

# Using Data to Create Organizational Strategy

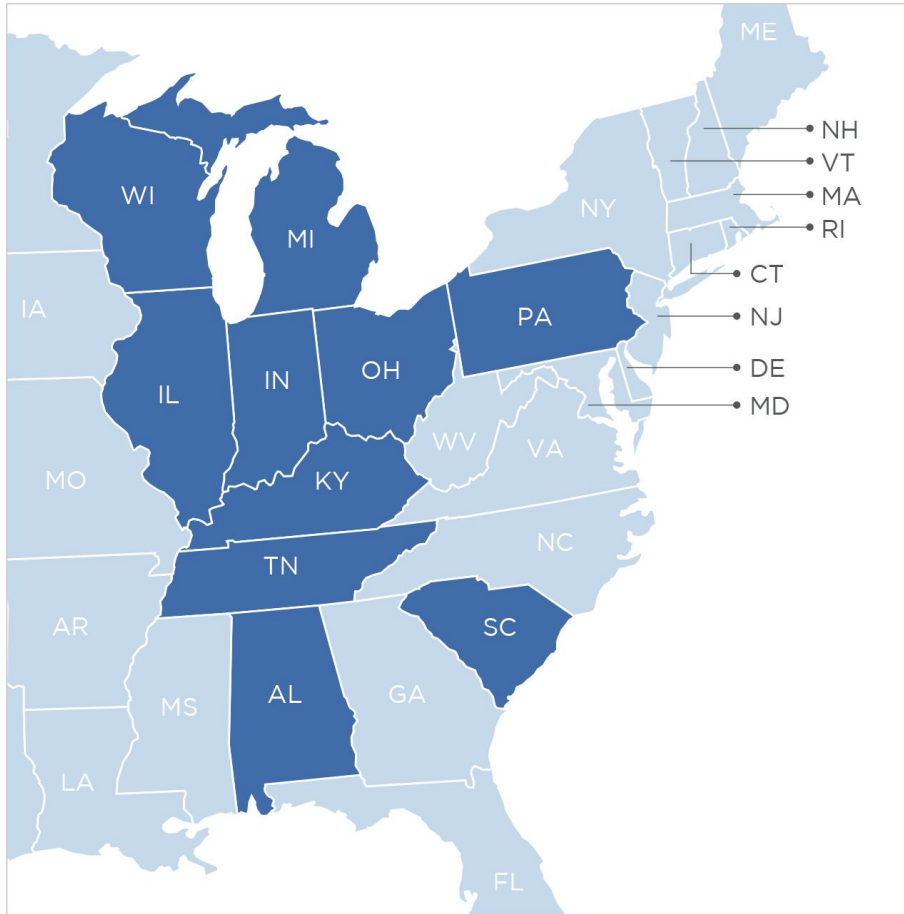
## TPE Presentation

Presented by: John Bookmyer, CEO  
Julianne Renz, VP Information Services / CIO

Date: September 13, 2022



# Current Market



- 50+ partner locations
- 10 states
- Partners
  - Health systems
  - Individual hospitals
  - Large & small



# Managing Pain – Patient Challenges

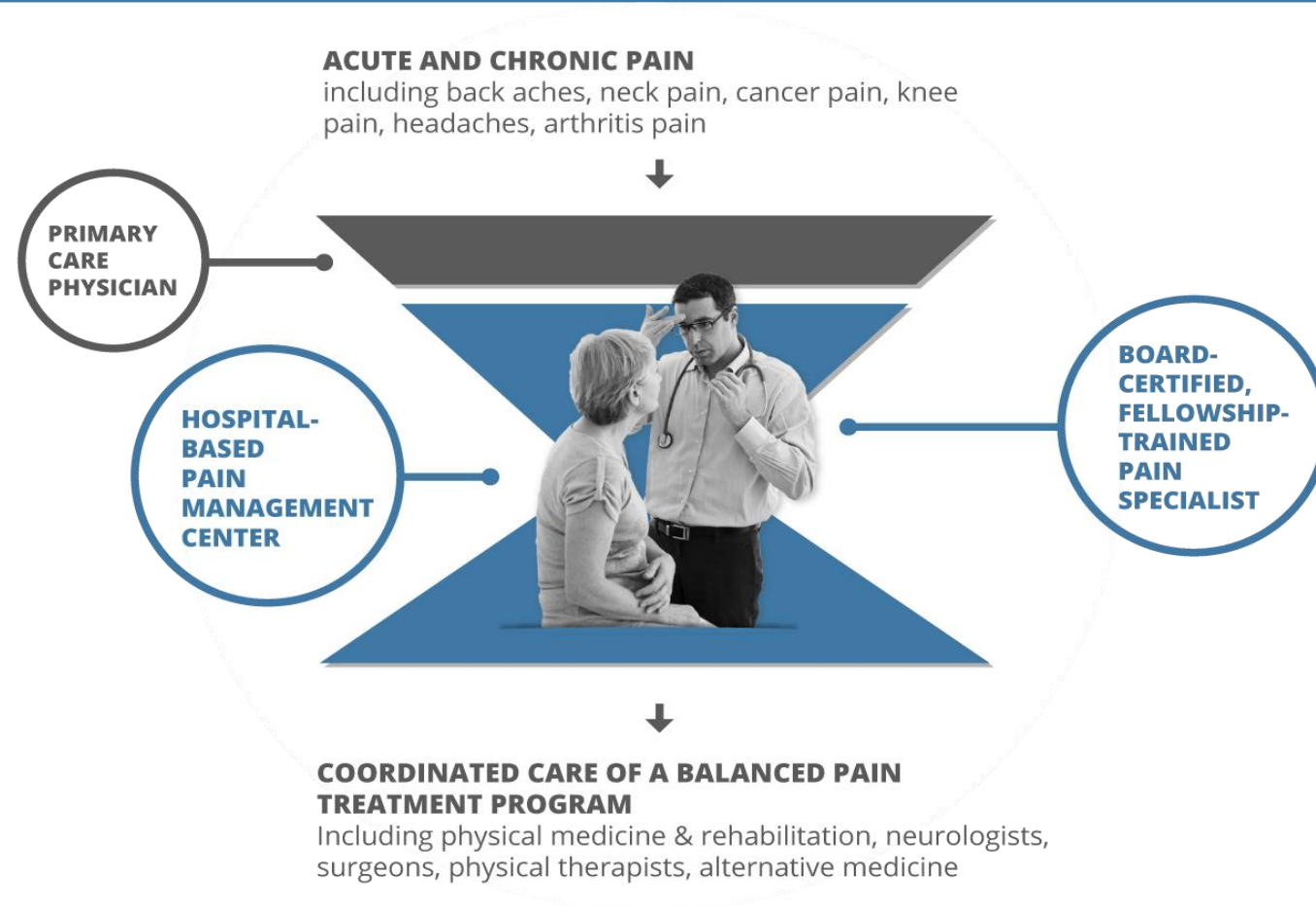
38%

38% OF PAIN SUFFERERS HAVE **CONSULTED MORE THAN ONE** MEDICAL PRACTITIONER FOR RELIEF.





# Preferred State - Hospital-Based Pain Management





# Who We Are

## **OUR** *vision*

*TO BE RECOGNIZED AS THE PARTNER OF CHOICE  
FOR PAIN MANAGEMENT THROUGH QUALITY,  
EFFICIENCY, PROFITABILITY, AND ACCOUNTABILITY.*

## **OUR** *mission*

*TOGETHER WE MANAGE SOCIALLY & MEDICALLY  
RESPONSIBLE PAIN MANAGEMENT PROGRAMS.*

## **OUR** *values*

### **CREDIBILITY**

DO WHAT YOU SAY YOU'LL DO.

### **HUMILITY**

CONTINUALLY LISTEN, LEARN, AND GROW.

### **ACCOUNTABILITY**

RUN IT LIKE YOU OWN IT.

### **INTEGRITY**

DO THE RIGHT THING.

### **RELATIONSHIPS**

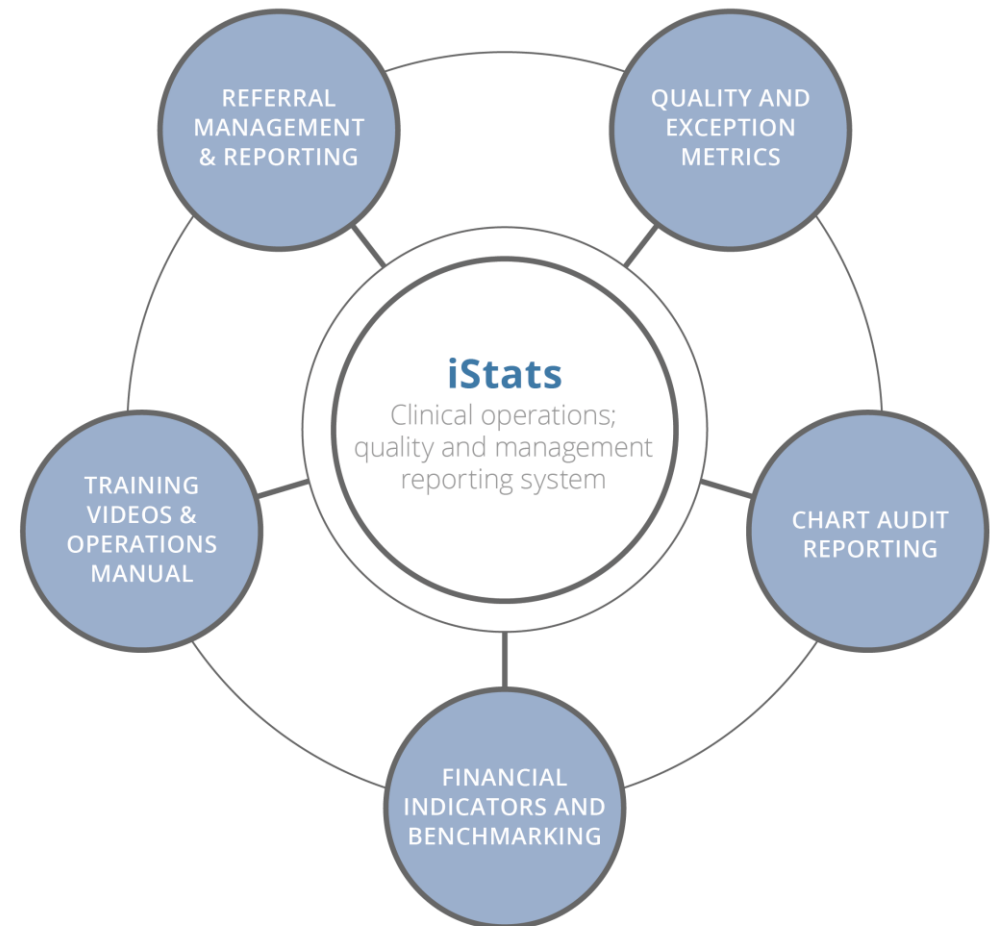
DEVELOP MEANINGFUL CONNECTIONS.



# iStats

Foundation for clinical operations,  
financial reporting, quality / risk  
management metrics.

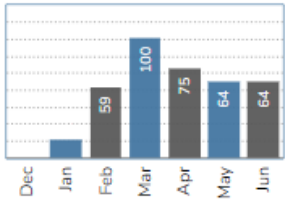
**iStats is a driver of a PMG Key Strength:  
Utilization of KPIs to create environment  
of success now & in the future**





# System of Tiered KPI Dashboards: Facility Dashboard

PSA MARKET  
CAPTURE OF 135/1000



Referrals  
**40 of 51**  
Prior Month **64** of 47

Patients in Queue  
**3**

Conversion Ratio  
**75%**  
Jun 70%

SEE 4 PATIENTS  
PER HOUR



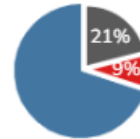
PPH Seen (*prior week*)  
**3.4**  
YTD = 3.1

Jul CX / NS  
12% Clinics  
0% Procedures

NP Wait Time (*days*)  
**26**

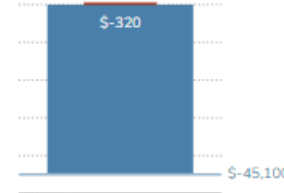
Scheduled This Week  
Clinics (1 day) = 22  
Proc (0 days) = --

30% PROCEDURE RATIO



Procedure Ratio (*prior week*)  
--  
YTD = --

NET OPERATING INCOME



Clinic Visits  
**82**  
Jul Target = 200

Procedures  
**30**  
Jul Target = 60

WRONG  
SITE PROCEDURES



Wrong Site Procedures  
**0**

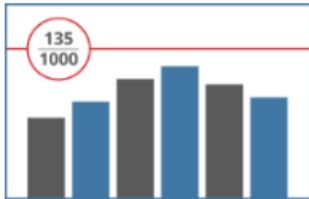
Effective Time Outs  
**10**  
Complete 10 / Quarter

\*\* Order of Development / Evolution of Dashboard Reporting System  
New Program – Open 5 months



# System of Tiered KPI Dashboards: PMG Corporate Dashboard

PSA MARKET  
CAPTURE OF 135/1000



SEE 4 PATIENTS  
PER HOUR



30% PROCEDURE RATIO



WRONG  
SITE PROCEDURES



	<sup>1</sup> Q1 Market Capture	<sup>2</sup> May Referrals	<sup>2</sup> Jun Referrals
PMG	20%	2515	2673
Region A	25%	870	893
Region B	--	211	207
Region C	--	34	24
Region D	34%	483	545
Region E	2%	136	217
Region F	28%	679	647
Region G	92%	313	347

<sup>1</sup> Compared to prior quarter

<sup>2</sup> Compared to budget

	May	Jun	Jun Scheduled PPH
PMG	3.0	2.9	2.6
Region A	2.8	2.8	2.5
Region B	4.0	4.3	3.7
Region C	1.4	1.7	1.6
Region D	3.1	2.9	2.8
Region E	3.3	2.4	1.9
Region F	3.0	3.0	2.9
Region G	3.3	3.1	2.6

Compared to prior month

	May	Jun
PMG	26%	26%
Region A	26%	28%
Region B	41%	42%
Region C	33%	22%
Region D	22%	19%
Region E	35%	22%
Region F	29%	31%
Region G	22%	21%

Compared to budget

	Q2 Effective TO	YTD WSP
PMG	99.15%	0
Region A	99.3%	0
Region B	--	0
Region C	100%	0
Region D	98.36%	0
Region E	100%	0
Region F	98.77%	0
Region G	100%	0

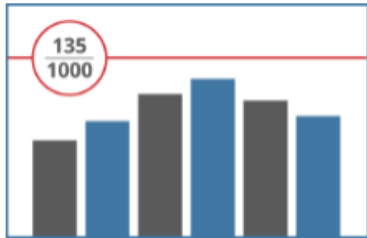
Compared to goal





# System of Tiered KPI Dashboards: RDO / RCOO Dashboard

PSA MARKET  
CAPTURE OF 135/1000



SEE 4 PATIENTS  
PER HOUR



30% PROCEDURE RATIO



WRONG  
SITE PROCEDURES



Location	Q1 Market Capture % <sup>1</sup>	May Referrals <sup>2</sup>	Jun Referrals <sup>2</sup>
<b>RDO #1</b>			
Location A	62%	35	60
Location B	--	64	64
Location C	94%	40	25
Location D	64%	27	52
<b>RDO #2</b>			
Location E	140%	83	88
Location F	--	64	58

<sup>1</sup> Compared to prior quarter

<sup>2</sup> Compared to budget

Location	May PPH	Jun PPH	Jun Scheduled PPH
<b>RDO #1</b>			
Location A	3.7	3.8	4.3
Location B	3.1	3.5	3.6
Location C	3.3	2.7	2.4
Location D	2.6	2.7	2.3
<b>RDO #2</b>			
Location E	3.5	3.5	3.6
Location F	2.4	1.7	1.2
Average	3.3	3.1	3.0

Compared to prior month

Location	May Procedure Ratio	Jun Procedure Ratio
<b>RDO #1</b>		
Location A	34%	32%
Location B	26%	28%
Location C	11%	14%
Location D	23%	17%
<b>RDO #2</b>		
Location E	23%	19%
Location F	6%	18%
Average	22%	21%

Compared to budget

Location	Q2 Effective Time Out	YTD WSP
<b>RDO #1</b>		
Location A	0 of 30	0
Location B	10 of 10	0
Location C	10 of 10	0
Location D	10 of 10	0
<b>RDO #2</b>		
Location E	0 of 10	0
Location F	10 of 10	0
	20 of 10	0

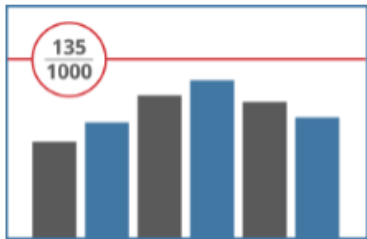
Compared to goal

June 2022



# System of Tiered KPI Dashboards: Provider Dashboard

PSA MARKET  
CAPTURE OF 135/1000



SEE 4 PATIENTS  
PER HOUR



30% PROCEDURE RATIO



WRONG  
SITE PROCEDURES



Location	Q1 Market Capture %	May Referrals	Jun Referrals
Location A	64% <span>↑</span>	27	52
Location B	46% <span>↑</span>	38	21
Location C	94% <span>↑</span>	40	25

Location	<sup>2</sup> May PPH	<sup>3</sup> Jun PPH	<sup>4</sup> Jun Scheduled PPH
Location A	2.9 <span>↑</span>	2.9	2.4 <span>↓</span>
Location B	3.4 <span>↑</span>	2.8 <span>↓</span>	2.9 <span>↓</span>
Location C	3.1 <span>↓</span>	3.0 <span>↓</span>	2.3 <span>↓</span>
Average	3.1 <span>↑</span>	2.9 <span>↓</span>	2.5 <span>↓</span>

Location	May Procedure Ratio	Jun Procedure Ratio
Location A	54% <span>↓</span>	41% <span>↓</span>
Location B	41% <span>↓</span>	64% <span>↑</span>
Location C	39% <span>↓</span>	36% <span>↓</span>
Average	45% <span>↓</span>	44% <span>↓</span>

Location	Q1 Effective Time Out	YTD WSP
Location A	10 of 10	0
Location B	0 of 10	0
Location C	10 of 10	0

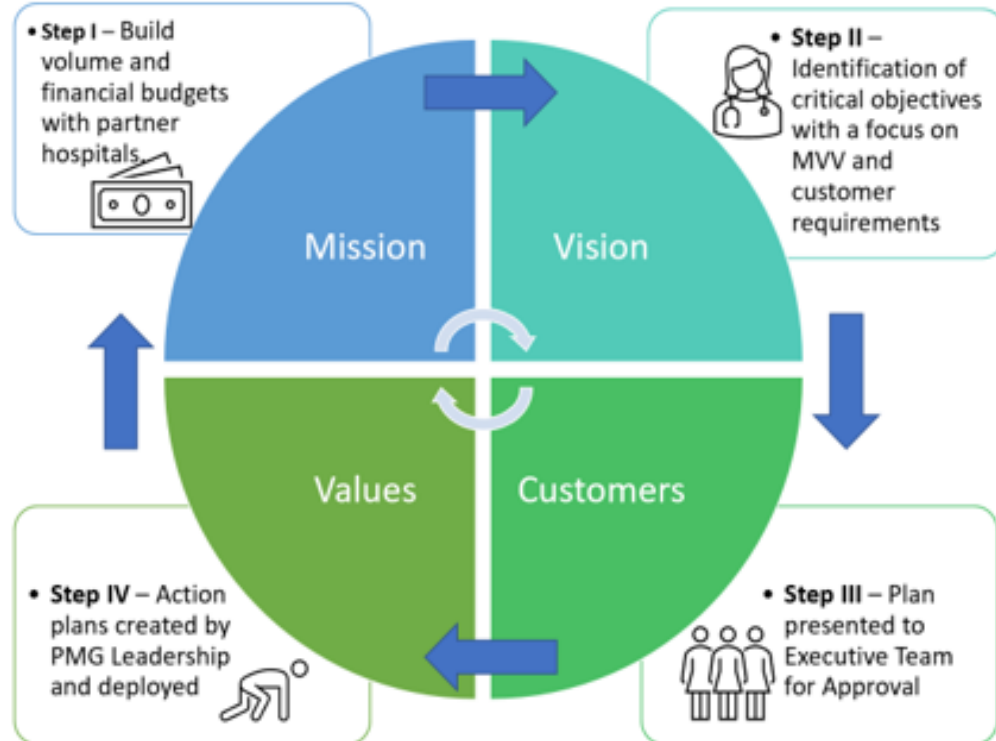
\*\* Order of Development / Evolution of Dashboard Reporting System



# 2022 TPE Feedback Report – Strength

## Use of KPI data to drive action plans

**Figure 2.1-1 PMG SPP**



**2.2a(2):** Action Plan Deployment Process (Figure 2.2-1) shows how the action plan is divided into annual, quarterly, monthly, and weekly goals.

**4.2b(2):** PMG has a process to identify and deploy best practices, which includes conduct monthly reviews of Key Performance Indicators (KPIs) and corresponding action plans. When strong performance is noted, strategies are shared with appropriate committees.



# 2022 TPE Feedback Report – OFI

Use of data to drive corporate strategic planning process

**Figure 2.1-3 PDCA Model for Strategy Considerations**

**Plan:** ID Strategic Vision

**Plan:** Develop Strategy

**Do:** Implement Strategy

**Check:** Evaluate Strategy

**Act:** Process Improvement / Adjustment

**2.1a(4):** PMG is lacking a systematic approach to determine which key processes are accomplished by the workforce and which are accomplished by external suppliers, partners, or collaborators; lack a process for division of work between the workforce and external partners.

**2.1b(2):** PMG is missing a process to achieve appropriate balance of priorities among its various and potentially competing organizational needs and strategic objectives; missing defined selection criteria.

**Symptoms of a Key Learning from 2021 Feedback Cycle: PMG's operational (facility) action plans are not connected to i.e., 'driven by' overall SPP.**

**Next Steps . . .**



# Q & A

## Contact information

John Bookmyer

CEO

419.722.6645

[jbookmyer@painmgmtgroup.com](mailto:jbookmyer@painmgmtgroup.com)

Julianne Renz

Chief Information Officer, VP of Information Services

614.595.6016

[jrenz@painmgmtgroup.com](mailto:jrenz@painmgmtgroup.com)

[jrenz1@insight.rr.com](mailto:jrenz1@insight.rr.com)