



Accomplish_{HEALTH}

From Referral to OR: How Virtual Obesity Care Doubled Surgical Volume

*A case study in surgical throughput, virtual care integration,
and revenue transformation*

Executive Summary

Despite rising demand for obesity treatment, most bariatric programs lose the majority of referred candidates before surgery, often due to long waitlists, administrative friction, and limited access to anti-obesity medications (AOMs). Nationally, up to **70–80% of referred patients are lost before undergoing surgery.***

In 2024, Sentara Health faced delays of 6-12 months for bariatric evaluations. To expand access without adding brick-and-mortar capacity, they partnered with Accomplish Health, a virtual bariatric medicine clinic focused on preoperative optimization and medical weight loss.

Within 12 months:

- **75%** of referred patients engaged in care
- **↓38%** no-shows
- **>95%** med approvals
- **~50%** ≥20% TBWL (Albert, ASMBS 2025)
- **NPS >70**
- **2x** surgical volume

**Based on informational interviews with leading Bariatric Program Directors around the country*

The System Bottlenecks

Even in high-performing systems, non-surgical obesity care is often deprioritized. The result:

- **Care attrition:** Long wait times deter patients
- **Documentation breakdown:** Denials due to missing paperwork
- **Medication friction:** GLP-1 access hindered by PA burden
- **Surgical bottlenecks:** Blocked pathways limit throughput

“ We had the demand, but no capacity to manage it. Medical patients were falling through the cracks.

— **Dr. Greg Schroder**, Sentara Health

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Rebuilding the Funnel: Virtual First, Clinically Integrated

To relieve pressure and recapture lost volume, Sentara implemented Accomplish Health’s **virtual preoperative and medical weight loss model**, designed to:

- Divert non-surgical volume
- Accelerate readiness for surgery
- Improve outcomes without increasing clinical headcount

“
Accomplish Health’s virtual weight loss program is a game changer for my practice. It combines science-backed strategies with personalized support, making it easy and fast for my patients to start their weight loss journey.
— **Dr. Greg Schroder**, Sentara Health
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Model Highlights:

Capability	Description
Virtual Onboarding	Patient intake, digital consent, and scheduling within 48 hours
Preoperative Medical Optimization	Monthly visits with a medical bariatrician, dietitian, and behavioral health integration
Remote Monitoring	Cellular scale + EHR integration (Athenahealth)
Postoperative Care	Medically supported intervention for post-surgical weight regain

Outcomes: Weight Loss and Conversion
12-Month TBWL Outcomes (Accomplish Cohort)

Cohort	≥5% TBWL	≥10% TBWL	≥20% TBWL	Median TBWL
Medical (n=71)	94.4%	84.5%	49.3%	19.1%
Post-Op (n=12)	100%	91.7%	58.0%	22.9%

*Note: Weight loss outcomes were derived from the Accomplish Health cohort, presented at ASMBS 2025. These data include, but are not limited to, patients from Sentara Health.

Solving for the #1 Barrier: Insurance

Clinical quality is essential—but so is clearing the insurance maze. Despite the growing availability of FDA-approved anti-obesity medications (AOMs), prior authorization requirements, denials, and inconsistent coverage policies remain major bottlenecks.

Accomplish Health built a **high-touch navigation infrastructure** that reduces denials, minimizes delays, enhances patient experience, and drives industry-leading approval rates and time-to-treatment metrics.

- **Prior Authorization Support:** Custom templates, predictive documentation tools, and AI-enabled payer-specific workflows
- **Appeals and Peer-to-Peer Coordination:** Over **90% success rate on first-level appeals** for on-formulary medications
- **External Reviews and State-Specific Advocacy:** Deep familiarity with state processes and external medical review procedures

“ *The difference was night and day. Accomplish didn’t just prescribe the medication—they fought to get it covered.*
— **Stacy Collins**, Accomplish Health Patient ”

Insurance Access Highlights at Sentara

Prior auth approval rate (on-formulary)	>95% (within 2 weeks)
Average time to medication access	<14 days
Appeal success rate (1st level)	>90%
Patient satisfaction with access navigation	4.8/5
*Based on internal data on Accomplish Health insurance navigation and drug access outcomes.	

Operational Wins Without Infrastructure

- **Implementation Speed:** <30 days, no EHR disruption
- **Patient Engagement:** +75% referral-to-care conversion
- **Patient Access:** Wider (rural) access through virtual offering, faster scheduling for reduced dropout
- **No Show Rate:** Down up to -38%, streamlined & enhanced continuity through preoperative stages
- **Surgical Case Rate: Doubled Monthly Cases**
- **Net Promoter Score (NPS):** 70-80, High Customer Satisfaction



Each surgeon who doubles their cases adds \$2.5-\$5M in revenue annually—no new ORs required.

Surgical Throughput and Revenue Gains

Accomplish Health's integration didn't just reduce attrition—it became a downstream revenue engine.

- **Sentara Spotlight: Dr. Greg Schroder**
Doubled monthly surgical volume **within months** of launching the virtual-first model.
- **Revenue Impact per Surgeon:**
Doubling surgical volume → **\$2.5M–\$5M in additional annual revenue**
- **System-Wide ROI:**
Millions in additional revenue per surgeon—with no new ORs, no new staff, and no new facilities.
- **Bottom Line:**
Unlocking surgical capacity starts by solving the upstream bottlenecks.

6 Strategic Lessons for Health Systems and Surgery Partners

1. **Virtual care drives action.** 75% referral-to-care rate.
2. **Medical + Surgical = Synergy.** Offloaded volume + >20% TBWL in half of the medical patients.
3. **Insurance wins matter.** >95% approvals. 4.8/5 satisfaction.
4. **Operational agility = ROI.** Launched in <30 days, boosted NPS, doubled case rate.
5. **Speed converts.** Fewer dropouts, faster readiness, higher throughput.
6. **Surgical scale unlocks revenue.** Each surgeon who doubles their case volume adds \$2.5–\$5M in annual revenue.

About Accomplish Health

Accomplish Health is a virtual obesity medicine clinic that partners with health systems to provide comprehensive, evidence-based medical weight management. We specialize in supporting bariatric surgery service lines by optimizing patient outcomes before and after surgery, reducing surgical attrition, and expanding access to high-touch obesity care.

Our medical teams, led by our board-certified obesity medicine physicians, offer a scalable, clinically rigorous solution that integrates seamlessly with your existing infrastructure. We serve as an extension of your care team—improving patient readiness for surgery, managing complex comorbidities, and offering durable post-operative support to maximize long-term success.

For Health Systems and Bariatric Practices, We Provide:

- **Pre-operative optimization** for high-risk or underprepared patients
- **Post-operative longitudinal care** to support sustained weight loss and metabolic improvements
- **Medical management for patients who defer or are ineligible for surgery**
- **Streamlined referral workflows** and shared documentation via EHR integration
- **Data sharing and outcomes tracking** to support quality improvement and accreditation metrics

Our care model enhances patient access, reduces operational burden on surgical staff, and increases the number of patients who successfully complete the bariatric journey.

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