

PTPN ROI [Rehab Outcomes Index]

2014 3rd Quarter

Region: New York/Connecticut

The PTPN ROI [Rehab Outcomes Index] gives you a snapshot of the quality and performance of PTPN therapy offices. Our proprietary evaluation system incorporates several measures (described on the last page of this document) into a detailed report card - the first of its kind in the outpatient rehabilitation industry.

Location	Quality Assurance	Credentialing Inspection	Patient Satisfaction	Outcomes Percentile	Outcomes Participation	Outcomes Benchmark	Efficiency Benchmark
Region Average	⊙	⊙	●	⊙	●	⤴	⤵
20-012-00-6	●	⊙	⊠	⊠	○	⊠	⊠
20-012-00-7	●	⊙	⊠	⊠	○	⊠	⊠
20-012-02-9	●	⊙	●	⊙	○	⤴	⤵
20-012-05-0	●	⊙	⊠	⊠	○	⊠	⊠
20-012-05-1	⊙	⊙	⊠	⊠	○	⊠	⊠
20-012-05-3	●	⊙	●	●	⊙	⤴	●
20-012-07-0	⊙	⊙	●	○	○	⤵	⤵
20-012-07-6	⊙	⊙	⊠	⊠	○	⊠	⊠
20-012-07-7	⊙	⊙	⊠	⊠	○	⊠	⊠
20-012-08-8	⊙	⊙	⊠	⊠	○	⊠	⊠
20-012-08-9	⊙	⊙	⊠	⊠	○	⊠	⊠
20-012-10-0	●	⊙	⊠	⊠	○	⊠	⊠
20-012-10-8	⊙	⊙	⊠	⊠	○	⊠	⊠
20-012-11-5	●	⊙	⊠	⊠	○	⊠	⊠
20-012-11-6	●	⊙	⊠	⊠	○	⊠	⊠
20-012-12-4	⊙	⊙	⊠	⊠	○	⊠	⊠

● Outstanding ⊙ Above Standard ⊙ Meets Standard ● Below Standard ○ Poor ⊠ No Data

⤴ Above Benchmark ● At Benchmark ⤵ Below Benchmark ⊠ No Data

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Quality Assurance

PTPN scores every therapy office on its adherence to our Quality Assurance standards, which are stricter than those of any other network. The QA score includes an office's compliance in such areas as care delivery guidelines, documentation standards, treating personnel, appropriate billing and patient safety.

Credentialing

PTPN is the only outpatient therapy network that performs on-site credentialing inspections of each office on a regular basis. Our credentialing standards exceed NCQA requirements. This score reflects an office's rating in areas including staffing ratios, therapist continuing education, office equipment, policies and procedures, cleanliness, handicap accessibility, and HIPAA and OSHA compliance.

Patient Satisfaction

Patients' feedback on factors such as treatment effectiveness, staff courtesy and wait times is measured to calculate this score.

Outcomes Percentile

Each office receives a percentile ranking based on its achievements in the PTPN Outcomes Program (see below). This represents an office's outcomes performance relative to therapy offices and facilities around the country, including those outside the PTPN network. PTPN is able to report this measurement because we use an independent third party to measure outcomes performance.

Outcomes Participation

This item reflects how many of an office's patients participated in the PTPN Outcomes Program. The higher the participation, the higher the rating. While a minimal participation rate yields statistically significant results, offices with higher participation rates earn higher ratings on this item.

Outcomes Benchmark

The PTPN Outcomes Program (see below) measures how well an office achieves expected treatment outcomes – that is, how much improvement patients achieve – based on predictions calculated by our powerful outcomes software engine. This measure indicates whether an office exceeded, met or fell below those predictions for patient improvement, which are based on a dataset of more than 2.5 million therapy cases.

Efficiency Benchmark

Another area of performance measured by the PTPN Outcomes Program (see below) is how efficiently each office is able to achieve positive treatment outcomes – that is, how quickly patients improve, combined with how much improvement is achieved. This measure shows whether an office exceeded, met or fell below the predicted efficiency benchmarks. Higher ratings on this measure correlate with a lower overall cost of care per episode, because greater efficiency means more improvement in fewer visits.

PTPN Outcomes Program

The PTPN Outcomes Program is a scientifically validated third-party system that measures the quality and efficiency of our providers and our network. It tracks patients' ability to function, and how that ability improves during treatment, and generates predictions for treatment outcomes based on the nation's largest database of rehab outcomes. The system then compares PTPN therapists' performance to these nationally recognized benchmarks, showing how and where PTPN providers excel. For more information, visit ptpn.com/outcomes.