

About Specialty Solutions

Specialty Solutions provides resources and collaborative opportunities that allow independent specialty physician practices to improve the coordination and quality of care, optimize operational efficiency, cultivate partnerships, and reduce costs. Specialty Solutions consists of 11 member practices and represents more than 250 physicians across 15 specialties.

Measuring and improving quality are key areas of focus for Specialty Solutions. The quality efforts at Specialty Solutions are not only on measuring quality, but also helping member practices improve their quality efforts. There are specific plans in place to assist practices in achieving more “stars” and to further enhance quality measurement and reporting.

For more information, visit specialtysolutionsmaine.com.

Specialty Solutions Practices



Quality subcommittee members include:

Stuart Abramson, MD • Brenda Caron, RN • Wendy Coito
Randy Corkum, MHA, BSN, RN • Steve D'Amato
Jan Ferguson • Stephen Gorman, DO • Thalia Mayes, MD
Rebecca Murray, RN • Beverly Neugebauer • Cheryl
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Christopher Snow • Tracey Weisberg, MD

The ratings provided on this report card are not intended to be the only or primary means for your evaluation of the quality of physician practices and are not intended to be a substitute for professional medical advice, diagnosis or treatment, nor are they intended to be relied upon as advice. Specialty Solutions is not responsible for the quality of the medical treatment that you receive from any healthcare provider.



QUALITY REPORT CARD



for OA Centers for Orthopaedics
Member of Specialty Solutions since 2011

Reporting period: 2014

★ ★ Exceeds Expectation ★ Meets Expectations NI = Needs Improvement
N/A = Data not available

QUALITY REPORT CARD

OA Centers for Orthopaedics - Portland • Brunswick • Windham • Saco

Practice schedules appointments in a suitable time frame		81.5% of patients state that they receive an appointment as soon as they needed it ¹
Providers at this practice explain things in a way that's easy for patients to understand		90.4% of patients state that this provider provided easy to understand information about their health ²
Patients feel that providers at this practice spend enough time with them		86.4% of patients state that their providers spent enough time with them ³
Providers at this practice receive high satisfaction ratings from patients		85.8% of patients indicate that they are satisfied with their provider ⁴
Practice utilizes multiple forms of technology (patient portals, e-mails, etc.) to enhance communication with patients		Provides online scheduling and registration capability, electronic medical health history forms, and automated reminder calls ⁵
Practice provides patients with information to help them self-manage their care		Provides pre- and post-information for all surgical & office procedures in either electronic or written format ⁵
Practice provides patients with resources to help them make decisions about their treatment options		Provides robust online resources and educational sessions on a wide variety of topics ⁵
Average cost of key services are lower than market average		Charges a significantly lower (+/- 50%) facility fee for a variety of imaging services, such as MRIs ⁶
Practice utilizes tobacco use screening and cessation intervention		40% of all patients screened for tobacco use received cessation intervention
Practice's ambulatory surgery center (ASC) demonstrates exceptionally low infection rate		0.04% of patients developed an infection following surgery ⁷

¹Based on clinical office patient surveys conducted in 2014, national benchmark is 70.4% ²Based on clinical office patient surveys conducted in 2014, national benchmark is 79.8% ³Based on clinical office patient surveys conducted in 2014, national benchmark is 82% ⁴Based on clinical office patient surveys conducted in 2014, national benchmark is 79.8% ⁵Self-reported data ⁶Based on commercial claims data from the Maine APCD (2011) ⁷Based on comparators to national peer group of orthopaedic surgical suites, average infection rate of .24%

Notable Accomplishments in 2014

In 2014, OA Centers for Orthopaedics focused on increasing patient access to high-quality, lower cost service centers. Initiatives include:

- Accommodating patients needing an urgent, same-day appointment through OA First Care.** First Care provides patients with an alternative option to the higher cost emergency room visit.
- Expanding its high-quality, lower-cost imaging services.** In 2014, the OA MRI Center added an extremity scanner and an open wide-bore scanner. The addition of these two scanners has increased the number of scanning appointments available to accommodate patient needs. The extremity scanner is the only one of its kind north of Boston. OA's MRI Center also has a Gold Seal Accreditation from the American College of Radiology (ACR).
- Conducting a spine outcome study.** The OA Physical Therapy Center developed a treatment outcome study to measure the outcomes of OA Physical Therapy for low back pain. Results indicate that OA's approach leads to faster recovery time with fewer physical therapy visits and statistically improved function when compared to outcomes in other similar studies.
- Achieving exceptionally low infection rates in the surgery center.** The OA Surgical Center reported an infection rate of .04% in 2014 and .22% spanning 20 years over 48,000 surgical procedures.
- Focusing on patients' health and wellbeing.** OA began a smoking cessation initiative that included staff education and the development of a smooth referral process to the Maine Tobacco Health Center for Independence. OA monitors both its referral rate and the acceptance rate of patients who have been referred.

Areas of Focus in 2015

OA Centers for Orthopaedics will continue to focus on quality improvement in 2015. The practice has a variety of objectives designed to improve both patient experience and the overall quality and value of care. OA will also play an active role as Specialty Solutions as a whole focuses on helping practices improve scores on many of the metrics featured at left, such as scheduling appointments in a suitable time frame.