

## SAMPLE AGENDA MEETING

# How to Introduce FOTO to Your Staff

FOTO

FOCUS ON<sup>®</sup>  
THERAPEUTIC  
OUTCOMES INC

A successful implementation of FOTO at your organization depends on a team approach. We suggest you plan to hold several meetings with your staff.

- Staff Introduction to FOTO
- Planning for FOTO kick-off
- Group training
- Follow-up meetings

The number of meetings required varies from one organization or clinic to another, but these meetings are vital to establishing best practices for outcomes collection with your organization. Your FOTO Provider Relations Representative will be happy to assist in planning, be available by teleconference or online to attend these meetings, help introduce the Outcomes Measurement System to your staff, as well as to train them in their roles.

## FOTO INTRODUCTION

### THE WHAT:

When introducing FOTO, it may be a good time to distribute the materials in the FOTO welcome pack.

It is important that your staff understands the WHAT and WHY. WHAT exactly is the FOTO Outcomes Measurement System? The better your staff understands the WHAT and WHY and how Outcomes will improve quality of care for your patients, the more excited they will be to use Outcomes Measures.

FOTO outcomes will assist with:

- Improving Quality of Patient Care through Evidence Based Practice
- Facilitating Research and Advocacy Opportunities
- Marketing Services to Patients

Since 1992, FOTO has established an impressive track record of delivering comprehensive, cost-effective, and high-quality outcomes analysis. FOTO combines integrity, dedication and state-of-the art methods to develop the most accurate, valid, reliable and responsive instruments by which meaningful data can be collected. Using the most sound and defensible science, we provide analysis and assistance to clinicians facilitating the most effective rehabilitation therapy.

### What is the FOTO Outcomes Measurement System?

The FOTO Outcomes Measurement System determines, very efficiently, three primary scores for your patient:

- The **initial** functional status measure,
- The **predicted** change in functional status measure, and
- The **actual** change in functional status measure.

When you understand these three main measures, and how they work together, you will begin to discover the power and value of the FOTO Outcomes Measurement System to your outpatient rehabilitation practice.

### Initial Functional Status Measure

At admission, the patient completes an assessment specific to the body part or impairment that needs treatment. From these responses the functional status measure score is calculated. This is a score between 0-100 that represents the patient's functional ability.

## **Predicted Change in Functional Status Measure**

FOTO uses 10 risk-adjustment factors to ensure that the predictions we make are reflective of the patient's characteristics. This is important both for accuracy and precision in national comparative and functional limitation reporting.

## **Actual Change in Functional Status Measure**

Patients complete an assessment as needed during care and on the last visit to track the improvement of function. That amount of change is then compared to risk-adjusted national predictions from FOTO, providing a measure of treatment effectiveness.

## **THE WHY:**

### **The Power and Value of Outcomes**

#### **Value in Predicted Outcomes per Patient**

Immediately after the initial survey, but before your patient begins treatment, we know not only the functional status measure, but also, based on a very large data sample, we know:

- A risk-adjusted, predicted change in function, and
- The average number of visits required to achieve that predicted outcome.

On a case-by-case basis, the predicted change and visits help set expectations and reasonable goals with your patient and contributes to improved compliance during the course of treatment. Of course, each case and patient will be different. Some will exceed the predicted outcome, some will not for various reasons. However, as the FOTO Outcomes Measurement System is adopted into the workflow of your practice, data accumulates and patterns begin to emerge. Here begins the payoff.

#### **Power of Aggregated Outcomes**

Each quarter, FOTO publishes outcome profile reports. Your outcomes are compared against a national mean of outcomes drawn from over 2700 other clinics. Since the comparison is a benchmark against a risk-adjusted mean, the comparison is a useful “apples-to-apples” one which is highly instructive.

Our scorecards and reports show the data multiple ways:

- by effectiveness (how much patients are improving),
- by efficiency (how many visits it takes to achieve that improvement),
- by utilization (how much improvement per visit), and
- by patient satisfaction.

Reports can be filtered or grouped by clinician, clinic, and organization, as well as by care type, body part or impairment, etc.

## **PLANNING FOR FOTO KICK-OFF**

Now that your staff understands the WHAT and WHY, it is time to progress to the planning stages for the FOTO Kick-off. This is a good time to communicate the WHO, HOW, and WHEN of FOTO. Or get your staff feedback in this planning process. They might have ideas that you hadn't thought of.

## **THE WHO:**

Announce WHO will be your FOTO Administrator and FOTO Champion team. By communicating the WHO to your entire staff, as well as explaining their roles and responsibilities, everyone will know the correct individual to contact for all things related to FOTO. Additional questions to address at this time are:

- Who is responsible to setting up the intake survey? Support staff?
- Who is responsible for the status surveys? Support staff or the clinician?
- Who is responsible for patient discharge? If it is support staff, how does the clinician communicate when a patient is ready for discharge?

## THE HOW:

Show your staff how your patients will complete the surveys. By tablet or kiosk at the clinic? By email at home prior to their first appointment? Since it takes on average 5-7 minutes for your patient to complete the intake survey, it is always a good idea to have your staff start to request that your patients arrive a few minutes before the scheduled appointment so that they have plenty of time to complete the survey prior to seeing the clinician.

## THE WHEN:

It is important that support staff and clinicians know when to collect each of the surveys required to complete an episode. By communicating your collection procedures, this allows for a higher completed episode rate and more data collected.

The Intake Survey- It should be given before the patient begins treatment, ideally before meeting the clinician. This allows the clinician to have access to the important information on the survey report and helps establish the expectations and goals of therapy sessions.

The Status Survey- Communicate when your patients should take their status survey. **The best practice standard is every 4-6 visits**, but your clinic will need to establish the standard that works best for you.

The Final Status Survey- It is very important that the final status survey be taken as close to the date of the last appointment. Ideally the survey is taken either at check-in or check-out the day of the last appointment. Often, a patient will self-discharge, so you may not know when the actual last visit is. That is why we recommend you get the patient to complete a status survey once every 4-6 visits so you can still get an accurate outcome from patients who self-discharge.

The Staff Discharge- Communicate when your staff should record patient discharge information in the FOTO system. The day of the final visit just after completion of the Final Status Survey? A specified day of each week? An episode in FOTO will not be complete until the Patient has completed a status survey and your staff has recorded the discharge in the FOTO system.

### Ideas for Status Assessment Frequency

- A standard # of visits throughout the episode (i.e.: every 6th visit) **and** on last date of service
- Perhaps every Thursday & Friday are set as Status Assessments days (Thursday's for those patients who are seen 2x/week and Fridays for patients who are seen 3x/week)
- When the patient is returning to the MD
- Any visit when the clinician identifies significant change in physical activity status or achievement toward treatment goals
- At time of re-evaluation or when Plan of Care is revised
- Any time when the clinician suspects the patient may not return for continued care

## STAFF TRAINING(S) FOR FOTO OUTCOMES

Provide FOTO Contact information to your staff. Your FOTO Provider Relations Representative is here to ensure your staff is trained on the FOTO System. Confirm that your Administration, Support Staff, and Clinicians have all signed up for a training webinar with the FOTO Provider Relations Representative. It might be beneficial to have separate trainings- one for admin, one for support staff, and one for clinicians.

<http://www.fotoinc.com/customers/new-users-training>

Provide FOTO Online training resources link to your staff so that they are able to access the training guides.

<http://www.fotoinc.com/customers>

## FOLLOW-UP MEETINGS(S) FOR FOTO OUTCOMES

We suggest a monthly follow-up meeting for first quarter of your FOTO implementation. Your FOTO Provider Relations Representative will be happy to attend these meetings via conference call. This is when users have more in depth questions that the Provider Relations can address.

## COMMON CONCERNS FROM STAFF

It is not uncommon to encounter some resistance from staff at first if they do not understand WHAT the FOTO Outcomes Measurement Systems is able to accomplish. Support staff often see it as more work in their already busy day. Clinicians can be reluctant because they feel they are being “judged.” As a result FOTO is not positively presented and explained to your patients. Patients will value what the staff values.

### **Addressing Support Staff Concerns:**

*How much time will this take?*

The Intake survey takes an average of 5-7 minutes to complete. The Status Surveys take an average of 4 minutes to complete. The Staff Discharge can be completed in only 1 minute.

*How do I schedule the time for patients to complete these surveys when they already have so much paperwork to fill out?*

We recommend allotting this time prior to the appointment time with the clinician. For example, if the time to see the clinician is 10:30, why not confirm the appointment time with your patient for 10:15. Or suggest they arrive early. Even if you have sent out the survey for them to complete by email, this allows time should they have not completed it prior to their arrival.

*How do I introduce this to Patients?*

We recommend sharing the suggesting scripting in [“How to Introduce FOTO to your Patients”](#) with your support staff.

### **Addressing Clinicians Concerns:**

*I already use similar surveys so why repeat?*

FOTO has many of the surveys that you may be using available as Optional Surveys in the FOTO system. Since the patient is able to complete the surveys electronically, this automatically scores the optional tool and prints the score on the FOTO Surveys. This not only saves valuable time, but is more efficient since all of your information is now on one report.

*How will this be helpful?*

#### **Value in Predicted Outcomes per Patient**

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*I don't want to be judged?*

Areas where you are not performing as well as the mean are revealed – these represent opportunities to manage and improve. “Bright spots” are easily identified – where you are doing better than the mean – and prove you have something you can market to referral sources and payers. One clinician in your organization may be doing well with back patients but not as well with knee patients. Another clinician may be doing well with knee patients but not as well with neck patients. Each report or scorecard is an opportunity to improve, or market, your clinic or organization.

*How do I explain this to Patients?*

We recommend sharing the suggesting scripting in [“How to Introduce FOTO to your Patients”](#) with your clinicians.