

Making the INVISIBLE VISIBLE

IMPACT STUDY A Pediatric Orthopedic Fracture Clinic

OVERVIEW

Implementation of structured visual communication whiteboards—later enhanced through the eSynchrony digital platform—enabled a pediatric orthopedic fracture clinic to improve patient flow, expand patient access, and reduce operational inefficiencies. These improvements resulted in measurable financial value while simultaneously improving patient experience and staff workflow. The outcomes below reflect results associated with one pediatric orthopedic surgeon's clinic operations.

Estimated Annual Financial Impact (Per Surgeon)

Source	Details	Reimbursement	Conservative	Moderate	Aggressive
Added New Patient Visits (+276)	Casting or DME	\$75 to \$300	+ \$20,700	+ \$51,750	+ \$ 82,800
Added Urgent Visit Slots (+184)	Splint or DME	\$75 to \$250	+ \$13,800	+ \$29,900	+ \$46,000
Added In-Clinic Procedures (+437)	Ortho Professional Reduction	\$1,100 to \$1,700	+ \$480,700	+ \$611,800	+ \$742,900
Additional Surgical Volume (+23)	Ortho Professional Fees	\$5,000 to \$12,000	+ \$115,000	+ \$195,500	+ \$276,000
	Hospital OR Facility Fees	\$2,500 to \$5,000	+ \$57,500	+ \$86,250	+ 115,000
Increased Imaging Utilization (+368)	80% of Added Visit Volume	\$150 to \$300	+ \$55,200	+ \$82,800	+ \$110,400
Reduced Staff Overtime (-30 Min)	1 - RN 1 - MA 1 - Cast Tech	<u>WI Hourly Rates</u> RN: \$45 to \$65 MA: \$23 to \$30 Cast Tech: \$25 to \$35	- \$5,348	-\$6,411	- \$7,475

Total Annual Impact (Professional Fees & Hospital Revenue)
\$748,248–\$1,380,575 per surgeon (midpoint ≈ \$1,064,411)

Operational Improvements

- 276 additional new patients seen annually
- 184 additional urgent visit slots created
- 460 additional patient access opportunities
- Exam room demand reduced from 6 rooms to 4 rooms (33% reduction)
- Approximately 172 hours of staff overtime avoided annually

Patient Experience Improvements

- Patient wait times reduced by 25%–50%
- 25% increase in patient satisfaction scores

Downstream Surgical Impact

Improved access to new patients resulted in an estimated 23 additional surgeries annually.

Executive Takeaway

For one pediatric orthopedic surgeon, implementation of eSynchrony produced measurable improvements in operational efficiency, patient access, patient satisfaction, staff engagement, provider engagement, and financial performance, generating an estimated annual value of approximately **\$1,064,411**.

Assumptions Used in Financial Estimates

- New ortho patient visits (w/casting or DME) reimbursement at \$75–\$300 depending on payer mix and visit complexity.
- Urgent ortho visit (w/splint or DME) reimbursement at \$75–\$250 per visit.
- 80% of fracture or urgent patients require X-ray imaging, reimbursement at \$150–\$300 per study.
- 95% of fracture or urgent patients require ortho professional reduction procedures in the clinic. Reimbursement estimated at \$1,100–\$1,700 per procedure.
- 5% of new or urgent clinic patients require surgery. Professional fees (ortho surgical open reduction) estimated at \$5,000–\$12,000. Facility fees (hospital operating room costs) reimbursement estimated at \$2,500–\$5,000 each.
- A savings of 30 minutes of overtime each for 115 days (2.5 surgeon clinic days per week * 46 weeks per year) for one RN, one MA, and one Cast Tech at Wisconsin hourly rates.

**From Clinic Flow to
Financial and
Patient Impact**

**Start a
Conversation**



FlowOne helps healthcare organizations improve clinic flow— unlocking hidden capacity that translates into revenue, reducing patient wait times, enhancing patient satisfaction, and supporting physician and staff experience.

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