

# Hanger Clinic Sees Thousands of Net-New Appointments Created

## THE CHALLENGE

As the nation's leading provider of orthotic and prosthetic (O&P) care with a commitment to empower human potential through mobility, Hanger Clinic recognized the need to:

- Capture meaningful patient-reported outcomes (PROs) at scale
- Use data and clinical research to guide clinical best practices and research
- Improve patient access by enabling payer policy conversations through real-world evidence

Hanger Clinic needed a repeatable, integrated, and data-driven approach to the patient experience and outcomes—built seamlessly into daily workflows.

## THE SOLUTION

As a NextGen Enterprise EHR/PM client, Hanger Clinic had the opportunity to implement and integrate Clinect PROs (Patient-Reported Outcomes) and Care Connect (Care Gap Outreach). These intelligent solutions help automate patient outreach, engagement, and outcomes through data capture to gain a more comprehensive view of care quality.

### Patient-Reported Outcomes (PROs) enables Hanger Clinic to:

- Collect pain, mobility, and quality-of-life data
- Flow PROs directly into NextGen Enterprise EHR
- View structured scorecards to monitor progress and guide care
- Implement workflows beginning with lower-limb prosthetics and expanding to upper limbs

### Care Connect (Care Gap Outreach) helps Hanger Clinic:

- Identify patients not seen within a defined timeframe and not currently scheduled
- Automate text/email outreach to bring patients back into care

## THE IMPACT

Through Clinect Care Connect integrated with NextGen Enterprise, tens of thousands appointments were created. These were patients who otherwise would not have been seen. This resulted in:

- **Better clinical outcomes** through earlier intervention
- Significant **incremental clinic revenue**
- **Stronger patient relationships** and continuity of care

## CLIENT PROFILE

### Hanger Clinic

**Background:** Hanger Clinic is the nation's leading provider of orthotic and prosthetic (O&P) patient care, serving individuals with limb loss and mobility challenges at more than 900 locations nationwide.

### NextGen Healthcare Solutions:

NextGen® Enterprise EHR

NextGen® Enterprise PM

Clinect PROs (Patient-Reported Outcomes)

Care Connect (Care Gap Outreach)

## HIGHLIGHTS



*Tens of thousands of net-new appointments created*



*World's largest dataset on outcomes for lower-limb prosthesis*



*1 million + NPS responses captured*

## Industry-leading patient experience performance

Hanger Clinic achieved industry-leading patient experience performance by elevating NPS to a core corporate metric (**1+ million NPS responses**), using advanced analytics to reveal where teams excel and where improvement opportunities exist, and implementing structured detractor outreach to ensure concerns are resolved quickly. Together, these initiatives drove a meaningful cultural shift, transforming Hanger Clinic into a truly patient-first, insight-driven organization.

“Bringing the voice of the patient into everything we do has allowed us to more clearly recognize their needs and deliver accordingly. With hundreds of thousands of patient responses to the Net Promoter Score survey, we not only deeply understand patient priorities, we also have had the ability to perform service recovery when we fall short of meeting expectations, resulting in 70% positive resolutions and retention through our follow-up.

“Collecting Net Promoter Score data has reinvented the way we think about and deliver patient care. Hanger’s NPS scores are consistently above the average across all of healthcare and our scores have increased year over year, which has helped us to become a learning organization committed to continuous improvement,” said Kim Wiley, Head of Digital Health at Hanger Clinic.

## The world’s largest lower-limb outcomes dataset

Through Clinect PROs, integrated with NextGen Enterprise, Hanger Clinic built the **world’s largest dataset on outcomes for lower-limb prosthesis**. Outcomes include pain, mobility, and quality-of-life scores, with data being used at the:

- **Patient level** to personalize care
- **Enterprise level** to guide best practices
- **Industry level** to publish research and influence the field

“With PROs fully integrated into NextGen, we now have an unprecedented view into pain, mobility, and quality-of-life outcomes at scale. This data is influencing individual patient care, enterprise decision-making, and industry research,” said Wiley

Hanger Clinic now operates on a foundation of patient-first culture, measurable outcomes, and proactive engagement, powered through NextGen Healthcare and Clinect integration that:

- Enables **impactful and peer-recognized research**
- Helps **increase patient access to advanced prosthetic technologies**
- Informs **clinical best practices across the O&P field**

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*Kim Wiley*  
Head of Digital Health  
Hanger Clinic

## Talk to an expert today.

Partner with us at 855-510-6398 or [results@nextgen.com](mailto:results@nextgen.com)

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