

EMS Billing Patient Payment Office of Management & Budget



KPI Owner: Daniel Frockt

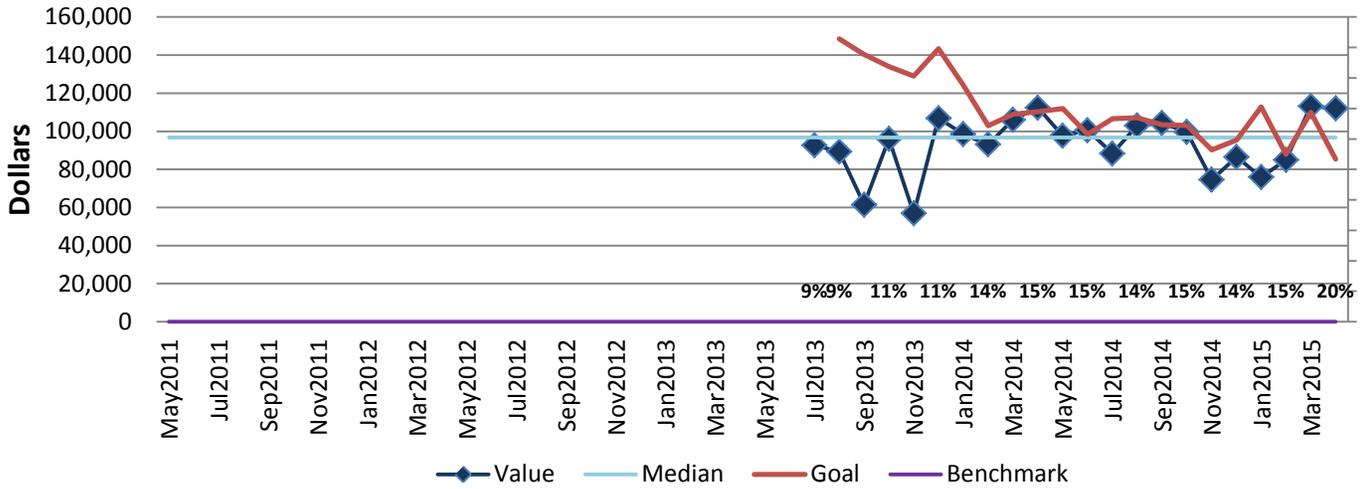
Process: EMS Billing

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?

May2014-Apr2015 12 Month Avg Goal	May2014-Apr2015 12 Month Average		Apr2015 Goal	Apr2015 Actual	
1,212,274	1,140,890	⚡	85,357	112,000	🟢
Dollars	Dollars		Dollars	Dollars	

EMS Billing Patient Payment



Patient Pay Portion

