

## Background

As the leading provider of perioperative care services, Unity dedicates a single Care Advisor RN to each patient, contacting them daily for up to two weeks after surgery by phone, text and email (this unit of service is called a Care Cycle). Patients may contact their dedicated Care Advisor any time with questions or concerns, with 24/7 access.

Unity's Care Advisor RNs are focused on helping patients follow their aftercare instructions, monitoring status and compliance, and providing rapid response to issues.

Cost reduction comes from the elimination of post-op calls and unplanned office visits, as well as from avoiding adverse events such as ER visits through continuous patient education and monitoring.

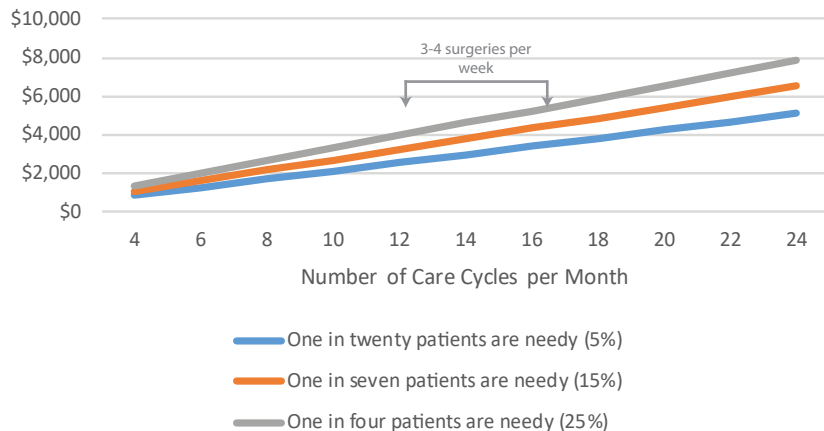
*Since most surgeons bundle the cost of Unity's service into their surgical fees, any reduction in care costs results in a direct increase in net income.*

## Assumptions

		Typical Patient		Needy Patient	
Clinic staff wage rate (fully loaded)		\$40 per hour			
Physician wage rate (fully loaded)		\$600 per hour			
		Typical Patient		Needy Patient	
Calls	Clinic staff time per pt call	15 minutes	20 minutes		
	Physician time per pt call	5 minutes	10 minutes		
	Cost per patient call	\$60	\$113		
	# calls avoided per Care Cycle	2	6		
Office Visits	Clinic staff time per pt visit	30 minutes	30 minutes		
	Physician time per pt visit	20 minutes	30 minutes		
	Cost per patient visit	\$220	\$320		
	# visits avoided per 100 Care Cycles	5	15		
ER Visits	Clinic staff time per adverse pt event	45 minutes	60 minutes		
	Physician time per adverse pt event	160 minutes	180 minutes		
	Cost per adverse pt event	\$1,630	\$1,840		
	# adverse events avoided per 100 Care Cycles	1	2		

## Results

Clinical Care Cost Avoidance per Month



## Discussion

- Clinical cost reduction was modeled for three types of events:
  - Unplanned post-op patient calls to the clinic,
  - Unplanned post-op patient clinic visits,
  - Adverse events requiring ER or surgeon visit.
- Assumptions were made for:
  - The amount of time required for each event type, for both typical patients and more needy patients,
  - The frequency of these events as experienced by typical plastic surgery practices.
- *Estimated cost savings for practices with 3-4 surgeries per week is in the range of \$3,000 to \$5,000 per month.*

Unity's Mission Is to Set a new Standard of Care for Patients Recovering from Surgery