 appointments
- 11 short 50%
- 6 long 27%
- 5 other 3%
- 3 hours

### After Analysis:
**Doctor A** - 23 appointments
- 6 short 25%
- 12 long 50%
- 6 other 25%
- 3 hours

### Schedules that are not efficient

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Two patients every 15 minutes can result in inefficient MD time and long wait times.
Impact to the practice: results

- 2013 YOY
  - MD A: + 22%
  - MD B: +10%
  - Practice: + 8%

In a challenging environment, our year over year reimbursements grew. We are optimistic for 2014.

• Thank you for your time.

• Any Questions?