

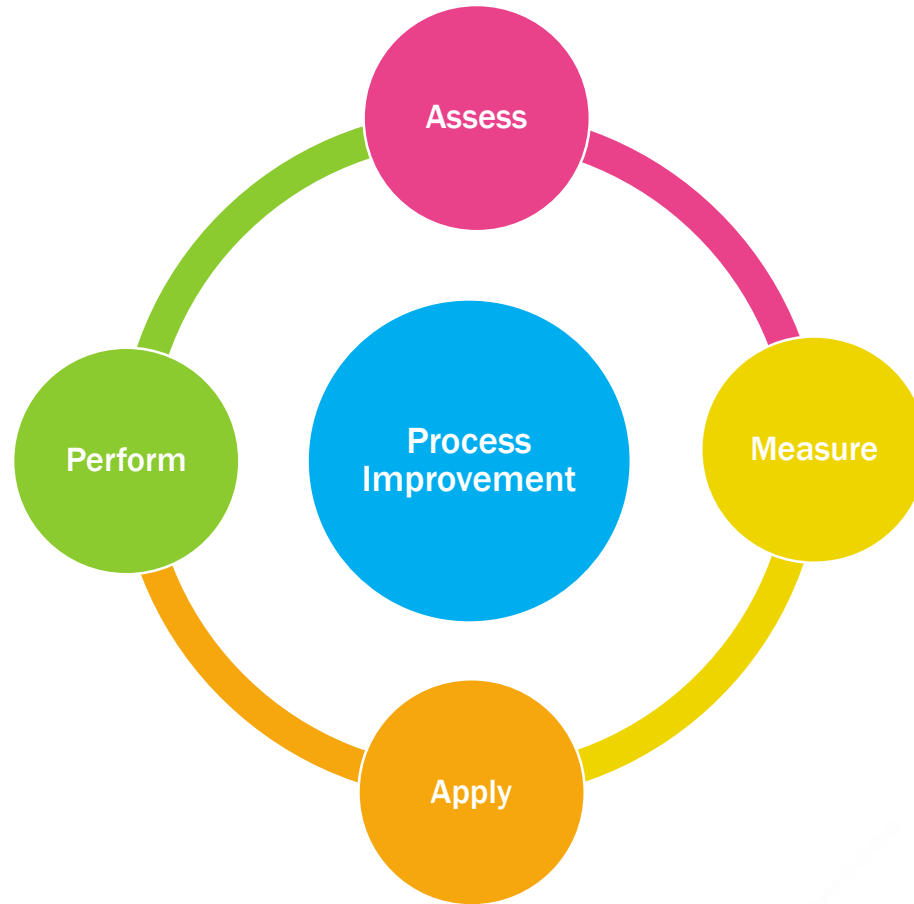
Operational Measures

Columbia Basin Health Association

Best Practices 2015

Tucson, Arizona

The CBHA Perspective



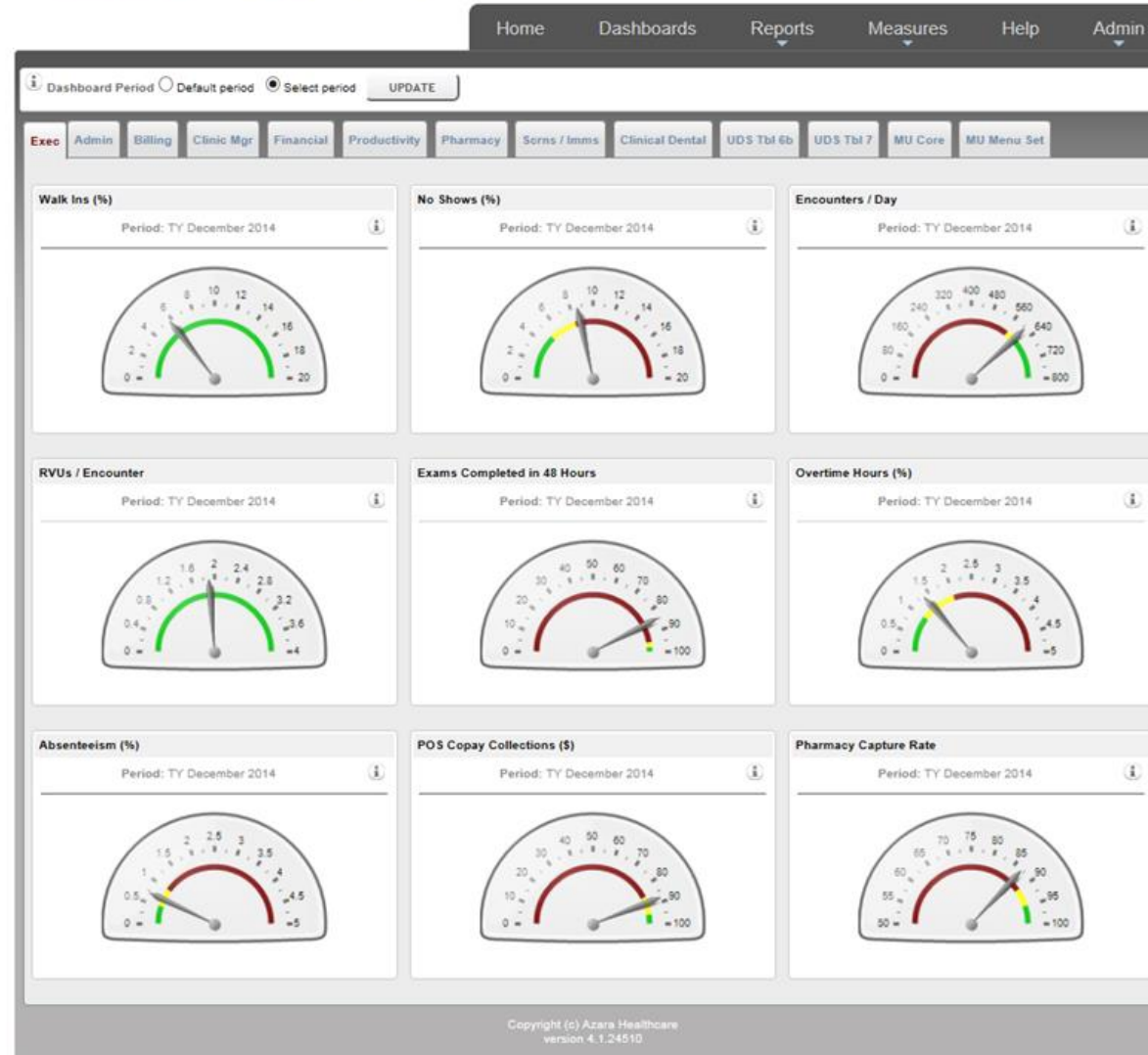
A few of the metrics we measure....

No Shows		Days in A/R
Cycle Times		% of A/R > 60 and % > 90 days
Encounters / Day (by site, Provider, by Specialty)		Copay Collection - Occurrences
RVUs per Encounter		Copay Collection - Dollars
Pharmacy Return to Stock		Denials
Pharmacy Capture Rate		Days to File a claim
Overtime Hours		# of re-filed claims
Absenteeism		Claims per Billing FTE
Visits / FTE / Day		Actual to Budgeted Encounters / Provider
Support Staff by Provider		

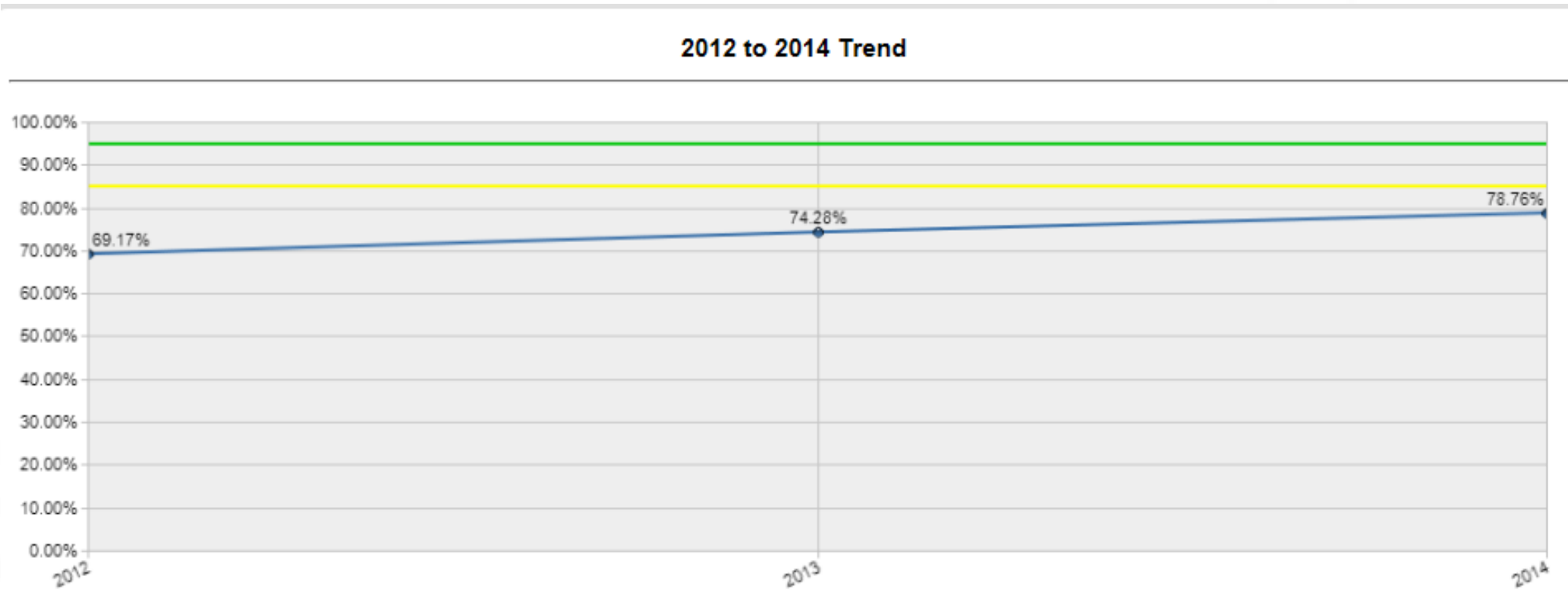
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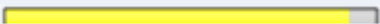
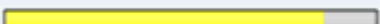
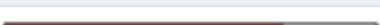
Operational – POS Copay Collection – Occurrences (3 year Trend)



Operational – POS Copay Collection – Occurrences (Jan 2015) By Location

January 2015 Comparison

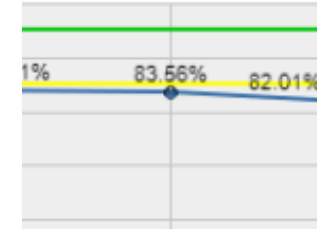
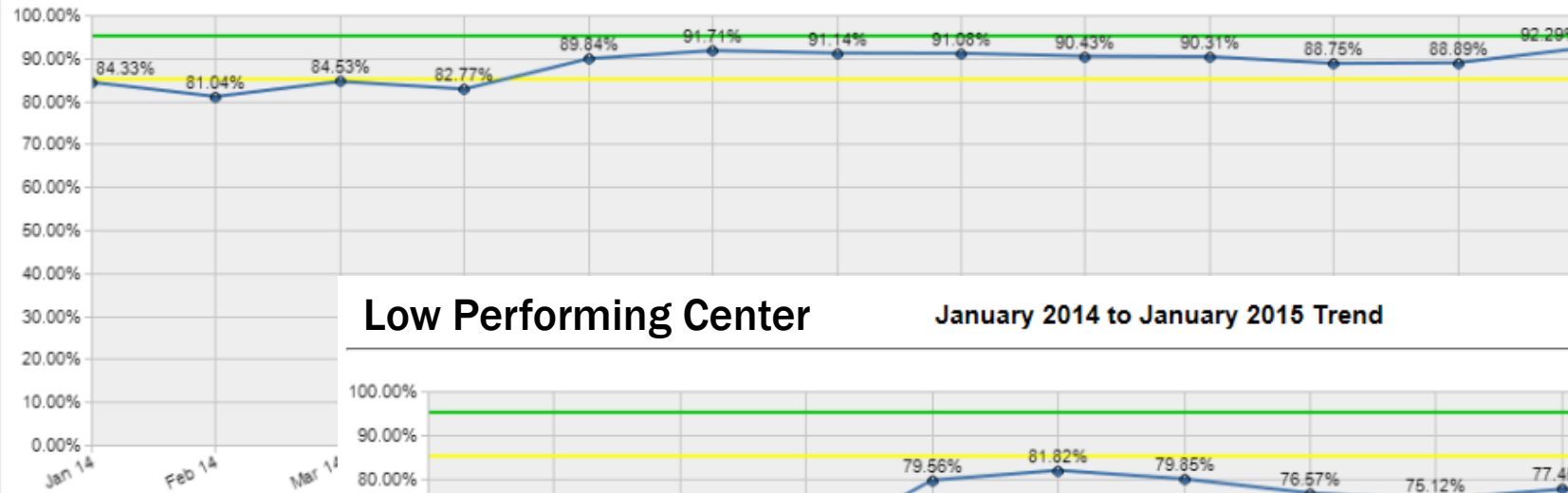
Location Format:

Location	Result	Percentage of POS Copay Collected	Number of Times POS Copay Collected	Number of Times POS Copay Expected
WEC		93.48%	43	46.00
WFC		92.29%	335	363.00
CFD		89.87%	204	227.00
CFC		85.28%	226	265.00
FADC		84.68%	94	111.00
WFD		84.02%	142	169.00
OFD		82.38%	187	227.00
OFC		78.46%	732	933.00
EEC		78.18%	43	55.00
OEC		75.81%	94	124.00
14th A		74.37%	325	437.00

Operational – POS Copay Collection – Occurrences (Jan2014 - Jan2015)

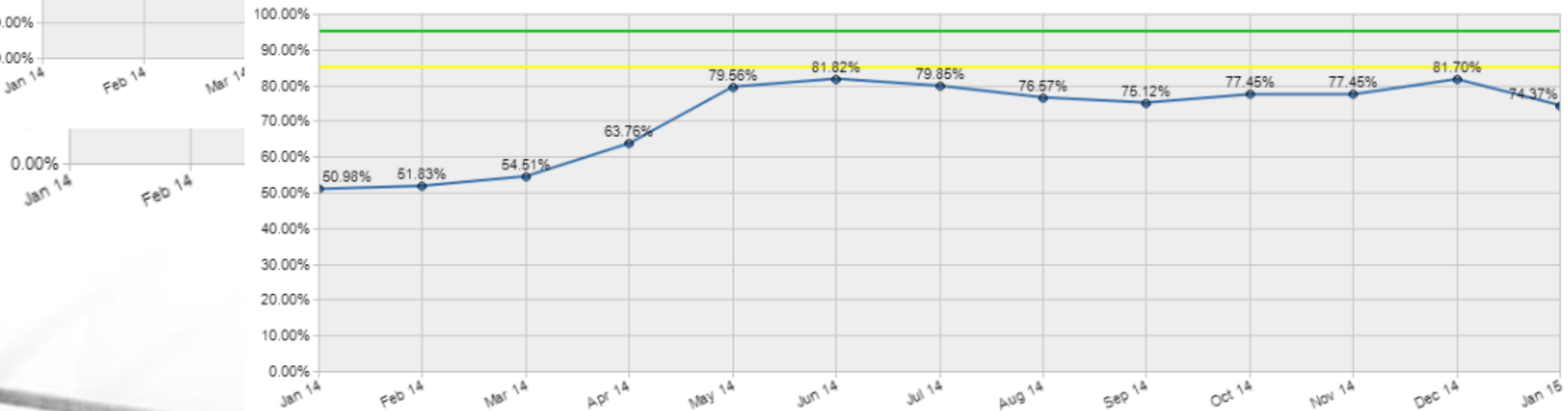
High Performing Center

January 2014 to January 2015 Trend



Low Performing Center

January 2014 to January 2015 Trend



Operational – POS Copay Collection – Occurrences (Jan 2015) By Registrar

High Performing Registrar Group

January 2015 Comparison

Registrar Format:

Registrar	Result	Percentage of POS Copay Collected	Number of Times POS Copay Collected	Number of Times POS Copay Expected
Unassigned User		100.00%	1	1.00
Mata, Yolanda		95.16%	59	62.00
Mendoza Cardenas, Elvia		94.20%	65	69.00
Gonzalez, Juanita		93.65%	59	63.00
Mata Arreguin, Leticia		91.15%	103	113.00
Vivar, Modesta		87.27%	48	55.00

Low Performing Registrar Group

January 2015 Comparison

Registrar Format:

Registrar	Result	Percentage of POS Copay Collected	Number of Times POS Copay Collected	Number of Times POS Copay Expected
Garcia, Jessica		100.00%	5	5.00
Velasquez, Nohely		100.00%	2	2.00
Valdez, Jannet		80.15%	105	131.00
Flores, Selina		78.05%	64	82.00
Dorame, Alyssa		73.81%	31	42.00
Mendoza, Adelina		72.88%	43	59.00
Hernandez Angel, Valexa		68.75%	33	48.00
Guillen, Franklin E		63.08%	41	65.00
Unassigned User		50.00%	1	2.00
Salas, Janet		0.00%	0	1.00

Operational – POS Copay Collection – Occurrences (Jan 2015) Registrar Specific

High Performing Individual

January 2015 Comparison

Payer Format:

Payer	Result	Percentage of POS Copay Collected	Number of Times POS Copay Collected	Number of Times POS Copay Expected
Employee Ins - Medical		100.00%	3	3.00
Medicaid - Medical		100.00%	2	2.00
Needs Update		98.98%	194	196.00
Commercial Ins - Medical		98.15%	25	26.00
MedicareUGS		90.91%	10	11.00
Premiera BX/First Choice		87.80%	36	41.00
Commercial Ins - Dental				
Self Pay				

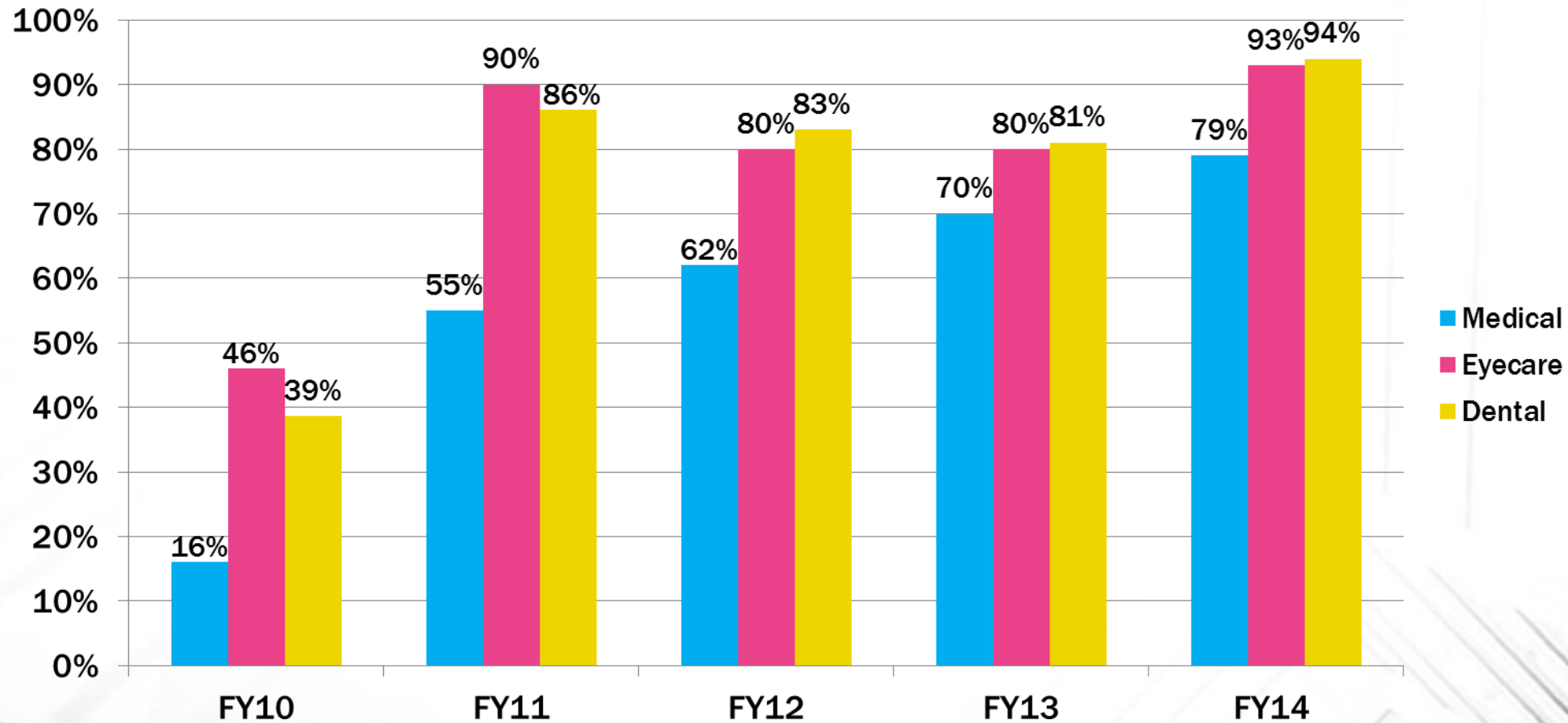
Low Performing Individual

January 2015 Comparison

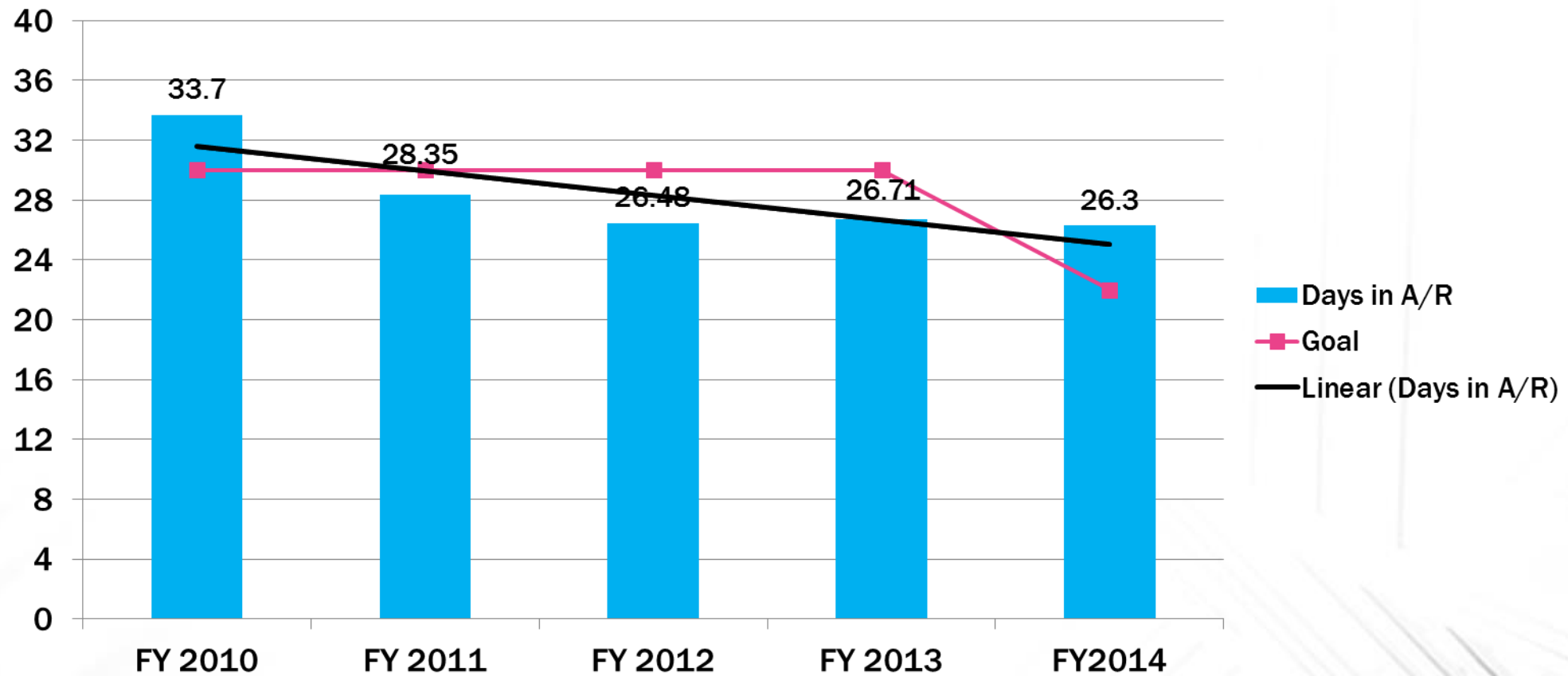
Payer Format:

Payer	Result	Percentage of POS Copay Collected	Number of Times POS Copay Collected	Number of Times POS Copay Expected
Contracted Services		100.00%	1	1.00
Needs Update		98.33%	59	60.00
Employee Ins - Medical		83.33%	15	18.00
Premiera BX/First Choice		78.35%	152	194.00
Commercial Ins - Medical		72.09%	31	43.00
Self Pay		64.47%	49	76.00
MedicareUGS		41.86%	18	43.00
Medicaid - Medical		0.00%	0	1.00
Other Commercial Insurance		0.00%	0	1.00

POS Copay Collections

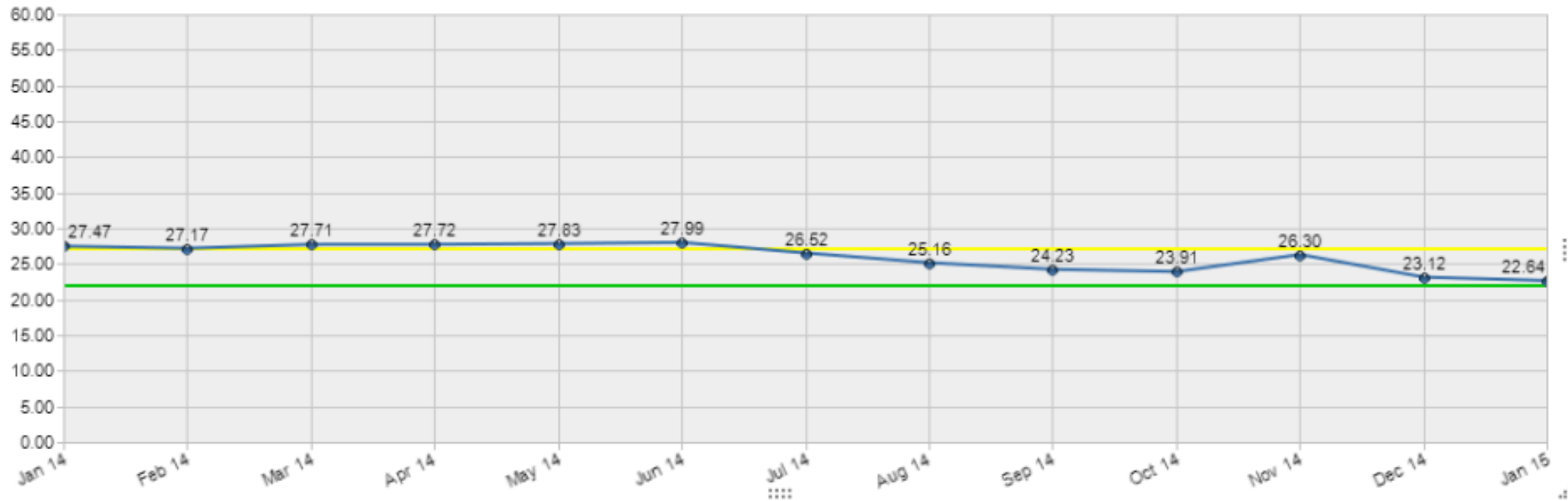


Days in A/R



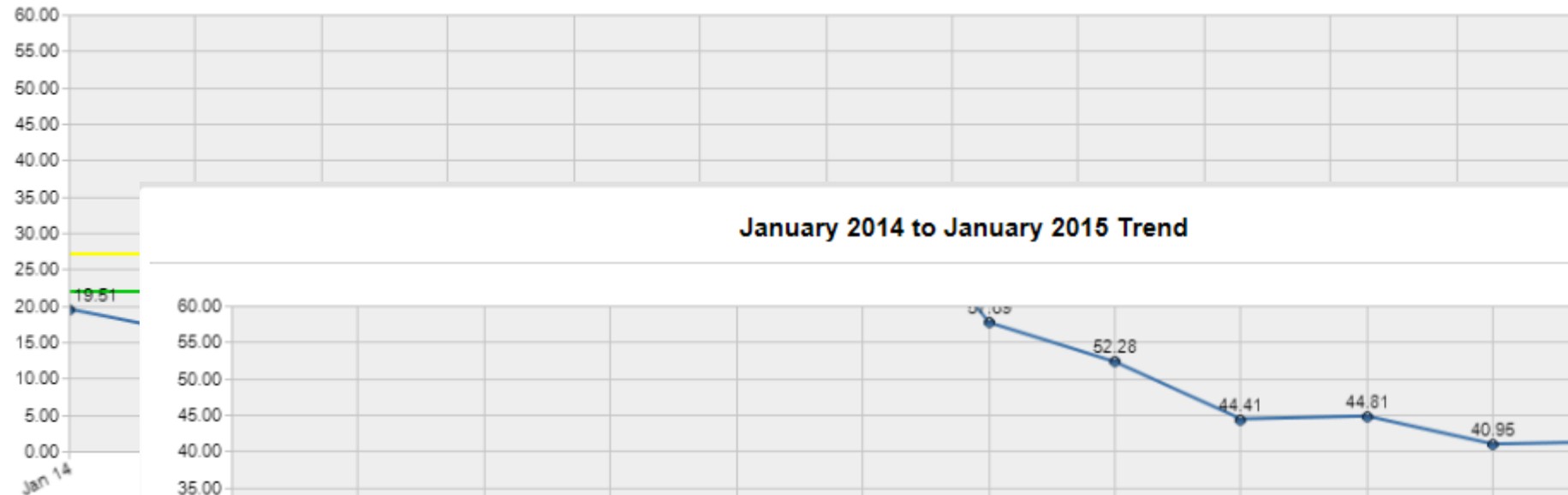
Days in Accounts Receivable (A/R) Trend

January 2014 to January 2015 Trend

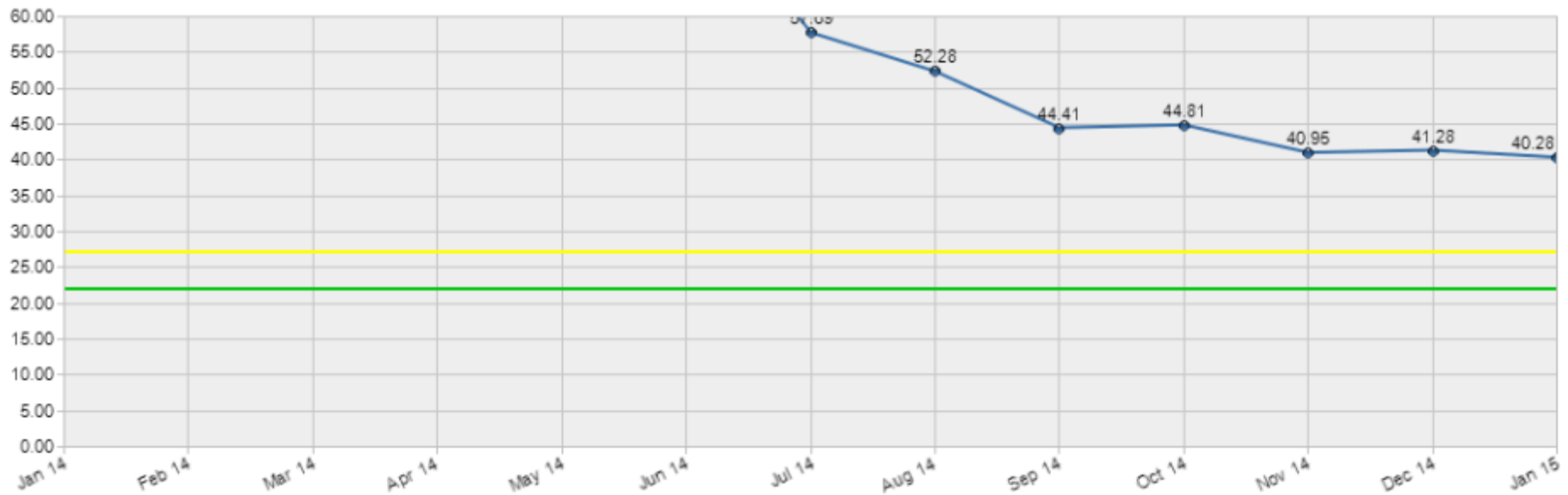


Days in A/R month by Biller

January 2014 to January 2015 Trend



January 2014 to January 2015 Trend



Provider Productivity

Family Practice

Family Practice

	Encounters	No Charge	Walk ins	Center Cancels	Wait times	Provider time	No Shows	Charges	Receipts	Work RVU's	Paid Hours	Clinic Hours	Charges per Encounter	Receipts per Encounter	RVU per Encounter	Enc per Paid Hr
Dec-13	357	3	25	6	13	49	20	\$ 65,600	\$ 43,683	501.47	120	168	\$183.75	\$ 122.36	1.40	3.0
Jan-14	490	4	29	7	16	50	31	87,444	32,738	739.45	176	176	\$178.46	66.81	1.51	2.8
Feb-14	513	9	42	14	18	57	21	93,725	43,019	798.63	160	160	\$182.70	83.86	1.56	3.2
Mar-14	510	3	53	15	18	57	34	111,273	50,594	852.62	168	168	\$218.18	99.20	1.67	3.0
Apr-14	299	1	31	15	13	46	16	46,669	45,809	444.80	116	176	\$156.08	153.21	1.49	2.6
May-14	509	2	48	7	14	47	25	103,043	39,009	779.08	168	168	\$202.44	76.64	1.53	3.0
Jun-14	507	5	37	12	14	50	39	102,136	48,174	789.49	168	168	\$201.45	95.02	1.56	3.0
Jul-14	466	3	33	14	12	55	42	88,611	57,876	737.22	176	176	\$190.15	124.20	1.58	2.6
Aug-14	471	6	51	8	11	52	47	81,727	49,169	622.89	160	168	\$173.52	104.39	1.32	2.9
Sep-14	293	2	16	10	12	48	17	46,594	30,214	412.06	96	168	\$159.02	103.12	1.41	3.1
Oct-14	502	6	91	11	9	45	49	92,488	36,858	698.37	184	184	\$184.24	73.42	1.39	2.7
Nov-14	417	9	11	7	9	45	27	72,868	43,169	622.45	144	144	\$174.74	103.52	1.49	2.9
YTD	5,334	53	467	126	13	50	368	992,180	520,313	7,998.53	1,836	2,024	\$ 186.01	\$ 97.55	1.50	2.9
Annualized	5,334	53	467	126	13	50	368	\$ 992,180	\$ 520,313	7,998.53	1,836					
%s		1%	9%	2%			6%		52%		91%			52%		

Existing Patients – New to Service Line

Count of MRN		Column Labels 															
		2014												2015		Grand Total	
Row Labels 		Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb			
 HCPC - BH		35	53	55	51	42	58	53	50	58	73	106	56	7	697		
 HCPC - DEN		196	293	279	279	260	249	265	201	256	247	203	240	71	3039		
Connell Family Dental Clinic		33	52	32	31	31	26	40	33	30	39	31	44	6	428		
Fourteenth Avenue Dental Center		54	71	73	69	72	89	73	53	79	58	65	46	15	817		
Othello Family Dental Clinic		75	112	115	118	115	88	102	69	96	94	75	107	32	1198		
Wahluke Family Dental Clinic		34	58	59	61	42	46	50	46	51	56	32	43	18	596		
 HCPC - EN		39	97	112	78	74	70	74	83	74	62	90	67	15	935		
 HCPC - MED		82	92	94	97	79	86	103	100	133	86	82	95	19	1148		
Connell Family Clinic		25	31	23	25	14	16	31	24	24	20	20	22	2	277		
Fourteenth Ave Medical Center		11	12	12	16	11	6	14	16	21	8	14	6	4	151		
Othello Family Clinic		27	35	35	37	35	45	43	37	60	40	36	41	11	482		
Wahluke Family Clinic		19	13	22	19	18	19	15	23	28	18	12	26	2	234		
 HCPC - OP		127	262	249	232	196	194	116	110	188	235	202	236	61	2408		
Eagle EyeCare		26	49	55	47	46	40			29	44	29	49	14	428		
Othello EyeCare		55	141	125	109	97	103	96	90	121	125	110	133	32	1337		
Wahluke EyeCare		46	72	69	76	53	51	20	20	38	66	63	54	15	643		
 Other Professional		54	63	67	59	54	56	58	85	76	82	131	113	21	919		
Grand Total		533	860	856	796	705	713	669	629	785	785	814	807	194	9146		

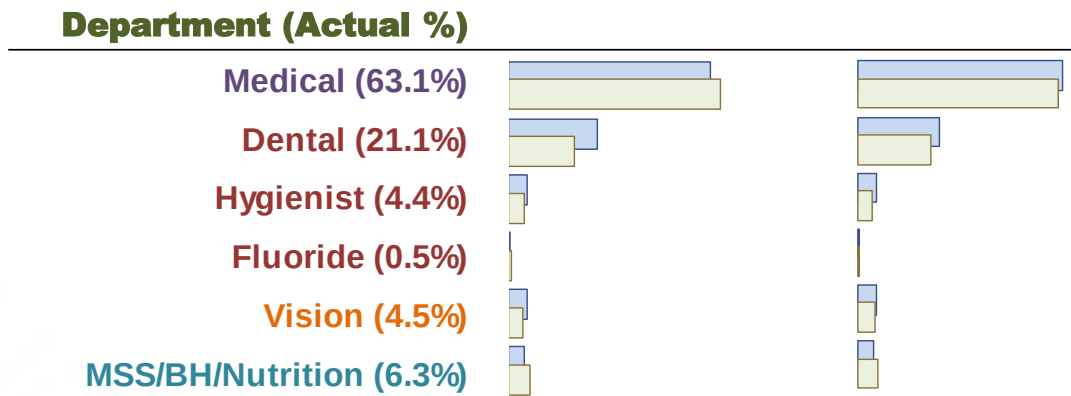
Daily Productivity Tracking

Mattawa Family Clinic Productivity Analysis					
	Daily Averages 12.01.14 - 11.30.15				
2	Mon	Tues	Wed	Thurs	Fri
ENCOUNTERS	11	11	10	8	8
Medical Encounters	108.55	105.27	102.80	96.50	82.13
Nursing only	11.36	8.18	8.10	10.50	8.38
Visiting Specialist	0.00	0.00	0.00	0.00	0.00
No shows-Medical	5.64	4.82	6.30	4.00	5.13
Cancellations - Medical	3.55	3.09	3.60	3.00	1.38
Walk-Ins - Medical	13.82	9.00	11.00	6.00	4.88
Dental Encounters	45.18	46.27	47.00	46.75	45.13
No shows-Dental	6.09	4.27	5.90	4.75	3.50
Cancellations - Dental	3.82	5.18	3.80	4.88	5.25
Walk-Ins - Dental	2.09	1.18	0.90	0.50	0.38
Eye Care Encounters	15.27	0.00	0.00	15.00	17.38
No Shows - Eye Care	1.27	0.00	0.00	1.38	1.63
Cancellations - Eye Care	1.18	0.00	0.00	1.25	1.88
Walk-Ins - Eye Care	0.00	0.00	0.00	0.38	0.38
Patient Benefits	25.55	22.18	22.90	24.25	24.50
Lab Only Visits	4.27	5.36	3.70	3.75	3.63
Lab Draws/Procedures	44.73	54.27	47.70	26.75	43.25
Prescriptions	340.82	291.18	256.70	281.50	255.00
Behavioral Health	3.18	3.36	0.00	4.25	0.00
DSHS	5.64	0.00	2.10	8.13	1.13

Mattawa Family Clinic Productivity Analysis					
	Daily Averages 12.01.14 - 11.30.15				
2	Mon	Tues	Wed	Thurs	Fri
ENCOUNTERS	11	11	10	8	8
STAFFING					
Medical Providers	4.00	4.00	4.00	4.00	4.00
Dental Providers	2.27	2.64	3.50	2.75	2.75
Eye Care Providers	0.82	0.00	0.00	1.00	1.00
Nursing staff	8.00	7.73	7.90	7.88	7.88
Dental Asst FTE's	3.45	3.18	4.00	2.88	2.88
Pharmacy Staff	3.48	3.46	3.39	3.14	3.18
Eye Care Staff	1.82	1.00	1.00	2.00	2.00
Benefits Specialist Staff	1.86	1.82	1.60	1.88	1.88
PSR Staff	6.91	6.82	7.00	7.00	6.88
Total Billable Encounters	169.00	151.55	149.80	158.25	144.63
Total Encounters	219.00	190.64	186.60	209.13	182.25
Medical Billable Encounters/Provider	27.14	26.32	25.70	20.53	20.53
Medical Billable Encounters/Nursing	13.57	13.63	13.04	10.40	10.48
Dental Billable Encounters/Provider	20.12	19.42	13.39	16.75	16.21
Dental Encounters/Assistants	5.48	6.04	5.48	5.67	5.66
Eye Care Encounters/ Eye Staff	7.64	0.00	0.00	7.50	8.69
Scripts/Rx Staff	98.87	84.77	76.96	90.49	81.24
Total Encounter / Benefits Specialist	13.62	13.14	15.60	13.13	13.56
Total Encounters / PSR	31.73	28.04	26.66	29.88	26.54

Encounter Budget by Provider

	DEC			JAN		
	Budget	Actual	Diff	Budget	Actual	
Total Encounters	14,619	14,029	-590	13,634	13,418	



Department	DEC			JAN		
	Budget	Actual	Diff	Budget	Actual	Diff
Medical	8,611	9,007	396	8,200	8,501	301
Dental	3,750	2,795	-955	3,270	2,894	-376
Hygienist	791	651	-140	766	548	-218
Fluoride	67	91	24	63	47	-16
Vision	750	568	-182	715	657	-58
MSS/BH/Nutrition	650	917	267	620	771	151
Total Department	14,619	14,029	-590	13,634	13,418	-216

Medical	Budget	Actual	Diff	Budget	Actual	Diff
Aduan MD, Ellen	474	499	25	450	443	-7
Alvarez PharmD PAC, Melissa	429	390	-39	409	335	-74
Atfeh MD, Alaa	333	407	74	318	363	45
Beauchamp PAC, John	433	311	-122	413	395	-18
Blas-Matus PAC, Miguel	458	401	-57	437	490	53
Bunch MD, Randel S	413	468	55	397	396	-1
Bunch MD, Richard	212	217	5	198	210	12
Coronado PA-C, Annie	342	408	66	325	378	53
Crane MD, Samuel	333	390	57	318	403	85
Dinglasan MD, Catherine	427	430	3	408	340	-68
Elali MD, Bashar	583	527	-56	556	656	100