

As the healthcare community moves toward value-based payment, Pappas | OPT Physical, Sports and Hand Therapy is proud to present its Scorecard. Founded in 2000, Pappas | OPT is a locally owned private physical and occupational therapy practice with a history of providing long-lasting outcomes without surgery, medication or diagnostic imaging.

Outcomes matter to us. Let us prove it to you and your patients.

Pappas OPT Quality Scores					
	Definition	Pappas OPT	Benchmark	Benchmark Comparison	Comment
Clinical Excellence					
Clinical Effectiveness	Exceptional Performance Threshold	76+	75	Exceeded	In light of Medicare's recent requirement that outcomes reporting reflects all types of payment sources (not just Medicare patients), we have adopted Medicare's Merit-based Incentive Payment System (MIPS). All clinics with 2019 data exceeded the exceptional performance threshold (EPT) of 75 points.
Cost per Episode	Average Total Paid per Episode**	\$864	\$3,450	75% lower	Workers Comp Research Institute, 21st Edition, 2020 18-State Median payment per PT/OT claim.
Board Certification	American Board of Physical Therapy Specialists offers board certification in 9 specialty areas	40%	10%	4x greater	Benchmark = All U.S. PTs
Service Expectations					
	% of Patients Who are Former Patients or Their Friends and Family	45%	30%	50% greater	Benchmark = Internal Word-of-mouth Goal
Empathy and Compassion					
	Called to Care	48.57	45.48	7% above benchmark	Benchmark = CARE Survey Baseline

*See back for location information.

**Includes insurance and patient responsibility.

Last updated January 2021.

Explanations

MIPS (Merit-based Incentive Payment System)

Pappas | OPT Physical, Sports and Hand Therapy began incorporating third party outcomes scoring in the year 2000. In light of Medicare's recent requirement that outcomes reporting reflects all types of payment sources (not just Medicare patients), we have adopted Medicare's Merit-based Incentive Payment System (MIPS) across all our clinics. To drive quality improvement activities and ensure that our patients are receiving the best possible care, Pappas | OPT Physical, Sports and Hand Therapy uses Keet Outcomes™ to monitor MIPS reporting.

Preliminary results show top outcomes scores for our clinics, despite 9-month lags in each annual reporting period. Our clinics are exceeding the data completeness threshold of reporting on 70% of eligible patients during 2020, and all clinics with 2019 data exceeded the exceptional performance threshold (EPT) of 75 points.

Keet is powered by Intermountain Healthcare's Rehab Outcomes Management System (Intermountain ROMS), the premier clinical outcomes registry and quality reporting system for physical and occupational therapy. Intermountain ROMS is backed by 18 years of experience and 10 years of peer-reviewed research published in such journals as Spine, Archives of Physical Medicine and Rehabilitation, Journal of Arthroplasty, JOSPT and PTJ. Intermountain Healthcare is a leading innovator in value-based care delivery.

Called To Care

Called to Care ensures that Pappas | OPT staff fosters an atmosphere of compassion, empathy, and service. The program uses a validated CARE Measure to track progress and compare results to a database of other healthcare providers. Pappas | OPT consistently scores in the 95th percentile when it comes to listening and communication. The Baseline score is based on contributions from 8,585 CARE providers from caremeasure.org

Refer your patients to one of our convenient locations today.

BARRINGTON

236 County Road
Barrington, RI 02806
P: 401.247.0500 | F: 401.247.0507

EAST PROVIDENCE

450 Veterans Memorial Parkway, Building 12
East Providence, RI 02914
P: 401.406.8606 | F: 401.234.1016

NORTH PROVIDENCE

1525 Smith Street, Ste. 5
North Providence, RI 02911
P: 401.353.8884 | F: 401.353.8885

WARREN

851 Main Street, LL
Warren, RI 02885
P: 401.337.5800 | F: 401.337.5802

BRISTOL

652 Wood Street
Bristol, RI 02809
P: 401.396.9581 | F: 401.396.9583

JOHNSTON

1539 Atwood Avenue, Ste. 204
Johnston, RI 02919
P: 401.351.0515 | F: 401.351.0530

PAWTUCKET

100 Smithfield Avenue, LL-1
Pawtucket, RI 02860
P: 401.495.7885 | F: 401.228.0805

WARWICK HEALTHTRAX

2191 Post Road
Warwick, RI 02886
P: 401.681.4885 | F: 401.681.4888

CRANSTON

1100 Reservoir Avenue
Cranston, RI 02910
P: 401.785.3334 | F: 401.785.3336

JOHNSTON CENTER FOR OCCUPATIONAL REHAB

1524 Atwood Avenue, Ste. LL-2
Johnston, RI 02919
P: 401.383.5299 | F: 401.383.5298

SMITHFIELD

466 Putnam Pike
Smithfield, RI 02828
P: 401.233.3977 | F: 401.349.2958

WOONSOCKET

20 Cumberland Hill Road Ste. 101
Woonsocket, RI 02895
P: 401.777.7735 | F: 401.239.1083

EAST GREENWICH/NORTH KINGSTOWN

5805 Post Road
East Greenwich, RI 02818
P: 401.884.9700 | F: 401.884.9703

LINCOLN

2 Wake Robin Road, Ste. 101
Lincoln, RI 02865
P: 401.333.1747 | F: 401.334.1769

TIVERTON

1812 Main Road
Tiverton, RI 02878
P: 401.625.9855 | F: 401.625.9856

EAST GREENWICH HEALTHTRAX

1000 Division Street
East Greenwich, RI 02818
P: 401.398.2326 | F: 401.398.2426

MIDDLETOWN

1181 Aquidneck Avenue
Middletown, RI 02842
P: 401.845.0840 | F: 401.845.0842

WAKEFIELD

730 Kingstown Road, Ste. A14
Wakefield, RI 02879
P: 401.284.3424 | F: 401.284.3426