

Key Performance Indicators

As you introduce OnusOne to your practice, it will be critical to clearly define how you plan to objectively measure care quality.

We recommend using key performance indicators to track the quality of care and performance of your staff. Below is a summary of our recommended key performance indicators for both clinical and administrative staff.

KPI's for Therapists



Arrival Rate:

The percentage of arrived patients versus cancellations. The industry standard is above a 90% arrival rate.



Units/visit:

The number of units therapists are charging per visit. The industry standard is between 3.8-5 units.



Payment/visit:

Average total collections/visit broken down by provider. This number is specific to your geographic region but should be at or above your target or company average for each individual provider.



Outcome Score:

The change in functional outcome test scores from evaluation to discharge. Outcome scores should show an improvement in function for that particular outcome tool.



Net Promoter Score:

There are many types of net promoter scores, but the goal is to utilize a standardized survey that enables discharged patients to rate their overall experience based on friendliness, cleanliness, improvement in function, etc.



Chart Review:

We recommend random chart reviews on a monthly basis. Chart reviews are useful as a way to monitor documentation quality and compliance.



No activity report:

Most EMR systems offer a report that tracks the amount of patients that are not active at any given time. By definition, a patient will appear on this report if they are still active but do not have future appointments. This number should be less than 10 and encourages therapists to follow up with patients.



Visits/referral:

The average total number of treatment sessions per patient.

KPI's for Administrative Staff



Collection Rate:

The overall percentage of over the counter collections. We recommended setting a goal of at least 95%.



Percentage of Errors:

The percentage amount of errors in data entry. For example, tracking errors with patient DOB, address, etc., which could lead to denials in payment. We recommend a goal of less than 5% errors.



Conversion Rate:

The amount of new patient inquiries(phone call, email, website chat etc) that convert to actual new evaluations in the schedule.



Net Promoter Score:

A survey or phone call questionnaire with questions specific to the front desk including: friendliness, phone etiquette, insurance question explanation, etc.



Answered Calls:

Track a percentage of inbound calls answered versus those that go to voicemail. This tracks the ability of the front desk to capture patients as well as optimized customer service.

