



MedBridge Improves Consistency of Care at Professional Physical Therapy

Client Challenge

Since partnering with MedBridge in early 2015, Professional Physical Therapy has grown from 27 to over 140 locations while hiring new staff to meet demand. Their growing team was made up of over 60% new hires with 0–3 years of experience. They knew they would need a scalable solution for providing evidence-based training to ensure quality and consistency of care across their growing network.

Given their focus on delivering the highest quality and most efficient care using state-of-the-art equipment and techniques, Professional Physical Therapy also sought a solution that would ensure a premier and consistent experience for patients.

Medbridge Solution

Professional Physical Therapy leveraged MedBridge to improve clinical excellence through:

- Standardized training programs for new hires
- Monthly Knowledge Tracks for PT, OT and ATC targeted at addressing commonly seen care regions
- Guided career paths for specialization using MedBridge's OCS & SCS certification-prep programs
- Patient Engagement solutions (HEP, Patient Education, and NPS) implemented as a standard for all patients
- Integration of MedBridge HEP with Raintree EMR
- Leveraging the assistance of a dedicated account manager



Headquarters in Uniondale, NY
Over 140 Locations
professionalpt.com

\$773,600

saved on continuing education spend, representing an 800% ROI

86

NPS® Score achieved while using MedBridge Patient Engagement tools¹

\$268,255

saved with MedBridge HEP Integration by shaving 3–5 minutes off of every clinical visit

Results

Continuing Education Cost Savings

Professional Physical Therapy clinicians completed over 5,000 courses with 13,537 CEUs earned on MedBridge! Altogether, Professional Physical Therapy saved \$773,600 (not including travel costs and time out-of-office)²— that's an 800% ROI on direct continuing education spend.

Consistency of Care

Professional Physical Therapy was able to promote consistent, evidence-based practice across their growing organization with over 44 Knowledge Tracks assigned through the MedBridge LMS and completed by PTs, OTs, and ATs.

Employee Satisfaction

By offering extensive career advancement opportunities and fostering a culture committed to clinical excellence, Professional Physical Therapy was named among the "Best Workplaces in Health Care" by Great Place to Work® and Fortune Magazine in 2017—the first physical therapy practice in the country to make the health care list!

Specialization

Professional Physical Therapy encouraged advanced specialization through MedBridge's OCS and SCS prep programs, with their participating therapists achieving an OCS and SCS exam pass rate of 100%.

Patient Engagement

89% of Professional Physical Therapy users actively utilized MedBridge to provide patient engagement programs with a total of 129,285 programs created. This resulted in an NPS score of 86, far above the industry average for healthcare providers.

MedBridge helped Professional Physical Therapy clinicians achieve their goal of customizing individual recovery plans, using the most state-of-the-art technology and practices to get patients performing better than ever. Through integration with their EMR (Raintree) system, Professional Physical Therapy attributed 3–5 minute time savings for each HEP. With over 129,000 programs created, this accounted for 6,450 hours of time savings for staff. **Assuming an average salary of \$86,250, this represented \$268,255 in cost savings.**

¹ Net Promoter, NPS, and the NPS-related emoticons are registered trademarks, and Net Promoter Score and Net Promoter System are service marks of Bain & Company, Inc., Satmetrix Systems, Inc. and Fred Reichheld.

² Estimating that an average 1-day seminar costs \$400.



Created new career development opportunities with the MedBridge Workforce Development Solution, improving care excellence and staff satisfaction.



Implemented a strong patient engagement program with the MedBridge Patient Experience Solution, reducing costs and boosting patient satisfaction.



Integrated digital patient engagement tools with the MedBridge EMR Integration Solution, saving clinician time and reducing costs.