

Identify Impacted Providers

Review Possible Causes

Review Dashboard & Determine Drivers

Analyze Related KPIs

(Assess Root Cause/Measure Improvement)

Geographic Location



Provider Productivity Changes

- Declining office sessions
- Changes in New/Established patient ratios
- Fewer patients per session
- Declining surgical sessions
- Fewer surgical cases per sessions
- Ancillary yield (PT/MRI)
- Labor costs not aligned to productivity changes

- Sessions Worked Year Over Year
- New & Established Visits Year Over Year
- Office Visit Per Session Year Over Year
- Office Visits Per Session by Month
- Surgical Yield
- Arrived Patients Per Clinical Support FTE
- X-Ray Procedures Per Rad Tech FTE
- Total Appointments per Appt. Scheduler
- Test/Surgeries Per Test/Scheduler FTE
- PT/MRI Yield

Group or Sub-Specialist



Provider Utilization Changes

- Increase in the time it takes for a patient to get an appointment
- Significant decreases in wait times/market demand changes
- Increase in no show appointments
- Increase in same day canceled appointments
- Decreased patient satisfaction with office
- Decreased patient satisfaction with provider
- Call Center issues relating in satisfaction issues
- External provider referral pattern changes
- Payor mix changes related to external referrals
- Ancillary leakage

- New/Established Patient Wait Times
- Same Day Cancel & No Show By Provider
- Same Day
- Patient Satisfaction (Facility)
- Patient Satisfaction (Provider)
- Payor Mix (By Referring Provider)
- Referring Provider Charges By Provider
- PT Leakage
- MRI Leakage
- Answered Calls Percentage
- Abandoned Calls Percentage
- Average Caller Wait Times

Individual Provider



Revenue Cycle Issues

- Time of service collection issues
- Increased missing tickets (office or surgery)
- Under coding compared to bell curve trends
- Changes in AR Days or AR Aging
- Increase in denials
- Payor mix shift for office or surgical visits
- Decrease in charges per office or surgical encounter
- Decrease in revenue per office or surgical encounter

- Office Time of Service Collections
- Surgical Pre-Collections
- MRI Pre-Collections
- Missing Tickets-Office
- Missing Tickets-Hospital
- Established & New Visit Coding Curve
- AR Days & Days Over 120
- AR Aging (By Payor/By Revenue Ctr/ByType)
- Payor Mix by Visit Type
- Revenue per Encounter (New/Est/Surgery)
- Charges per Encounter (New/Est/Surgery)