



Inside Outcomes

Helpful Hints for the PTPN Outcomes Program

Become an Outcomes Expert with FOTO's Webinars

Looking to learn more about the PTPN Outcomes Program and the FOTO Patient Inquiry (PI) software? Check out the series of Webinars created by FOTO.

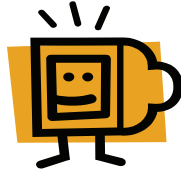
The Webinars cover a wide range of topics, from software setup and maintenance to understanding FOTO reports to promoting your successes.

FOTO is notifying PTPN providers about upcoming Webinars on an ongoing basis. In addition, previous Webinars are archived on the FOTO Web site:

1. Go to www.fotoinc.com.
2. Click on "[Click here to watch our WEBINARS](#)" at the bottom of the right-hand column.
3. Click on any of the .wmv files to watch and listen to

the Webinars; click on the corresponding .pdf files to download the handouts.

These sessions may be accessed anytime, anywhere you have internet access and audio, from your office or home, at your convenience.



Webinars currently archived on the site include:

- **Utilizing the PI Software to Gather and Document the PQRI Measure**
- **Electronic Data Training**
- **Paper Data Training**
- **Exporting**
- **Understanding Patient-Specific Reports**
- **Using FOTO Data to Market to Referral Sources**

Upcoming live Webinars (which will later be archived on the website) include:

- **Demo of the New Online Data Collection Option**
9/20, noon PDT/1 p.m. MDT
- **The Science and Rationale Behind the Development of Condition-Specific CATs**
9/27, noon PDT/1 p.m. MDT
- **Improving Patient Communication with Patient-Specific Reports**
10/4, noon PDT/1 p.m. MDT
- **Using Outcomes for Contracting**
10/11, noon PDT/1 p.m. MDT

To register for these sessions, go to www.fotoinc.com and click on "[WEBINAR SCHEDULE](#)" at the bottom of the right-hand column.

FOTO FAQs

Q. My outcomes scores are lower than I think they should be. Why?

A. Lower-than-expected scores may be due to the way the process is implemented in your office. Two potential causes in particular are:

1. Not collecting status surveys from the patients at discharge and instead relying only on the staff discharge. The patient discharge survey is key to getting accurate

results, so be sure to collect it on every patient possible.

2. Collecting intake and status surveys from a small portion of your patients. If you do a select amount instead of trying to survey all your patients, then you tend to capture patients who have a longer duration of treatment, which may affect your outcomes scores. While PTPN requires only 10 per quarter, the more cases you capture, the more accurate your data.

Expert's Corner

► When you export your data, **be sure you get a confirmation back from FOTO**. If you don't, FOTO didn't receive it. Also, remember to include your FOTO practice ID number in the subject line.



► If you're using paper surveys, **don't forget to have patients do the separate satisfaction survey** at discharge, and with any interim surveys.

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