

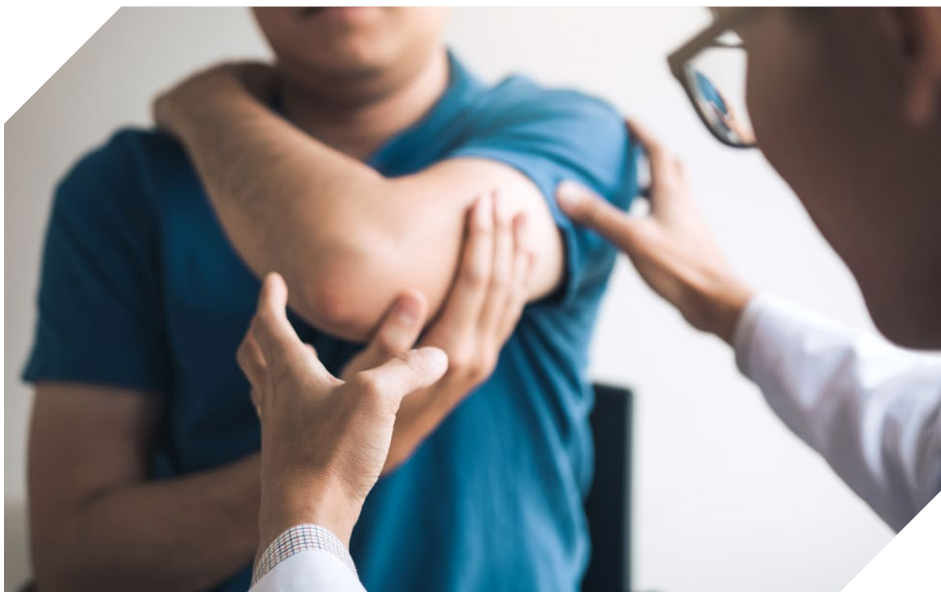
7 Springs Orthopedics Finds a Partner for Growth

In 2006, two mid-level physician assistants decided it was time to leave their large orthopedic practice and try a different approach to orthopedic care. Their philosophy and clinical model: treat all musculoskeletal patients—everything from the neck down—through a conservative lens rather than a strictly surgical lens. They made it their mission to exhaust all non-surgical measures to ensure that patients aren't rushed into treatment plans they're not comfortable with.

In the event that conservative (non-surgical) care has failed or there is a clear need for surgical intervention, the practice refers patients to a supervising physician who comes to the clinic once or twice a month to see surgical candidates. This care concept became so successful that they built a total of six orthopedic clinics in the Middle Tennessee region over the next 12 years.

"We're a retail, direct-to-consumer muscle, bone, and joint provider in a neighborhood setting. Clinics are staffed by mid-level providers, either physician assistants or nurse practitioners," said Cathy Kowalski, chief operating officer at 7 Springs Orthopedics.

In 2018, venture capital groups expressed interest in their successful concept with the hope of growing it, professionalizing the business, and scaling it—and the larger goal of eventually expanding to other states. But to meet growth goals, they needed to find the right EHR that could grow with them. EHR replacement became one of their first organizational initiatives.



CLIENT PROFILE

7 Springs Orthopedics

Location: Brentwood, Tennessee

Specialty: Orthopedics and rehab therapy

Number of Clinics: 16

Founded: 2006

NEXTGEN HEALTHCARE SOLUTIONS

- NextGen® Enterprise EHR
- NextGen® Enterprise PM
- NextGen® Mobile
- NextGen® PXP Portal
- NextGen® EDI
- NextGen® Managed Cloud Services
- NextGen® Share

HIGHLIGHTS



Opened 3 new orthopedic clinics and 3 PT clinics during COVID-19 pandemic



Ability to look at vital practice data in new ways via comprehensive dashboards

“Our goal is to solve two problems in healthcare: the access problem for patients and bending the musculoskeletal curve by addressing care from a cost perspective,” said Kowalski.

7 Springs Orthopedics recognized the need to better understand their billing if they were to meet growth goals. They needed to get claims out the door and figure out if they were collecting everything they could. With that in mind, Kowalski and her team decided to seek a health IT system that could help them understand, market, and grow their business.

“One of the first things I said when I came on board was that, we can’t run this business without data and metrics, so we absolutely had to make a change,” said Kowalski.

Their practice needed to provide investors reliable information in order to get a comprehensive read on the organization’s output, such as visit number, number of patients, and trends in business operations.

“Contractual adjustments weren’t being taken at the time of service. We didn’t know our payor mix. We couldn’t distinguish whether they were Medicare-high, Medicaid-high, commercial, private self-pay, etc.,” said Kowalski.

Enter NextGen Healthcare

Kowalski knew that capabilities like implementation, training, and ongoing support, were an important part of the request for proposal (RFP). This time around shopping for a new EHR system, her team also looked at the reporting and data analytics capabilities. They turned their attention to the NextGen Healthcare platform.

“This was my fifth EHR selection and implementation. I’ve been doing this a long time. What we’re dealing with today more than ever is this data mindset from the venture capital and private equity groups,” said Kowalski.

“NextGen Healthcare came to us and said, ‘Here’s the timeline for implementation and what it’s going to take.’ We said, ‘We need to do it in about half that time.’ They said, ‘We can shave time off this but here is what it’s going to mean.’

“I continue to be impressed with their honesty. They were really upfront and said ‘It’s not going to be ideal and here’s the places where you’re going to have issues’ and they were right. They pinpointed exactly the places where we had issues,” Kowalski explained.

7 Springs Orthopedics went live with NextGen Healthcare on February 1, 2020. Due to COVID-19 restrictions they had to close their doors on March 20, 2020 with about six to seven weeks of data on their new system. During the time they were closing their doors, they held a board meeting. Kowalski says that every board member was thrilled with the data available even in such a short period of time.

“We were fairly immature in our implementation, but we pulled out everything we could, stuck it into our dashboards, and put it up there on slides, and said, ‘This is the future. We’re finally able to look at these things,’” said Kowalski.

“If you look at our dashboards 3 years ago and you look at our dashboards now that we present to the board, they’re light-years different. That’s because we’ve been able to really dig down and access everything that’s in there, pull it out, and put it into a format that helps us drive our business.”

Cathy Kowalski
Chief Operating Officer
7 Springs Orthopedics

The power of dashboards

Kowalski explained that they are constantly coming up with new ways to look at the data. Dashboards have become a huge part of their life, and how they build their dashboards using NextGen Healthcare tools.

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Understanding their referral patterns—where their patients are coming from—and being able to pull all of that data and put it into a usable format is essential to their progress.

“We do what’s called the Olympics dashboard. We take all of our referring providers and we put them into a gold, silver, and bronze format—we have certain targets for whether they hit the gold, silver, and bronze. NextGen Healthcare made that really easy for us and we pull those reports out by provider for each month,” said Kowalski.

7 Springs Orthopedics opened three new orthopedic clinics and three new PT clinics during COVID-19. They look forward to extending their reach beyond the Tennessee state line.

“The system is set up. You add the location; you do everything in NextGen Enterprise that you have to do to add the location, which is not onerous, and you add the providers. Then you train them.

“One of the most important things is the support team around you. After five implementations, this has been my best experience with respect to support. It’s one of the things that speaks to what NextGen Healthcare does for us. They spend a fair amount of time making sure that even after the sales process is over, that we’re ok and have the support,” said Kowalski.

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HOW CAN WE HELP?

Partner with us at **855-510-6398** or **results@nextgen.com**