

Measurable Results.® – Hand to Shoulder Center of Wisconsin

I feel like I can do the job that I was trained to do, which is medicine. And I have them backing me up, helping me advise on the business and help run the practice and making sure the numbers of the practice all fit together.

My name is David Toivonen. I'm a Senior Physician here at the Hand to Shoulder Center in Appleton, Wisconsin. We're a seven-man independent group of physicians covering the upper extremity. We provide comprehensive care from the shoulder to the fingertips, doing procedures for trauma, arthroplasty, joint replacements, arthritic conditions. We have a free-standing office building in which we see patients in. We have on-site therapy and also have a surgery center in which we perform surgical procedures on a daily basis.

We had been growing over a number of years and felt like we just didn't have a firm grasp on the direction we were going. We were looking for a group that could give us the advice to help guide us through the, you know, the troubled times of tax laws and the different things with Stark laws and EMR - electronic medical records. Just all the changes that have come about in healthcare. We did a local, regional, and full-area search and settled on SVA and we have not been disappointed. SVA appeared to be the group that could provide us a stable environment. And this comprehensive accounting firm that not only was giving us the numbers and helping us with the daily numbers in the office, but also just giving advice on direction for our group to grow.

During our initiation and initial stages with SVA, they helped us set up a new software system in our office and our administrators have been nothing but pleased with it. It helps us to keep track of the day-to-day running of the operation. It helps us to compare back to where we were in the past, what our collection percentages and how have they changed from years gone by to this, to this present time. And it's really been a software system that has eased the administrative burden on our practice.

Our specific advisor with SVA is very responsive to our calls and to our needs. If he can't give us the answer immediately, which he usually can, he has a set of resources behind him that we know he can go to. We can count on to give us good advice to help us not only guide us to the day to day, but also through the future changes that they foresee coming in healthcare.

One of the other things that they've helped us with is helping to guide us through when it's time to consider new partners and additions. And we've recently hired a new partner to come on. They were very influential in meeting with the new partner, discussing our financial considerations, what our offers were, going through the practice numbers, and really making that new partner feel comfortable about the potential of joining our practice. I think SVA provides an environment that is stable, comfortable, and professional and I think that's why we chose them and why we're sticking with SVA.