

Sample Patient Access Dashboard

FINANCE												
Measure	Equation	Data Source	Benchmark			Prior Avg				Trend	Goal	
			Good	Better	Best	2014	Jan	Feb	March			
Total Claim Edits	All claim edits	Systems Analyst									Decrease	
Registration Claim Edit Count for Organization	Registration Claim Edit Count	Systems Analyst									Decrease	
Registration Edit Percentage for Organization	Reg edits/Total Edits	Systems Analyst									Decrease	
Registration Claim Denial Dollars	\$ denied registration issues	Analyst									Decrease	
Registration Claim Denial Count	Reg Denial Count	Analyst									Decrease	
Registration Claim Denial Percentage	Reg Denial/ Total Claims	Analyst	8%	6%	4%						Decrease	
No Auth Denial Dollars	\$ denied No auth	Analyst									Decrease	
No Auth Claim Denial Count	# Claims denied No auth	Analyst									Decrease	
No Auth Claim Write Off Dollars	\$ written off no auth	Analyst									Decrease	
No Auth Claim Write Off Count	# claims written off No auth	Analyst									Decrease	

QUALITY												
Measure	Equation	Data Source	Benchmark			Prior Avg				Trend	Goal	
			Good	Better	Best	2014	Jan	Feb	March			
Registration Quality Assurance Scorecard	Total reg accuracy at billing	Scorecard report	80%	90%	98%						Increase	
Productivity - Average Reg per Person Per Day	Hours/Accounts	PAS Manager	30	50	80						Increase	
Return Mail Ratio	Based on avg total claims sent/month	Billing Office	2.0%	1.5%	<1%						Decrease	
Patient Satisfaction: Admission Process	Include locations:	Satisfaction System	92.0	92.3	92.5						Increase	

EMPLOYEE ENGAGEMENT												
Measure	Equation	Data Source	Benchmark			Prior Avg				Trend	Goal	
			Good	Better	Best	2014	Jan	Feb	March			
Patient Access Services (PAS) Staff Turnover Rate	# ALL Term'd / Total Employees	PAS Manager	30%	18%	12%						Decrease	
PAS Turnover Leaving Organization	Left Organization / Total Employees	PAS Manager									Decrease	
PAS Turnover Promotions	Promoted Employees / Total Employees	PAS Manager									Monitor	
PAS Turnover Release from Probation	Released from Probation / Total Employee	PAS Manager									Monitor	
PAS Employee Satisfaction	Grand Mean Score	Annual Pt. Satisfaction	3.8	3.8	4.0						Increase	
NAHAM CHAA Certified Staff	Staff with registration responsibility (125 s	PAS Advisory Council	6	8	10						Increase	
Haugen Web Based Training - Course Completion Rates	Courses Completed / Total # Courses Requ	Haugen Academy	70%	80%	100%						Increase	
Haugen Web Based Training Survey												
Course has Improved Knowledge	Agree or Strongly Agree	Haugen Academy	85%	90%	95%						Increase	
Level of Knowledge Before	All choices except beginner	Haugen Academy	70%	75%	80%						Monitor	
Level of Knowledge After	All choices except beginner	Haugen Academy	90%	95%	100%						Increase	
Instructor Led Training												
General Orientation Registration	Students attending New Hire Training	Instructor	80%	90%	100%						Monitor	
Survey Data	Post ILT Survey, all questions included	Post ILT Survey	4.0	4.3	4.5						Increase	
Quarterly Education	125 Registrars= Denominator	KH Instructor	60%	65%	75%						Increase	

FOCUSED PROCESS IMPROVEMENT												
Measure	Equation	Data Source	Benchmark			Prior Avg				Trend	Goal	
			Good	Better	Best	2014	Jan	Feb	March			
Duplicate Medical Records - Total	All duplicates, includes all facilities	System report					76	88	71		Decrease	
Sum of Care Opt Out, Registrar Totals >= 20	Count of staff, >20 accounts restricting 50	Custom report					3	6	4		Decrease	
Medicare Advantage Plan w/out Medicare Policy #	Includes ER, IN, INo, Account Types	Custom report						153	113		Decrease	
Medicare HMO Errors	Accounts with both MDCR and an MAP	Custom report				42	27	12	1		Decrease	
Managed Medicaid HMO Errors	HMO Payer ID not selected	Custom report				15	1	3	12		Decrease	
Invalid Medicaid Policy #	Policy Number not = to 10	Custom report				30	24	25	22		Decrease	

Source: ©Haugen Consulting Group. Used with permission.