



Orthopedic & Sports Physical Therapy Associates, Inc. (OSPTA)

Pamela Hudack, PTA, Director of Operations

osptainc.com

Background

Founded in 1984, this family-owned and operated business now boasts 29 locations across southwestern Pennsylvania and northwestern West Virginia.

As of June 2015, OSPTA employed:

- 56 physical therapists
- 31 physical therapist assistants
- 9 occupational therapists
- 1 occupational therapist assistant
- 3 speech therapists

Challenges

Before OSPTA implemented WebPT, all of its clinics were using paper for documentation. With multiple locations and hundreds of patient files, that system was not conducive to keeping patient files organized and—more importantly—maintaining compliance. The clinic's biggest compliance challenge: ensuring accurate functional limitation reporting. "It was becoming very difficult to ensure we were reporting accurately," said Pamela Hudack, the Director of Operations at OSPTA.

Legibility also was an issue, and the sheer number of clinics and therapists made it nearly impossible to manage scheduling and other business tasks on a remote basis.

Solution

Once the leadership at OSPTA determined the practice needed an electronic documentation and scheduling solution, they started looking for a system that would accommodate the needs of a multi-location business. Furthermore, they wanted a "web-based solution" that "was designed specifically for the disciplines we offer," said Hudack.

To ensure minimal workflow disruption, OSPTA also wanted a solution that was user-friendly, easy to learn, and unintrusive. In other words, they needed a system that would adapt to their business, not the other way around. Finally, they hoped to partner with a company that would provide live, onsite training.



Pamela Hudack

PTA, Director of Operations

Fast Facts

Clinic Name:

Orthopedic & Sports Physical Therapy Associates, Inc. (OSPTA)

Location:

29 clinics across southwestern Pennsylvania and northwestern West Virginia

Owner:

Alan Henson, PT; Jim Henson, PT; Jody Henson, PT, MPT, MBA; Mark Aaron, PT, MSPT; Mark Kerestan, PT, PA-C; and Eric Walt, PT, MS, CCI, CCCE

In Business Since:

1984

WebPT Member Since:

2013

Key Achievements with WebPT:

- Simplified management of a multi-location practice with dozens of therapists and staff members.
- Ensured compliance with increasingly complex insurance regulations, especially mandatory Medicare programs such as functional limitation reporting.
- Streamlined workflow and claims submission, enabling staff to bill claims five days sooner.

WebPT delivered on both fronts. “We selected WebPT as our EMR solution because of the ease of documenting for the therapists,” said Hudack. And the in-person training OSPTA’s staff received made the transition even easier: “Our therapists were able to adapt quickly to the new system primarily due to the onsite training we received,” Hudack continued. “As a large practice, it was very beneficial to have the training in person rather than via webinar.”

The result: a transition that “couldn’t have been smoother.” According to Hudack, WebPT’s onsite trainers spent as much time as necessary answering questions, providing suggestions, and helping individual employees get comfortable with the system. “The customer service we received during training and transition was outstanding,” Hudack said. “WebPT maintains a positive, customer-first culture that is evident through the organization from top to bottom. That same level of service still exists one year later.”

“My favorite thing about WebPT is their willingness to work with us to ensure the system is meeting our needs.”

Benefits

In addition to ensuring compliance with insurance regulations—especially Medicare rules—WebPT has helped OSPTA streamline the clinic workflow and claims submission process at each of its locations. “Prior to transitioning to WebPT, our paper process was very slow and labor intensive. We are now able to bill claims five days sooner than we could with our paper system, which has reduced our number of days in accounts receivable,” said Hudack.

Plus, because WebPT is a web-based system, any clinic staff member—from therapists to directors—can access the system anytime, anywhere. That convenience means a lot, especially to Hudack. “One of the biggest benefits from a management perspective has been being able to access information at our various locations—whether it be the schedule, productivity reports, or even our billing personnel needing to access a patient chart—at any time,” she said.

Finally, Hudack lauds WebPT’s exceptional customer service as a true differentiator from other rehab therapy software providers. “My favorite thing about WebPT is their willingness to work with us to ensure the system is meeting our needs,” she said. “As a larger practice, our needs are always changing so it is nice to have such a great working relationship.”

Learn how WebPT can boost your clinic’s performance. Visit webpt.com/demo to schedule a free online tour of our application.