

Peer-to-peer education

ASC customer questions

The decision to build an ASC can be both exciting and overwhelming. Our facility site visits and ASC peer mentors are a wealth of information when it comes to planning, building, staffing and running a center. They offer perspectives on their journeys that can help you no matter what phase of the project you're currently in. Below is a comprehensive series of commonly asked questions to review that you may consider discussing, whether it be at an onsite visit or a virtual peer call.

General planning questions:

- What are the requirements to get started?
- How long is the process?
- Any key learnings on procurement process/supplier selection?
- Any key learnings going through the commissioning of a new facility?
- Any insights with payers?
- Did you plan to phase your services when you opened? If so, how were the decisions prioritized?
- Would you do anything differently in how you went about opening up a new ASC?
- Which EHR/PM software did you go with and would you go with them again?
- Did you add clinic space in the ASC?
- How much of your time do you spend on administration for the ASC?
- How important was cash flow convenience for you at the time of opening?
- How did you structure the buy-in/buy-out of the ASC?
- Any overnight stays?
- Things you wish were done differently either in construction or design?
- How can vendors help in the design and construction process?
- Has anyone in your group owned an ASC before this one?
- Did you use a consultant or third party for the completion of CON submission / accreditation deliverables?
- Did you use an architecture firm, or source architecture and construction separately?
- Did your construction and/or agreement structure allow for future expansion?

ASC:

- Can you share your organizational chart for personnel?
- What are "key" administrative positions early on for de novo facilities in your opinion?
- How many billers do you employ?
- Any direct to Employer contracting?
- Any PI/Lien business?
- Any commercial bundles?

Anesthesia:

- Is Anesthesia employed or outsourced for the ASC?
- Do the MDs perform this service or supervise CRNAs?
- Does the ASC bill for their services?
- Staffing? MD, CRNAs ratio?
- Performance incentives? Motivation?

Operational:

- Hours of operation?
- Do you staff ORs late in the day?
- Number and size (sq. ft.) of ORs?
- Number of pre-op and PACU bays?
- Average number of cases per day performed per room?
- Are there procedure rooms at the ASC for Pain Injections?
 - If so, are regional ortho cases performed in the procedure rooms?
- Are the ORs intended to be versatile (sports, joints, etc.) or specifically set up for specialty?
- What types of spine surgeries are being done at the ASC?
- OR/PACU – How did you establish best practices in this area? Case selection? Ramping up?
- PACU hold time for:
 - TKA/THA
 - TSA
 - Spine
- Overnight coverage? Nurse navigator vs. mid-level providers?
- Do you provide (and bill for) post-op therapy sessions?
- Recommendation on SPD for a six to eight room ASC:
 - Minimum Size
 - Equipment
- SPD – What equipment did you use?
 - Workflow, choosing a vendor, considerations and questions
 - Based on case volumes? Procedure? How did you hire staff?
- Deliveries – Do you require a pallet jack for large deliveries?
- Storage – How did you plan for storage / make calculations to ensure you had enough?

Physicians/case:

- Do all physician specialties work at the ASC?
- Are certain OP cases performed elsewhere due to financial/economic reasons for ASC?
- How are Chiropractors integrated in the practice? Employed? Partners?
- Are posted surgeries subject to approval of physician leadership?

Stryker:

- What were the key elements involved in your decision to choose Stryker as one of your main partners?
- Which equipment did you buy through the Stryker program?
- How accurate were their estimates of usage/ rebates for the program?
- How has the service been for maintenance/ repairs?
- Were all partners on board with partnering with a single vendor?
- How did you handle individual preferences after you went with Stryker?
- What percentage is Stryker usage?
- How much did Stryker assist in the design of the ASC?
- Any negative surprises?
- Have you ended up buying more equipment from Stryker since the start of the program?
- Do you have any other vendor rebate programs in place?