ACCESSKEYS® naham's key performance indicators

NAHAM AccessKeys® 4.0

ID#	DOMAIN	AccessKey (KPI)	EQUATION	GOOD Benchmark Early Implementation Phase or Manual Process	BETTER Benchmark Middle Implementation Phase or Semi-Auto Process	BEST Benchmark Mature Implementation Phase or Auto Process
				National benchmarks based on surveys of PAS Managers and represent progressive phases to achieving high performing Patient Access teams and depend on the level of executive support, community and board adoption, available technology, staffing, processes and use of best practices.		
POS-1	Collections	POS Collections to Revenue	POS Collections / Net Patient Service Revenue	1.0%	1.5%	2.0%
POS-2	Collections	POS Collections to Total Patient Collections	POS Collections / Total Patient Collections	30%	40%	50%
POS-3	Collections	POS Collection Opportunity Rate	POS Collections / POS Estimations	30%	45%	60%
POS-4	Collections	Total POS Dollars Collected	Total Dollars Collected by Access staff	*Total POS Cash Collected compare to prior periods (no ratio or benchmark for peer comparison)*		
POS-5	Collections	POS Collected Accounts Rate	Accounts Collected / Total Registrations[1]	30%	50%	70%
PX-1	Pt Experience	Patient Access Experience Rate	Total Survey Scores / Surveys Completed	3.5 to 3.9	4 to 4.5	>4.5
PX-2	Pt Experience	Average Wait Time	Total Minutes Spent Waiting / Total Registrations	15 mins	10 mins	5 mins
PX-3	Pt Experience	Average Reg Time	Total Minutes in Registration / Total Registrations	10 Mins	7 Mins	5 Mins
PX-4	Pt Experience	Average Pre-Reg Call Time (NAHAM Pre-Reg Tier 1)	Total Pre-Reg Call Time / Completed Pre-Registrations	10 Mins	7 Mins	5 Mins
PX-5	Pt Experience	No Show Rate (NAHAM Pre-Reg Tier 1)	No-shows / Scheduled Patients	10%	8%	5%
PX-6	Pt Experience	Left Without Being Seen Rate	LWBS Patients / ED Registrations	5%	3%	1%
PX-7	Pt Experience	Call Abandonment Rate	Abandoned Calls / Total Patient Calls Received	7%	5%	3%
PX-8	Pt Experience	Speed to Answer Rate	Calls Answered <15 seconds / Total Patient Calls	70%	80%	90%
CP-1	Critical Process	Eligibility Resolution Rate	Eligibility Issues Resolved / Eligibility Issues Identified	80%	90%	98%
CP-2	Critical Process	Authorization Resolution Rate	Authorization Issues Resolved / Authorization Issues Identified	70%	80%	90%
CP-3	Critical Process	Necessity Resolution Rate	Necessity Issues Resolved / Necessity Issues Identified	70%	80%	90%
CP-4	Critical Process	Quality Resolution Rate	Quality Issues Resolved / Quality Issues Identified	70%	80%	90%
CP-5	Critical Process	Identity Resolution Rate	Identity Issues Resolved / Identity Issues Identified	85%	90%	95%
CP-6	Critical Process	Master Patient Index (MPI) Search Error Rate	MPI Search Errors / Total Registrations	3%	2%	1%
CP-7	Critical Process	Completed Order Rate	Completed Orders / Scheduled Patients[2]	30%	60%	90%
CP-8	Critical Process	Return Mail Rate	Returned Mail Count / Mailings	2%	1.5%	1.0%
CP-9	Critical Process	Address Resolution Rate	Address Failures Resolved / Address Failures Identified	90%	95%	98%
P-1	Productivity	Insurance Verification Rate	Verified Registrations / Total Registrations	80%	90%	98%
P-2	Productivity	Scheduled Patient Rate	Scheduled Patients / Total Registrations	40%	60%	80%
P-3	Productivity	Pre-Registration Rate	Pre-Registrations Started / Scheduled Patients	80%	90%	95%
P-4	Productivity	Completed Pre-Reg Rate	Pre-Registrations Completed / Pre-Registrations Started	80%	90%	95%
P-5	Productivity	Average Registrations Per Person Per Day (PPPD)	Total Registrations / FTE's Registering	40	60	80
P-6	Productivity	Cost Per Registration	Labor Cost of PAS / Total Registrations	*Determine with the NAHAM Time and FTE Calculator*		

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A-1	Accuracy	Initial Accuracy Rate	Error-Free Registrations at POS / Total Registrations	80%	85%	90%
A-2	Accuracy	Final Accuracy Rate	Error-Free Registrations at Billing / Total Registrations	90%	95%	98%
T-1	Transparency	Financially Cleared Patients	Financially Cleared Patients / Total Registrations	75%	85%	95%
T-2	Transparency	Estimate to Registration Rate	Estimates Generated / Total Registrations	70%	80%	90%
T-3	Transparency	Estimation Accuracy Rate	Accurate Estimates / Qualified Estimates	85%	90%	95%
T-4	Transparency	Conversion Rate of Uninsured (Self-Pay Patients) To FAP's	Uninsured Patients Converted / Total Uninsured Patients	60%	75%	90%
T-5	Transparency	Conversion Rate of Insured (BAI Patients) to FAP's	BAI Patients Converted / Total BAI Patients	60%	75%	90%

[1] ***Total Registrations figure excludes LWBS (left without being seen), reference labs and newborns***

[2] ***Scheduled Patients = patients scheduled >48 hours prior to scheduled time of service***

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