

How a fast growing physical therapy practice **increased patient visits and revenue with WellSky Resource Manager**

An outpatient rehabilitation success story featuring Integral Physical Therapy



About Integral Physical Therapy

Integral Physical Therapy provides cutting-edge healthcare to patients in Colorado. Committed to nurturing the patient-therapist partnership, Integral Physical Therapy provides one-on-one, individualized care. This comprehensive treatment approach empowers patients to achieve a true sense of wellness.

Location: Firestone, CO

Total locations: 3

Solutions in use: WellSky Rehabilitation and WellSky Resource Manager

Integral Physical Therapy is a growing physical therapy organization that has opened three new locations over the last four years. Growing from a single “mom and pop” operation to a larger organization has not been easy. Competition in the Firestone, Colorado area has made it critical to make smart staffing and patient management decisions.

While critical, Integral Physical Therapy never had the tools in place to help make objective data related decisions. As Chris Edmundson, owner of Integral

Physical Therapy explains, “Everything was based on feel. We couldn’t build [hiring or scheduling] processes because we didn’t have the data to see what was really going on. We pulled everything into a spreadsheet, but it was all retrospective, which made future decisions guesswork.”

The guesswork and lack of data made staff and patient scheduling processes at Integral Physical Therapy chaotic. Edmundson wanted to find a tool that would allow him to manage his business in the most efficient way possible. That’s why the team at Integral Physical Therapy decided to implement the powerful functionality of **WellSky Resource Manager**.



“We’ve been growing consistently since we started, so we’ve been staffing for growth...

With this tool, I’m able to rightsize our staff for continued growth with confidence.”

Chris Edmundson
Owner, Integral Physical Therapy

Seeing an immediate impact

Once in place, the team at Integral saw an immediate impact on how their productivity improved.

Productivity is measured in time by the value and complexity of the service provided. Productive time refers to the time when you're seeing patients, sometimes referred to as "billable time." For the first time, the Integral Physical Therapy team was able to have visibility into the gaps in their patient and staff schedules.

In 2019 Integral Physical Therapy's unproductive time was 12%, but in 2020, after starting to use WellSky Resource Manager, their unproductive time dropped to seven percent. This five-percent reduction in unproductive time resulted in:

- 12% increase to patient volume
- \$12,000 increase in reimbursement per month


Edmundson attributed these improvements to WellSky Resource Manager, explaining that, "[WellSky Resource Manager] spurred our office staff to start to fill open time slots. It put the information right in their face, and they were able to fill more gaps in the schedule."

Making an impact

Integral Physical Therapy used WellSky Resource Manager to monitor patient and staff scheduling. Within just six months, this increased visibility allowed the organization to:

- ↑ Add an additional 907 patient visits. This additional 907 patient visits equates to a **12% increase in patient volume** in just six months.
- ↑ **Increase reimbursement \$12,000 per month.** The average visit reimbursement for Integral Physical Therapy is \$80.
- ↓ **Reduce unproductive time by 5%.** This reduction helped the team determine that the organization did not need an additional full-time therapist, which saved the team an additional \$70,000 in salary, not including benefits.





“WellSky Resource Manager gives me the freedom and confidence to manage my business efficiently.”

Chris Edmundson

Owner, Integral Physical Therapy

Increasing access to care

Having increased visibility into patient and staff schedules has helped the Integral Physical Therapy team increase their patients' access to care. By proactively utilizing the waitlist to fill open time slots identified in WellSky Resource Manager, the Integral Physical Therapy team has been able to add an additional 907 patient visits to their schedule. This increased access to care is helping the Integral Physical Therapy team complete more care plans and provide more critical services to more clients.

This increased access to care is also helping Edmundson teach his clinicians how to have more meaningful interactions with patients. Edmundson uses cancellation and no-show trends to identify those clinicians who may not be connecting with patients. “With WellSky Resource Manager, we're able to get a better sense of which teammates are constantly busy and which may need some documentation time,” says Edmundson. He also added, “I love looking at trends as an indicator that the staff member needs a bit more mentorship so they can better connect with patients.”

Looking to the future

WellSky Resource Manager is the tool Edmundson is most excited about as he looks to the future. With plans to open another location, Edmundson is happy that he has a tool that will help him make decisions based on actionable and objective data. Edmundson says that WellSky Resource Manager, “helps me with my staffing decisions because it helps me understand capacity. With this tool, I'm able to rightsize our staff for continued growth with confidence.”

About WellSky®

WellSky Resource Manager uses data to help improve productivity at every level — from individual care teams to enterprise organizations. By leveraging both real-time and forecasted performance, and by utilizing integrated capacity metrics, care teams are enabled to meet productivity targets while ensuring visit compliance. Roll-up reporting enables organizations to understand the utilization of their productivity at a global level. When combined with actionable recommendations of WellSky Resource Manager, teams can build or adapt strategies that allow organizations to thrive.



Learn how WellSky Resource Manager can **transform your organization**. Request a personalized demonstration today!

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