

Updated Portal Scorecard

September 6, 2017



In our ongoing efforts to enhance our system tools to meet the needs of our subscribers, FOTO is planning to execute an overhaul of our Report Portal information. The first step in this endeavor is the revised scorecard you will see when accessing the report portal effective 9/6/2017. This will not affect the scorecards in the portal for previous quarters – it begins with the Quarter 3 period.

The information contained in the revised scorecard is the same as in previous quarters, the **default** showing:

- Care Types Categories
- Body Part/Impairment categories under each Care Type
- Number of Intakes for the filtered period (either 3 months or the rolling 12 months in the quarter period)
- Number of Complete Discharged episodes for the filtered period
- Completion Rate Percentage (based on the number of complete discharged episodes / number of intakes)
- Effectiveness:

- Average points of FS change achieved for your complete discharged episodes
- FOTO Predicted FS change

Group: ABC Outpatient Physical Therapy
Payer Type: **Default settings**

Completion Rate Utilization Effectiveness Efficiency Duration Satisfaction Key Processes Non Participation

Scorecard 12 month period ending 09/2017, Group: ABC Outpatient Physical Therapy, Bodypart/Impairment:

Care Type: Impairment	Intakes	Completion Rate (#Complete Discharged Episodes / #Intakes)		Utilization			Effectiveness		Efficiency			
		Complete Discharged Episodes	Rate	More Effective / Efficient	Expect	Less Effective / Efficient	Pct Rank	FS Change	Predicted	Pct Rank	# Visits	Predicted
Orthopedic: All	6316	4218	67%	48%	34%	19%	87	26.93	17.74	98	12.56	12.14
Orthopedic: Shoulder	967	656	68%	49%	37%	15%	89	29.58	19.53	98	14.17	13.49
Orthopedic: Wrist/Hand	186	140	75%	54%	31%	15%	90	27.81	20.63	98	11.41	10.83
Orthopedic: Elbow	166	116	70%	54%	34%	11%	91	28.89	19.57	96	11.81	11.20
Orthopedic: Cervical	998	626	63%	52%	32%	16%	87	22.47	14.22	98	11.21	11.17
Orthopedic: Hip	480	344	72%	46%	35%	19%	83	26.59	16.59	98	12.86	12.32
Orthopedic: Knee	989	664	67%	47%	36%	17%	87	31.67	21.33	98	14.50	13.87
Orthopedic: Foot/Ankle	548	375	68%	49%	33%	17%	85	29.77	18.51	99	12.40	12.04
Orthopedic: Lumbar	1755	1152	65%	46%	33%	21%	82	24.88	16.61	98	11.46	11.22
Orthopedic: Other	227	145	64%	41%	33%	26%	70	19.85	13.68	90	12.42	11.52
Neurological: All	80	49	61%	51%	31%	18%	87	24.95	15.94	97	10.98	14.36
Neurological: CVA	17	12	71%	42%	42%	17%	78 *	21.29	11.57	95 *	15.75	21.83
Neurological: PNS	1	2	100%	100%	0%	0%	99 *	20.30	14.70	80 *	7.50	13.51
Neurological: Vertigo	45	21	47%	57%	19%	24%	77 *	27.84	17.45	94 *	6.43	8.89
Neurological: NOther	14	13	93%	31%	54%	15%	70 *	23.28	17.81	83 *	13.54	16.68

• Efficiency:

- Average visits per episode of care for your complete discharged episodes

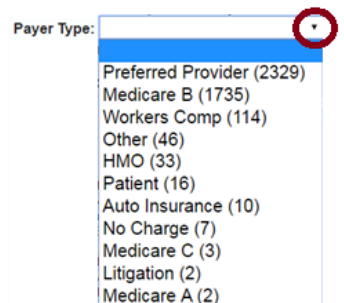
- FOTO Predicted visits
- Percentile Rank of Efficiency

• Utilization:

- Percentage of episodes falling into the More Effective/Efficient Category (better FS change than predicted in fewer visits than predicted)
- Percentage of episodes falling into the Expected Utilization category (FS change same as predicted in same visits predicted)
- Percentage of episodes falling into the Less Effective/Efficient category (FS change less than predicted with more visits than predicted)
- Percentile Rank of Utilization

NEW FEATURES

- In addition to the ability to filter the scorecard by period, Clinics (if your organization has more than 1 site), clinician, Care Type or Body Part Impairment, you can now filter the information on the scorecard by **PAYER TYPE**. Just click on the payer drop down box, to access the payer types you have collected outcomes data on during the period to change the scorecard to reflect data for only the episodes for the payer type.



- **DURATION** Show the average duration of your episodes compared to predicted duration by clicking on the Duration filter **Duration** to add these fields to your scorecard.

Completion Rate Utilization Effectiveness Efficiency Duration Satisfaction Key Processes Non Participation

Scorecard 12 month period ending 09/2017, Group: ABC Outpatient Physical Therapy, Bodypart/Impairment:

Care Type: Impairment	Completion Rate (#Complete Discharged Episodes / #Intakes)			Utilization			Effectiveness			Efficiency		Duration (Days)		
	Intakes	Complete Discharged Episodes	Rate	More Effective /Efficient	Expect	Less Effective /Efficient	Pct Rank	FS Change	Predicted	Pct Rank	# Visits	Predicted	Duration	Predicted
Orthopedic: All	6316	4218	67%	48%	34%	19%	87	26.93	17.74	96	12.56	12.14	41.00	48.31
Orthopedic: Shoulder	967	556	58%	49%	37%	15%	82	23.88	19.53	98	14.17	13.49	45.00	55.01
Orthopedic: Wrist/Hand	186	140	75%	54%	31%	15%	90	27.81	20.63	95	11.41	10.83	40.00	47.16
Orthopedic: Elbow	166	116	70%	54%	34%	11%	91	28.89	19.57	96	11.81	11.20	41.00	48.79
Orthopedic: Cervical	998	626	63%	52%	32%	16%	87	22.47	14.22	98	11.21	11.17	37.00	44.38
Orthopedic: Hip	480	344	72%	46%	30%	19%	83	26.59	16.59	98	12.86	12.32	41.00	52.69
Orthopedic: Knee	989	661	67%	47%	36%	17%	87	31.87	21.33	98	14.50	13.87	44.00	50.08
Orthopedic: Foot/Ankle	548	375	68%	49%	33%	17%	88	29.77	18.51	99	12.40	12.04	40.00	47.04
Orthopedic: Lumbar	1755	1152	66%	46%	33%	21%	82	24.88	16.61	98	11.46	11.22	38.00	44.88
Orthopedic: Other	227	145	64%	41%	33%	26%	70	19.85	13.68	90	12.42	11.52	42.00	47.60
Neurological: All	80	49	61%	51%	31%	18%	87	24.96	15.94	97	10.98	14.36	46.00	50.90
Neurological: CVA	17	12	71%	42%	42%	17%	78	21.28	11.57	95	18.76	21.53	72.00	59.66
Neurological: PNS	1	2	100%	100%	0%	0%	99	20.30	14.70	80	7.50	13.51	22.00	56.60
Neurological: Vertigo	45	21	47%	57%	19%	24%	77	27.84	17.45	94	6.43	8.89	37.00	42.88
Neurological: NOther	14	13	93%	31%	54%	15%	70	23.28	17.81	83	13.54	16.68	40.00	54.65

- **KEY PROCESS INDICATORS** To assist you with managing how well your outcome processes are functioning, you can click on the **Key Processes** to add these fields to your scorecard, showing:

Group: ABC Outpatient Physical Therapy

Payer Type:

Completion Rate Utilization Effectiveness Efficiency Duration Satisfaction Key Processes Non Participation

Scorecard 12 month period ending 09/2017, Bodypart/Impairment:

Care Type: Impairment	Completion Rate (#Complete Discharged Episodes / #Intakes)			Utilization			Effectiveness			Key Processes		Efficiency		
	Intakes	Complete Discharged Episodes	Rate	More Effective /Efficient	Expect	Less Effective /Efficient	Pct Rank	FS Change	Predicted	Pct Rank	Days Between Last Status & Last Visit	Multiple Status %	# Visits	Predicted
Orthopedic: All	4849	4218	87%	48%	34%	19%	87	26.93	17.74	96	4.90	28.60%	12.56	12.14

Based on the number of complete discharged episodes

The average calendar days between the most recent status report captured and the last visit date.

The % of complete discharged episodes that contained more than one (1) status assessment during the episode.

In this example, only 1206 episodes contained more than 1 status assessment - so 3012 episodes only captured 1 status assessment during the episode of care.

- The average days between the most recent Status Assessment and the last date of service.
- The percentage of your complete discharged episodes that contain more than one (1) Status Assessment.

- **SATISFACTION** To view the satisfaction responses, click on **Satisfaction** to surface this information. It will default to be shown with the Completion Rate data. *This will replace the Satisfaction tab on the previous portal.*

Completion Rate Utilization Effectiveness Efficiency Duration Satisfaction Key Processes Non Participation

Scorecard 12 month period ending 09/2017, Group: ABC Outpatient Physical Therapy, Bodypart/Impairment:

Care Type: Impairment	Completion Rate (#Complete Discharged Episodes / #Intakes)			Satisfaction									
	Intakes	Complete Discharged Episodes	Rate	Count	Average	Tell a Friend	Overall Results	Treatment for Condition	Courtesy & Respect	Access to facility	Availability for Appointments	Input to Goals	Information Condition
Orthopedic: All	6316	4218	67%	3,613	85.0%	85.5%	84.3%	85.1%	85.9%	85.1%	85.2%	84.6%	85.6%
Orthopedic: Shoulder	967	556	58%	563	85.0%	85.9%	84.6%	85.6%	85.7%	85.3%	85.1%	84.7%	85.3%
Orthopedic: Wrist/Hand	186	140	75%	134	95.0%	95.7%	92.1%	95.5%	95.7%	94.1%	94.4%	95.3%	95.7%
Orthopedic: Elbow	166	116	70%	109	94.0%	93.9%	92.0%	93.9%	93.9%	93.6%	93.5%	93.9%	93.5%
Orthopedic: Cervical	998	626	63%	543	86.0%	86.4%	85.3%	86.2%	86.6%	86.3%	86.1%	85.8%	86.3%
Orthopedic: Hip	480	344	72%	296	86.0%	85.9%	84.7%	85.7%	86.0%	85.5%	85.8%	85.1%	85.9%
Orthopedic: Knee	989	654	67%	558	84.0%	84.1%	83.3%	83.4%	84.1%	83.7%	83.2%	83.0%	84.2%
Orthopedic: Foot/Ankle	548	375	68%	330	88.0%	88.2%	86.9%	87.8%	88.5%	87.2%	88.0%	86.4%	88.4%
Orthopedic: Lumbar	1755	1152	66%	973	84.0%	84.0%	83.0%	83.4%	84.0%	83.7%	84.4%	83.2%	84.5%
Orthopedic: Other	227	145	64%	108	74.0%	73.7%	72.0%	73.7%	74.4%	74.4%	74.1%	73.9%	74.3%
Neurological: All	80	49	61%	42	85.0%	85.7%	84.1%	85.7%	85.7%	84.6%	84.6%	85.7%	85.7%
Neurological: CVA	17	12	71%	8	66.0%	66.6%	66.6%	66.6%	66.6%	66.6%	64.5%	66.6%	66.6%
Neurological: PNS	1	2	100%	2	98.0%	100.0%	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Neurological: Vertigo	45	21	47%	21	99.0%	100.0%	97.6%	100.0%	100.0%	100.0%	97.6%	98.8%	100.0%
Neurological: NOther	14	13	93%	10	77.0%	76.9%	76.9%	76.9%	76.9%	76.9%	76.9%	76.9%	76.9%

- **UTILIZATION** You can now view the Utilization detail to see the percentage of patients falling into each of the 9-cell grids resulting in the Utilization Category percentages. Click on the Percentile Rank link to open the UR statistics for each Care Type.

Scorecard 12 month period ending 09/2017, Group: ABC Outpatient Physical Therapy, Bodypart/Impairment:

Care Type: Impairment	Completion Rate (#Complete Discharged Episodes / #Intakes)			Utilization			
	Intakes	Complete Discharged Episodes	Rate	More Effective /Efficient	Expect	Less Effective /Efficient	Pct Rank
Orthopedic: All	6355	4237	67%	48%	34%	18%	87

Utilization Summary		Outcomes Utilization Grid			
More Effective /Efficient 48%	Episodes with more change than expected in the expected number or fewer visits. Or, episodes with expected change but in fewer visits than expected.	More Change	21.4%	18.7%	19.8%
Expected 34%	Episodes with expected amount of change in the expected number or fewer visits. Or, episodes with less change in fewer visits than expected. Or, episodes with more change in more visits than expected.	Expected Change	7.9%	8.8%	10.8%
Less Effective /Efficient 18%	Episodes with more visits than expected with the expected amount of change or less. Or, episodes with expected number of visits but less change than expected.	Less Change	5.0%	3.8%	3.9%
		Fewer Visits	Expected Visits	More Visits	

Show Counts

You can also click on the “Show Counts” link at the bottom of the UR table to show the complete discharged episodes counts in each of the 9-cell grids and the UR summary. You can toggle back to the percentage view by clicking on the “Show Percentage” link at the bottom of the table.

Utilization Summary	
More Effective /Efficient 2060	Episodes with more change than expected in the expected number or fewer visits. Or, episodes with expected change but in fewer visits than expected.
Expected 1437	Episodes with expected amount of change in the expected number or fewer visits. Or, episodes with less change in fewer visits than expected. Or, episodes with more change in more visits than expected.
Less Effective /Efficient 787	Episodes with more visits than expected with the expected amount of change or less. Or, episodes with expected number of visits but less change than expected.

Outcomes Utilization Grid			
More Change	915	803	849
Expected Change	342	377	459
Less Change	211	162	166
	Fewer Visits	Expected Visits	More Visits

Show Percentages

● NON-PARTICIPATION EPISODES

You can access the listing of non-participation episodes and reasons by clicking on Non Participation. This table will show independent of the other filters.

Table shows:

- # of Intakes that do not contain an NP reason
- # of NPs by reason
- Total # of Intakes in period
- Total # of NPs for 1x visits only or intake exception reasons
- Total # of Intakes included on scorecard for period (without 1x only or intake exceptions as these episodes are not included in the completion rate calculation).

Completion Rate Utilization Effectiveness Efficiency Duration Satisfaction Key Processes Non Participation

Non-Participation 12 month period ending 09/2017, Group: ABC Outpatient Physical Therapy, Bodypart/Impairment:					
Type	Code	Reason	Episodes	%	FOTO %
Intakes without a non-participation reason					
1xVst	0	Intakes without a non-participation reason	4942	75.8%	78.6%
1xVst	115	Consult Only	44	0.7%	0.7%
1xVst	111	Home program only	15	0.2%	0.7%
1xVst	110	Referred to another facility	7	0.1%	0.2%
1xVst	109	Treatment not indicated	4	0.1%	0.3%
IntakeExceptions	118	Incorrect Set-Up - Wrong Body Part	10	0.2%	0.5%
Statusincomplete	107	Deceased	1	0.0%	0.0%
Statusincomplete	100	Insurance requests care discontinuation	15	0.2%	0.2%
Statusincomplete	97	Patient Hospitalized	18	0.3%	0.2%
Statusincomplete	98	Patient returned to MD for further diagnostics/tes	241	3.7%	1.0%
Statusincomplete	99	Physician requests care discontinuation	34	0.5%	0.5%
Statusincomplete	95	Proxy / Recorder not Available	1	0.0%	0.0%
Statusincomplete	96	Scheduled for Surgery	102	1.6%	0.4%
Statusincomplete	104	Self-Discharged: Financial/copy reasons	93	1.4%	0.5%
Statusincomplete	102	Self-Discharged: Patient Defers treatment	158	2.4%	2.2%
Statusincomplete	101	Self-Discharged: Reason Unknown	556	8.5%	9.7%
Statusincomplete	103	Self-Discharged: Transportation/ family /work issu	156	2.4%	0.5%
Statusincomplete	106	Staff did not capture a Status during episode	122	1.9%	3.1%
Total Intakes considered			6519	100%	
Subtotal of intake exceptions and 1xVst			80	1.2%	
Total Intakes on scorecard			6439	98.7%	

VIEWING THE SCORECARD

You can view all filtered information on one scorecard if you desire (see below) **except** Satisfaction & Non-Participation. These will show as stand alone tables. (Satisfaction will show with Completion Rate information).

Completion Rate Utilization Effectiveness Efficiency Duration Satisfaction Key Processes Non Participation

Scorecard 12 month period ending 09/2017, Group: ABC Outpatient Physical Therapy, Bodypart/Impairment:

Care Type: Impairment	Completion Rate (#Complete Discharged Episodes / #Intakes)			Utilization				Effectiveness			Key Processes		Efficiency		Duration (Days)	
	Intakes	Complete Discharged Episodes	Rate	More Effective /Efficient	Expect	Less Effective /Efficient	Pct Rank	FS Change	Predicted	Pct Rank	Days Between Last Status & Last Visit	Multiple Status %	# Visits	Predicted	Duration	Predicted
Orthopedic: All	6355	4237	67%	48%	34%	18%	87	26.88	17.73	98	4.90	28.50%	12.56	12.14	41.00	48.35
Neurological: All	81	50	62%	50%	30%	20%	85	25.21	16.33	97	3.50	44.00%	11.00	14.29	47.00	50.97
Orthopedic: Shoulder	976	662	68%	49%	37%	15%	90	29.51	19.55	98	4.80	25.70%	14.16	13.50	45.00	55.09
Orthopedic: Wrist/Hand	189	141	75%	53%	31%	16%	90	27.71	20.63	95	1.80	31.20%	11.47	10.82	41.00	47.14
Orthopedic: Elbow	167	117	70%	54%	35%	11%	91	28.75	19.46	96	5.80	24.80%	11.79	11.17	41.00	48.71
Orthopedic: Cervical	1005	627	62%	52%	31%	16%	89	22.49	14.23	98	5.20	24.60%	11.19	11.17	37.00	44.39
Orthopedic: Hip	482	344	71%	46%	35%	19%	83	26.59	16.59	98	4.70	32.80%	12.86	12.32	41.00	52.69
Orthopedic: Knee	992	666	67%	47%	36%	17%	87	31.59	21.32	98	4.40	26.90%	14.50	13.87	44.00	50.09
Orthopedic: Foot/Ankle	552	376	68%	49%	34%	17%	88	29.75	18.52	99	6.60	22.30%	12.39	12.04	40.00	47.07
Orthopedic: Lumbar	1765	1158	66%	47%	32%	21%	83	24.81	16.60	98	5.00	33.90%	11.45	11.23	38.00	44.95
Orthopedic: Other	227	146	64%	42%	33%	25%	70	19.83	13.65	90	4.70	30.10%	12.41	11.52	42.00	47.67
Neurological: CVA	18	12	67%	42%	42%	17%	78 *	21.29	11.57	95 *	6.00	58.30%	15.75	21.83	72.00	59.86
Neurological: PNS	1	2	100%	100%	0%	0%	99 *	20.30	14.70	81 *	0.00	0.00%	7.50	13.51	22.00	56.60
Neurological: Vertigo	45	22	49%	55%	18%	27%	72 *	28.31	18.26	94 *	3.80	31.80%	6.68	8.99	39.00	43.39
Neurological: NOther	14	13	93%	31%	54%	15%	70 *	23.28	17.81	84 *	1.70	53.80%	13.54	16.68	40.00	54.65

However, each filter can be viewed independently if you desire (examples below) or with selected other filters, such as:

Effectiveness Only

Completion Rate Utilization Effectiveness Efficiency Duration Satisfaction Key Processes Non Participation

Scorecard 12 month period ending 09/2017, Group: ABC Outpatient Physical Therapy, Bodypart/Impairment:

Care Type: Impairment	Effectiveness		
	FS Change	Predicted	Pct Rank
Orthopedic: All	26.93	17.74	98
Neurological: All	24.95	15.94	97
Cardiovascular and Pulmonary: All	10.91	5.20	85 *
Neurological BETA: All			
Lymphedema BETA: All			
Orthopedic: Shoulder	29.58	19.53	98
Orthopedic: Wrist/Hand	27.81	20.63	95
Orthopedic: Elbow	28.89	19.57	96
Orthopedic: Cervical	22.47	14.22	98
Orthopedic: Hip	26.59	16.59	98
Orthopedic: Knee	31.67	21.33	98
Orthopedic: Foot/Ankle	29.77	18.51	99
Orthopedic: Lumbar	24.88	16.61	98
Orthopedic: Other	19.85	13.68	90

Key Processes Only

Completion Rate
 Utilization
 Effectiveness
 Efficiency
 Duration
 Satisfaction
 Key Processes
 Non Participation

Scorecard 12 month period ending 09/2017, Group: ABC Outpatient Physical Therapy, Bodypart/Impairment:

Care Type: Impairment	Key Processes	
	Days Between Last Status & Last Visit	Multiple Status %
Orthopedic: All	4.90	28.60%
Neurological: All	3.60	42.90%
Cardiovascular and Pulmonary: All	2.10	43.30%
Neurological BETA: All		
Lymphedema BETA: All		
Orthopedic: Shoulder	4.80	25.80%
Orthopedic: Wrist/Hand	1.80	31.40%
Orthopedic: Elbow	5.70	25.00%
Orthopedic: Cervical	5.10	24.60%
Orthopedic: Hip	4.70	32.80%
Orthopedic: Knee	4.40	27.00%
Orthopedic: Foot/Ankle	6.70	22.40%
Orthopedic: Lumbar	4.90	33.80%
Orthopedic: Other	4.70	30.30%

Effectiveness & Key Processes Together

Completion Rate
 Utilization
 Effectiveness
 Efficiency
 Duration
 Satisfaction
 Key Processes
 Non Participation

Scorecard 12 month period ending 09/2017, Group: ABC Outpatient Physical Therapy, Bodypart/Impairment:

Care Type: Impairment	FS Change	Effectiveness		Key Processes	
		Predicted	Pct Rank	Days Between Last Status & Last Visit	Multiple Status %
Orthopedic: All	26.93	17.74	98	4.90	28.60%
Neurological: All	24.95	15.94	97	3.60	42.90%
Cardiovascular and Pulmonary: All	10.91	5.20	85*	2.10	43.30%
Neurological BETA: All					
Lymphedema BETA: All					
Orthopedic: Shoulder	29.58	19.53	98	4.80	25.80%
Orthopedic: Wrist/Hand	27.81	20.63	95	1.80	31.40%
Orthopedic: Elbow	28.89	19.57	96	5.70	25.00%
Orthopedic: Cervical	22.47	14.22	98	5.10	24.60%
Orthopedic: Hip	26.59	16.59	98	4.70	32.80%
Orthopedic: Knee	31.57	21.33	98	4.40	27.00%
Orthopedic: Foot/Ankle	29.77	18.51	99	6.70	22.40%
Orthopedic: Lumbar	24.88	16.61	98	4.90	33.80%
Orthopedic: Other	19.85	13.68	90	4.70	30.30%