ACME Clinic Performance Dashboard

Area	Accountable	Measure	Baseline	Target	Current Performance	Definition
Call Center	Sally	% of Patients registered correctly	75%	90%	77%	Clean eligibility (clean claim?)
Front Desk	Margie	% of copays collected	67%	85%	73%	Out of total copays to collect, what % got collected?
	Margie	% of visits set up for card on file with pre auth	71%	85%	78%	Out of total visits that could have patient balance, what % got set up for credit card on file with pre auth to
	Margie	% of insurance cards scanned & entered correctly	82%	85%	87%	Out of total visits, what % have updated insurance card scanned and entered into EMR
Human Resources	Abby	Retention %	65%	85%	67%	What % of employees were employed six months ago
Clinical	Mandy	Vascular Screening	57%	90%	68%	What % of patients have vascular screening
	Mandy	Cycle Time - Diabetic Shoes	23 days	14 days	21 days	How long does it take for patients to have diabetic shoes from date of order?
	Mandy	% DME from Vendor X	76%	95%	88%	What percentage of DME is ordered from the vendor who is part of our buying group?