# How to Get Started!

The AccessKeys® are a set of 34 Key Performance Indicators (KPI's) developed by the National Association of Healthcare Access Management (NAHAM) to enable Revenue Cycle and PAS leaders to measure performance against peer-surveyed benchmark standards. The Accesskeys are grouped into six functional groups or domains:

- Collections
- Conversions
- Experience
- Critical Processes
- Productivity
- Accuracy

**It's easy to get started!** First, pick one of the above 6 domains that you feel is most important to your success. Then pick 1 to 3 of the AccessKeys within that domain, based on importance of the measure and the availability of the source data. You may have to ask your CFO, Revenue Cycle or IT colleagues for access to source data, such as, POS collections/Net Patient Revenue.

Once you have determined the domain and KPI you want to measure, prepare yourself and your team by;

1. Asking the below questions: WHAT, WHY, WHEN, WHO, WHERE and HOW
2. Reading the one page in the AccessKeys User Guide that explains the indicator you want to measure
3. Meet with colleagues who can help you gather and report the data and ask them for their support
4. Email NAHAM (info@NAHAM.org) and request to speak with a member of the Industry Standards Committee

**WHAT**

- What are our most important goals to reach this year?
- What is the timeframe that we need to accomplish these goals?
- What data sources will we need and how will we obtain them?
- What format will we use to report the performance measure?

**WHY**

- What will it mean to our organization and teams to achieve this goal?
- What will it mean to me personally to achieve this goal?
- What might happen if we are not able to meet this goal?

**WHO**

- Who will be responsible to generate the report?
- Who will be the recipients of the report?
- Who will be accountable to improve the indicator?

**WHEN**

- How soon do we need to begin measuring this performance indicator?
- How often do we want to measure it – daily, weekly, monthly or quarterly?
- How much lead time do we need to gather the information in advance of reporting?

**HOW**

- How can the calculation and reporting process be simple and automated?
- How will we report team versus individual performance?
- How can we use the measures in recognition programs, incentive programs and annual reviews?
- How might we revise job descriptions to incorporate new performance standards?

**WHERE**

- Where will we communicate the report? Monthly staff meetings, leadership meetings?
- Where do we go from here? Identify the systems, people and processes that impact the KPI and begin looking for improvements - and be sure to celebrate reaching the good/better/best milestones with your team!