



## ***Advanced Wound Care, Hyperbaric Medicine, and Research Center Productivity***

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The Wound Care Industry has failed in producing wound care productivity for advanced wound care patients. To date, the advanced wound care centers have adopted hospital productivity measures that are meant for either general practices or other specialty offices, neither of which can compare to the results produced by wound care specialties. Yet, we are using these outdated metrics to determine wound care productivity.

For the last 2.5 years, SerenaGroup® has worked on an accurate productivity tool that enables us to understand the patient's acuity, case management time, and face-to-face time with clinical staff and providers. SerenaGroup® has been able to identify accurate visit types (see below) along with definitions, including case management definitions to justify the complexity of advanced wound care treatment.

The SerenaGroup® Productivity solution has taken over two years of data research to develop, but the actual center results are maximizing efficiency and productivity while improving clinical quality.

The SerenaGroup® Productivity Tool is filled out monthly by the on-site center director. Based on the total number of visits seen, the days the center was open that month, and the total number of clinical hours recorded, the tool was built to utilize the numbers based on a system calculation to produce an overall Productivity number. The goal is to hit 90-110% productivity; less than 90% reveals the center was overstaffed and the director is held accountable for managing this. A number higher than 110% reveals that there is a potential for an unsafe work environment not only for the patient but for the staff. The on-site director is held accountable for managing the center staffing and patient volume.





The SerenaGroup® Productivity Tool not only reports out the productivity percentage, but it also tells the story for the clinic for the month, quarter, and year on actual hours worked, average total FTE worked, staff/patient daily average, and total patients seen daily.

SerenaGroup® will be publishing the data in 2023 to validate the work of collecting data across the SerenaGroup® Outpatient Advanced Wound Care Centers. With the data collection over the years, we can benchmark against the centers as well as validate the appropriate calculations on visit types.

SerenaGroup® is here to change the Wound Care Industry and continue to monitor a safe environment for patient treatment.

### **16 Visit Types (build into the EMR)**

*New patient, established patient, nurse visit, established patient with wound vac, established patient with procedure, high acuity wound care established patient, dressing change I, dressing change II, dressing change III, VIP patients, new HBO consult, HBO treatment, HBO treatment with procedures, research new patient, and research established patient.*

