

EMS Billing Patient Payment Office of Management & Budget



KPI Owner: Daniel Frocht

Process: EMS Billing

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Increase Patient Pay collection portion to at least 15% of what is billed to Patient Pay Benchmark: FY 2014	Data Source: Zoll Solutions Goal Source: OMB Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Track and monitor collections for patient pay accounts Why Measure: To clearly identify problem areas and develop solutions to increase revenues by this payer type Next Improvement Step: Validate problem, benchmark, baseline, and goal

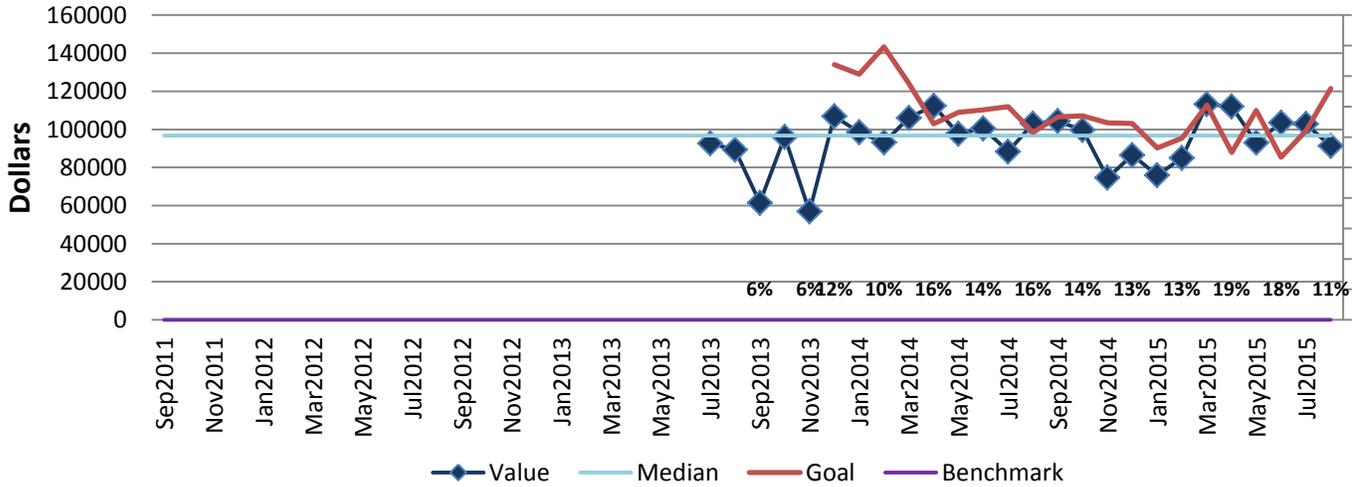
How Are We Doing?

Sep2014-Aug2015 12 Month Avg Goal	Sep2014-Aug2015 12 Month Average		Aug2015 Goal	Aug2015 Actual	
1,222,761	1,141,988		121,549	91,250	
Dollars	Dollars		Dollars	Dollars	

EMS Billing Patient Payment



Good



Patient Pay Portion

