

O&P in the Pine Tree State

Southern Maine facility offers ‘rapid’ care platform for patients

JOHN-PAUL DONOVAN, CPO, LAUNCHED AtlanticProCare in 1993 with a clear mission: to provide personalized care, not simply devices, to his patients. “We don’t provide things, we help patients navigate through their rehabilitation and focus on their goals, and we base our care on that,” he says. “We listen to each patient” and provide care to help him or her achieve clearly defined goals.

AtlanticProCare occupies a 6,000-square-foot turn-of-the-century schoolhouse in Portland, Maine, which has been modified to contain a full CAD/CAM suite, patient rooms, and administrative offices. The practice has nine employees, including three clinicians.

The facility specializes in upper- and lower-extremity prosthetics and spinal orthotic care. It draws most of its patients from an area of about 450,000 people in southern Maine, although some patients come from elsewhere in the United States and internationally. The local area has a rapidly aging demographic, says Donovan, but clinicians provide pediatric through geriatric care.

AtlanticProCare prides itself on innovation in patient care: The facility uses the Rapid Ambulation Method, or RAM, which is designed to complete the entire prosthetic process—including evaluation, development of the device, fitting, and training—in one visit. According to Donovan, it’s an especially useful approach for patients who have to travel long distances to get a new prosthesis.



John-Paul Donovan, CPO, works with a patient at his Maine facility.



FACILITY:
AtlanticProCare

LOCATION:
Portland, Maine

OWNER:
John-Paul Donovan,
CPO

HISTORY:
23 years



John-Paul Donovan, CPO

Donovan says the RAM method is ideal for those for whom, for whatever reason, the long wait for a new prosthesis—which can take as long as eight weeks with other providers and involve multiple appointments—is just not practical.

Clinicians work with patients to determine their goals, take outcome measurements, and obtain CAD data. While the orthosis or prosthesis is developed, patients can meet with peer volunteers or care coordinators. Clinicians fit the device and provide training. Follow-up visits are arranged, and after that, says Donovan, “we take care of patients for the rest of their lives.”

Contributing to the success of the RAM approach are AtlanticProCare’s coordinated care teams, which are assigned to each patient “pre-visit.” Care coordinators handle insurance coverage and documentation needs, set up appointments, and communicate with physicians. “They handle all of the patient’s needs outside of the clinical work,” explains Donovan. “Our

care coordinators interact with patients even more than the clinicians do, and it has led to an exceptional level of care.”

Care coordinators also pair new amputees with peer volunteers, if desired. Meeting someone who has already gone through what they are facing is enormously helpful to new patients, says Donovan, who credits a focus on patient engagement to developing knowledgeable and helpful peer volunteers.

AtlanticProCare has participated in a CMS-sponsored pilot clinic program in which practitioners team up with physiatrists to see patients and coordinate care and documentation. This approach eliminates the duplicative billing typical of an amputee clinic, says Donovan. The clinics are held once or twice a month, and, six years into the program, Donovan says they have resulted in 100 percent regulatory compliance and 100 percent patient satisfaction.

Donovan expects AtlanticProCare’s steady growth over the past 10 years to continue, and he plans to add new prosthetist-orthotists. “I do see quite a bit of expansion through additions to our clinical team,” he says. “We’re also adjusting our marketing approach to keep up with changing marketplace conditions, including working on ways to provide regional coverage for our payor partners.” **CP**

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