

A Negotiating Success Story

Executive Summary

Pinnacle Rehabilitation Network (PRN) was faced with a challenging business environment with the rise of accountable care organizations (ACOs). PRN successfully negotiated a contract to be the #1 provider for the administrator of a large government contract.

The data PRN used to become the #1 provider:

- Cost per visit
- Number of visits per episode of care
- FOTO outcomes scores
- Satisfaction

Challenges

With the challenges from ACOs in the area, PRN realized it needed to consider new ways to secure referrals in the changing healthcare environment.

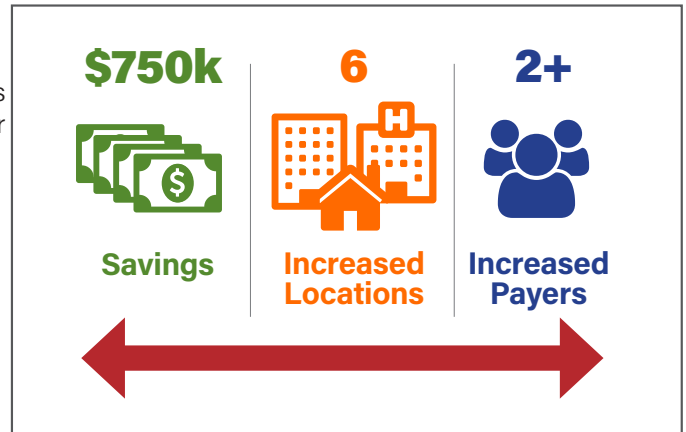
PRN knew it needed to focus on the Triple Aim of healthcare. PRN had to prove quality: lower cost of care, better care experience and improved population health. The care experience included outcomes and satisfaction.

How FOTO Helped

The national provider for the administrator of a large government contract was not able to provide all the required data to maintain its status. Because PRN used FOTO, PRN was able to address every Triple Aim concern and secure its place in becoming the new main provider of rehabilitation services.

Results and Future Plans

- PRN was able to save the administrator \$750,000 in medical spending in 1 year.
- PRN added 2 new locations and has plans for an additional 4
- PRN is now negotiating with other payers.
- PRN was welcomed into an Independent Provider Association with multiple payers.
- PRN is also assuming hospital contracts to provide rehabilitative services in hospital departments.



“Pinnacle Rehabilitation Network needed to diversify its referrals. The FOTO Outcomes System had all the information required to successfully negotiate major contracts,” explained Daniel Fleury, PT, Vice President of Pinnacle Rehabilitation Network.

