



# Inside Outcomes

## Helpful Hints for the PTPN Outcomes Program

### FAQs: The outcomes questions PTPN providers are asking

Here are answers to some of the questions we're hearing most from PTPN members.

**Q. Does using FOTO mean I don't have to complete ACN's paperwork?**

**A.** ACN does accept FOTO's Functional Status Measure for the Notification Form, for both UnitedHealthcare and Blue Shield of California patients. This minimizes the paperwork for those patients.

**Q. I've collected and entered FOTO data on 10 patients this quarter. That means I've met the PTPN requirement, right?**

**A.** Maybe. Don't forget the staff discharge and the final step: You must export your data to FOTO. This means attaching the export file to an e-mail and sending it to FOTO via the Internet.

**Q. Some of my patients don't want to complete the survey. How do I handle them?**

**A.** Remember, PTPN currently requires that you complete the FOTO process with only 10 patients per quarter. If some patients are reluctant to participate, skip them. Thousands of locations using FOTO, both within PTPN and without, have had no problems finding a handful of patients each month who will participate.

**Q. My office is using FOTO, but I don't yet see how it's benefiting me.**

**A.** The big-picture goal of the PTPN Outcomes Program is to secure better agreements with payers on your behalf, because of our demonstrated quality and efficiency. In the meantime, you can be using even the early results for your

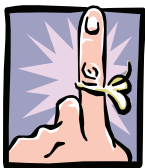
practice. Once you've been exporting data for a quarter and have started receiving reports back from FOTO, you can use the data in a number of ways; here are just a few:

- **Marketing:** Use the templates in the [Outcomes Toolkit](#) at [ptpn.com](http://ptpn.com) to share your best results with physicians and other referral sources.
- **Clinical tool:** Have your therapists look at the Intake Summary Report with each participating patient for any insights and details that would aid in evaluating the patient, developing a treatment plan and getting patient buy-in.
- **Continuing education:** Use the results to identify areas in which you and/or your staff would benefit from con ed or mentoring opportunities.

### Reminder

Don't forget to update your FOTO PI software authorization code by **May 1**, in order to have continued access to the software.

You can do this at [www.fotoinc.com](http://www.fotoinc.com), following the instructions e-mailed to you by FOTO. For help or more information, contact your FOTO rep.



### Expert's Corner: Getting that discharge!

Some PTPN Outcomes Program users tell us that their biggest challenge with the program is getting the status or discharge survey from the patient.



Now, you can find a list of tips for getting that patient discharge in the Outcomes Toolkit at the PTPN Web site. Go to the [Outcomes Toolkit](#) at [ptpn.com](http://ptpn.com). Scroll down to find

the [Patient Status/Discharge Survey Tips](#).

Remember, for a case to count toward your quarterly requirement, you must obtain: 1) the intake survey, 2) at least one subsequent status or discharge survey from the patient, and 3) the staff discharge. So the patient discharge survey is key.

Please e-mail us at [info@ptpn.com](mailto:info@ptpn.com) with any discharge tips that you find useful.

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