

United Surgical Partners International

Management Services

United Surgical Partners International has established itself as an industry leader both in the United States and internationally as a result of its innovative and highly capable management expertise. Our leadership team has been involved in managing surgery centers for more than 20 years.

When you partner with United Surgical Partners International to manage your facility, you have access to a full range of highly competent, extensively tested and proven management services.

Proprietary Operating Systems

- USPI's EDGE™ - proprietary clinical and service management and measurement system
- USPI University – online clinical, compliance and training courses for staff
- USPI's InfoSource – proprietary business intelligence system

Monthly Operating Reviews in Key Management Areas

- Clinical/Service Dashboard Metrics Review & Trending Analysis
- P&L Review – Key Drivers of Performance & Opportunities for Improvement
- Forecasting – Opportunities for Growth & Expense Reductions

Financial Management

- Annual operating and capital planning
- Finance (capital requirements, debt structure and terms)
- Lender sourcing and negotiation for debt
- Cash management

Business Office Management

- USPI's EDGE™
- Billing, collections and coding expertise
- Full time dedicated resources available
- Swat Team for onsite corrective action when necessary
- State reporting compliance resources
- Continuous process improvement program

Managed Care Contracting

- Centralized contract administration
- Modeling and analysis of prospective payer arrangements
- Payer negotiations

Compliance

- Fraud and abuse advice
- General legal advice
- Risk management
- Participation in internal audit program
- Contract administration
- Participation in compliance

Customer Engagement Resources

- Physician Satisfaction Survey administration, reporting and action planning
- Employee Satisfaction Survey administration, reporting and action planning
- Culture of Safety Survey administration, reporting and action planning
- Survey administration to assess facility management satisfaction with management services

Quality

- Industry leader with USPI's EDGE quality reporting system
- Audit processes to identify opportunities for improvement
- Benchmarking capabilities for all quality and service metrics across all facilities
- Clinical resources communicate regulatory updates and provide tools for implementation
- Best Practices for highest quality of health care delivery
- Annual Culture of Safety Survey administered to all employees to ensure high quality for patients

Purchasing and Supply Cost Management

- USPI's preference card system
- USPI's purchasing leverage
- Access to capital equipment pricing
- Benchmarking and negotiation

United Surgical Partners International

Management Services

Sales Support

- Dedicated sales teams
- Market level sales strategy development and implementation
- Engaged partnerships
- Market intelligence and analytics

Strategic Advisory Support

- Individual market assessments
- Customized analysis of competitive dynamics
- Customized analysis of health system dynamics
- Customized analysis of physician landscape
- Market-based and facility-based strategic growth plans
- Referral network tools & support (DNA)

Information Systems

- Network services
- Access to full service help desk
- Patient accounting system resources
 - System selection
 - Installation and maintenance resources
 - Business process implementation
- HIPAA compliance

Partnership Administration

- Distribution processing (with input from Physician Steering Committee)
- Processing of ownership transfers
- Quarterly partnership meetings
- Annual tax return preparation

Human Resources

- Professional and team development
- Recruitment and retention
- Employee management and engagement
- Payroll and benefits administration

Governance

- Physician led Medical Executive Committee and Governing Body at each facility for governance
- Oversight for all physician peer review, credentialing and delineation of privileges
- Approval of all policies and procedures and standards of care
- Review of all quality metrics, infection control processes, risk incidents and patient satisfaction results

Insurance Program

- Malpractice
- Business interruption
- Property and casualty

Facility and Equipment Management

- Experienced Turn-key project management
- Coordination of entire construction process
- Assist in obtaining all required licenses and permits for operations
- Assist in selection and procurement of all equipment and instrumentation
- Assist in governance and policies and procedures set up

Accreditation

- Expectation for all USPI facilities to obtain accreditation from JC or AAAHC
- Clinical Liaison resources for accreditation preparedness
- Complete suite of policies, procedures and templates to meet accreditation bodies expectations
- Quarterly updates on survey results available for review
- Notifications of accreditation bodies changes are communicated
- Annual summation meetings with accreditation bodies