The Verden Group

COMPREHENSIVE PEDIATRIC PRACTICE ASSESSMENT
Helping Pediatricians Succeed

Items and Descriptions for Remote Package

01. **One-hour Initial Video / Phone Consultation**
   Phone call or video conference with Managing Partner to discuss their concerns and objectives of an engagement.

02. **Fee Schedule Analysis**
   Compare practice fee schedule to 2014 Medicare fee schedule and make recommendations for adjustments based on payments received from the insurance companies.

03. **Practice Cost Analysis**
   Comparison of practice expenses from last 3 years to industry averages.

04. **Payment Analysis**
   Review payments received to identify specific CPT codes, by insurance company, that are not paying appropriately.

05. **Labor Cost Analysis**
   Review of payroll expense to identify, by employee type, the amount paid for regular & overtime hours compared to the number of patients seen in the practice.

06. **Key Performance Indicator Analysis**
   Review of over 15 key performance indicators over the past 18 months to identify any trends adversely affecting the practice.

07. **Account Receivable Analysis**
   Detailed review of practice’s accounts receivable to help identify any issues preventing timely payment of claims.

08. **Employee Satisfaction Survey**
   Survey for clinical and clerical staff soliciting feedback about overall job satisfaction, employer - sponsored benefits and their assessment of management effectiveness.

09. **Physician Satisfaction Survey**
   Survey for practice physicians covering compensation, bonus incentives, strategic direction of the practice and work environment.

10. **Office Manager Satisfaction Survey**
    Survey for the practice management team to solicit feedback on overall job satisfaction, employer - sponsored benefits and their assessment of opportunities to improve the practice.

11. **Written Report Detailing Findings & Recommendations**
    Easy to follow report detailing specific observations that need attention, its importance and recommendations for improvement.

12. **Post Assessment Phone/Video Conference**
    Phone / video conference with managing partner to discuss written report provided to the practice.

Investment for Remote Package (Number 1 -12) $4450

Additional Items and Descriptions for One Day Onsite Package

13. **One Day Onsite**
   PMI consultant spends one day at the practice completing the tasks outlined below.

14. **Review of Scheduling Process**
   Systematic review of the scheduling process to ensure that all appropriate steps are taken to properly schedule patients.

15. **Review of Check In Process**
   Systematic review of the check in process to ensure that patients are properly checked in and all appropriate payments are collected at the time of service.

16. **Review of Check Out Process**
   Systematic review of the check out process to ensure that the patients are given the opportunity to schedule follow up appointments and collect deductible amounts owed.

17. **Billing Office Process Review**
   Systematic review of the billing office operations to ensure that claims are properly filed, adjudicated and followed up.

18. **Shareholder Strategic Planning Meeting**
   Two-hour meeting with shareholders to discuss the findings based on the initial financial analysis and facilitation of developing a strategic plan for the practice.

19. **Employee Seminar on Patient Satisfaction**
   Thirty-minute presentation to the staff by the PMI consultant to share with them the importance of providing excellent customer service and the impact it has on the practice.

Investment for One Day Onsite Package (Number 1 - 19) plus related travel expense $5950

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