



## UNDER DEVELOPMENT: HITS AND MIPS-ESS

For those of you who may not be aware (and for our Canadian friends), the Centers for Medicare and Medicaid have introduced something called MIPS, which stands for the Merit-based Incentive Payment System. In short, MIPS is a points system based on data collection. Failure to comply will result in claw backs while compliance and good scores could result in bonuses.

MIPS is incredibly complicated and is based primarily on four key areas of data collection: Quality, Cost, Improvement Activities, and Promoting Interoperability. Basically, if you have Medicare as a payor, you will be submitting data relevant to each of these areas and will be scored out of a total of 100. Your score will be the basis for reimbursement - in the future. That's right, your 2019 score will affect your 2021 claw back and bonuses, and so on.

MIPS is set to begin in 2019 for Physical & Occupational Therapy and potentially Speech Therapy, but things are still very-much in flux and we want to bring you up-to-date on what's happening.

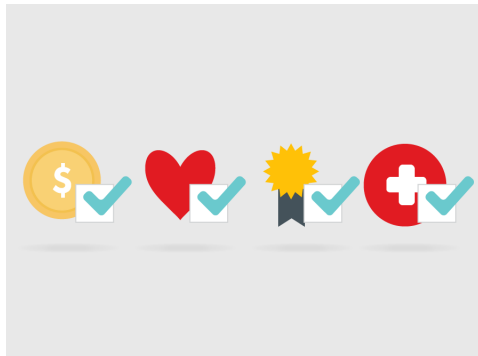
The Quality component basically replaces the old PQRS system. The measures for Physical & Occupational Therapy have yet to be determined.

Cost will come from your billing information that is already being submitted to Medicare, with the relevant modifiers.

Improvement Activities are more esoteric and have to do with things like

Emergency Preparedness, Patient Safety, Patient Access to services, and those sorts of things. They are usually just self-attestations.

The elephant in the room is Promoting Interoperability. This is all about how we communicate with other entities, how data is passed back and forth between health care professionals, and how we fit into the electronic world of medicine. Physical & Occupational Therapists do not require the same interoperability as Physicians. There is no e-prescribing of medications, there are no blood results being submitted to hospitals, but yet, PTs & OTs may become swept up in this scoring system, as irrelevant as it may be.



It affects the type of data you will need to collect about your patients and how that data can be accessed, and shared, resulting in extra work. In order for Practice Perfect to adhere to these protocols, we have to undergo a sweeping certification process that takes several months involving many changes to the application itself (e.g. demographic information would need to be substantially modified).

There is a proposal that has been put forward to *exclude* Physical & Occupational Therapy from this measure (along with a whole host of other changes). However, Medicare won't be voting on this proposal until early November, which puts us all into a major holding pattern until that time. We don't want to proceed with sweeping and potentially unnecessary changes that will impact all of us until it's mandatory. We truly don't have any insight into where this will land, other than the fact that the proposal has been put forward with good reason.

The good news, the silver lining, the port in the storm: You don't have to record or submit the various MIPS scores for every single patient for all of 2019. Depending on the component, Quality, Improvement, etc., you will need to submit only for a certain period of time, e.g. any 90-day period or perhaps only for a handful of patients, so don't worry if you aren't good to go with MIPS on January 1st, 2019—it doesn't work that way.

We will certainly keep you posted and are watching developments very closely. Once we have confirmation on which direction Medicare is heading and have a final set of scores, and how they are to be submitted, we will certainly be running seminars and disseminating information.

Please don't hesitate to contact us if you have any questions whatsoever.

# WHAT TO LOOK FOR IN A CLOUD BACKUP SERVICE?

There are hundreds of cloud backup companies and the number continues to grow. It is hard to know which company to choose in today's world especially when dealing with storing healthcare information. The last thing you want is for your critical data to be compromised.

When it comes to finding the right cloud backup solution for your critical healthcare information, Practice Perfect has done the homework for you. Practice Perfect has partnered with **DataHEALTH**, the leading provider of cloud backup to the healthcare industry.

Why **DataHEALTH**? Below are several key factors we considered when selecting our trusted partner:

## Encryption

We wanted a cloud backup provider to use at least a 128bit AES encryption level, which makes your data unreadable to the naked eye. When backing up into the cloud, your data should leave your server/main computer in the encrypted format and should

rest at the company's data centers encrypted. Ideally, you want the encryption to be National Institute of Standards and Technology FIPS 140-2 encryption certified.

## Data Centers

We looked for a cloud backup company that stores your data in data centers designed to meet the security, interconnection and power requirements of the world's leading financial institutions and healthcare facilities. The data centers had to have the best security, fire suppression, backup power, leak detection, climate control and backup bandwidth. Look for compliances such as HIPAA, ISO 27001, PCI DSS, and SOC1 Type 2 and SOC 2 Type 2.

## Reliability

A cloud backup is only as good as the ability to recover lost data. We needed a company who provided email notifications regarding your backup status, and is willing to do a test restore at no cost.

We also wanted a cloud backup company to

have multiple copies of your data in multiple locations. The company needed to maintain a 30-day backup window with 4 generations of your data and monitor data for any corruption at the very least.

## Technical Support

Should you be in crisis mode, we needed a company that was only a phone call away available to immediately start the restoration process, and employing certified cloud backup professionals.

**DataHEALTH** is PIPEDA compliant plus the only cloud backup provider to be both URAC HIPAA Security Business Associate accredited and NIST FIPS 140-2 encryption certified.

**TAKE ADVANTAGE OF OUR 30-DAY FREE TRIAL!**

Mention this newsletter and we'll waive the annual licensing fee for the first year

(\$50 USD value).  
Pricing starts at \$9.95 USD/mth.

Contact **DataHEALTH** TODAY at  
**888-656-3282 Option 1** or visit  
[datahealth.com/practice-perfect-emr](http://datahealth.com/practice-perfect-emr)

Offer expires Friday, October 13th, 2018.

# MEET MATT, THE MAN BEHIND THE NEWSLETTER!

Have you ever stopped to wonder who pens the Practice Perfect Press and whose dulcet tones are behind Practice Perfect University? Well you needn't wonder anymore—they're written by Matt Alexander!

Matt has been with Practice Perfect since late 2015. And over the years, his role has evolved quite a bit.

In the early days, Matt focused solely on creating online content like tutorial videos and blog posts. But since then, he has tried on a few different hats, and found that they fit rather well.

"I think that it's important to be versatile," said Matt. "For me, I feel just as comfortable editing a video as I do

meeting new people at our tradeshows, or being the first point of contact for prospective clients."

This year, Matt has taken the lead on the new integrated faxing service, as well as the Wired Client beta test. But new responsibilities and challenges aren't limited to the workplace. For one, he's getting married this October.

"I've had friends say to me 'Matt, as long as you don't mind the fact that you and your fiancé will be talking about the wedding every single day until it happens, you'll be good.' So far, this has proven to be true."

But when Matt isn't helping Anie decide which song is going to make the



perfect entrance, there's a good chance that he's either reading a novel, creating memes, or waking up absurdly early on a Sunday to cheer on his favourite Formula 1 drivers. Above all, Matt is an avid collector. Whether it's comic books or sneakers, he's always on the lookout for the new additions to his collection.

All said, Matt makes a great addition to the Practice Perfect team and we're very happy to have him aboard. Stay tuned for more of his tutorial content!

# TIPS & TRICKS



## KEEPING TABS ON YOUR PROVIDERS' PERFORMANCE

Knowing your clinic's key performance metrics is paramount to its success. Daily visits, monthly revenue, and the number of new clients give insight into how it's going on the business side of things. But if you truly want to know how your clinic is functioning, you will need to look at your providers individually.

The **Provider Performance Summary** is an integrated report that gives you key data about how your providers are doing individually and compared to each other. It can be accessed by selecting 'Reports', 'Operations', and then 'Provider Performance Summary'. Here are some of the valuable metrics contained in the report:

### Tracking Productivity

Productivity is a measure of how 'busy' your clinicians are; how many hours they were scheduled to work, how many patient visits occurred during that time, and more importantly how many hours that they were idle and not busy with patients. How many patients were they seeing per hour, on average, and overall? What percentage of their time is actually spent on direct patient care compared to their peers?

Case load is also reported, new patients versus returning ones. Are new patients being spread equally? Are therapists keeping up with their discharges? Seeing this info side-by-side tells a story.

### Tracking Attendance

Keeping track of each therapist's attendance stats is a key component of the Provider Performance Summary. The number of actual visits (as opposed to scheduled visits), cancellations, and no shows are reported—along with their crucial Cancel/No Show percentage. So if there's a therapist on your team whose cancellation rate is disproportionately higher than the rest of your therapists, you may want to investigate.

### Tracking Revenue

This report also provides users with the revenue generated by each individual therapist for any date range. The report gets even more detailed by calculating the average revenue per visit along with the average revenue per hour. Why does one therapist charge more units per visit than another? Are they being creative, or too creative? Is one therapist constantly saddled with the lower-paying type of clients? All of this can be really helpful in both boosting revenue and planning the future of your practice

To get a better idea of the data available in the Provider Performance Summary, just check out our example here. And as always, get in touch with the Support Department if you need a hand running this report!



Provider Name	Ackie, Daniel	Iiver, Herb	Totals/Averages
Total Scheduled Visits	78	125	203
Total Scheduled Hours	158.50	236.00	394.50
Total Unscheduled Hours	88.75	147.25	236.00
Average Visits per Hour	0.41	0.49	0.46
Client Scheduled Hours	69.75	88.75	158.50
% Client Scheduled Hours	44.01%	37.61%	40.18%
# of New Clients	6	11	17
# of Discharged Clients	2	2	4
Change in Client Load	4	9	13
Cancels & No Shows	12	8	20
# of Actual Visits	65	116	181
% Cancel & No Show	15.38%	6.40%	9.85%
Revenue	\$10,960.00	\$18,090.00	\$29,050.00
Average Units/Visit	3.74	3.17	3.38
Average Revenue/Visit	\$168.62	\$155.95	\$160.50

# NEW INTEGRATED FORMS FOR CANADIAN CLINICS

NEW UPDATE!

We've recently made some additions to our selection of integrated Microsoft Word forms.

When used correctly, our integrated forms can save your clinic tons of time by automatically populating the documents with key information already present in the client profile. The documents are typically geared towards regional healthcare authorities, but there are also some forms that are applicable nationwide.

Here's a brief summary of the updates to our various integrated forms:

### ALBERTA

Alberta, clinics can take advantage of the integrated forms we've created for Alberta Blue Cross, Alberta School Employee Benefit Plan (ASEBP), and the province's automobile Accident Claims Benefit Package.

### BRITISH COLUMBIA

British Columbia clinics are invited to download our WorkSafe BC (WSBC) and Insurance Corporation of British Columbia (ICBC) forms for an array of disciplines within our scope of practice.

### MANITOBA

For our Manitoba clinics, we offer integrated forms for use with Manitoba Blue Cross, the Workers Compensation Board of Manitoba (WCB), the Winnipeg Regional Health Authority (WRHA), and Manitoba Public Insurance (MPI) for auto accident claims.

### ONTARIO

In Ontario, we're offering a selection of forms for use with the Workplace Safety and Insurance Board (WSIB), as well as Health Claims for Auto Insurance (HCAI).

Please note that we also offer a direct, electronic integration with HCAI for the completion and submission of OCF-18, OCF-23 and OCF-21 forms, directly from within Practice Perfect.

### General Canadian Extended Health Claims (EHC)

We've also prepared a number of integrated forms for general use throughout Canada. Some of the forms include the Chambers of Commerce, Claim Secure, Coughlin, Department of National Defence, Empire Life, Equitable Life, Nexgen, SunLife, GreatWest, Greenshield, Industrial Alliance, Johnson, Manulife, Medavie Blue Cross, RWAM, Standard Life, and SunLife.

If you'd like to obtain any of the above integrated forms, head over to [www.practiceperfectemr.com/forms](http://www.practiceperfectemr.com/forms) to begin your download. And remember: If you're having trouble installing your forms, just contact our support department!

## SUPPORT SURVEYS: TELL US HOW WE DID!

Practice Perfect is always striving to improve not only the software, but the support that goes along with it. If you've recently submitted a support ticket, we'd love to hear more about your experience.

When we close a support ticket, you'll be sent a one question survey: **How would you rate the support you received?**

If you rate it as 'Good', that's great because it'll reflect a positively on the representative that helped you. If you rate it as 'Bad', it's still very helpful because it gives us an opportunity to learn more about how we can improve our services. Regardless of your choice, you'll have a chance to leave a comment telling us more about your experience.

So the next time you submit a support ticket, we'd really appreciate it if you took a moment to tell us how we did!