

Healthcare Management

Benchmarks, KPI Definitions & Measurement Details

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The OpsDog Healthcare Management Benchmarking Report



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Report Details & Methodology

The OpsDog Healthcare Management Benchmarking Report



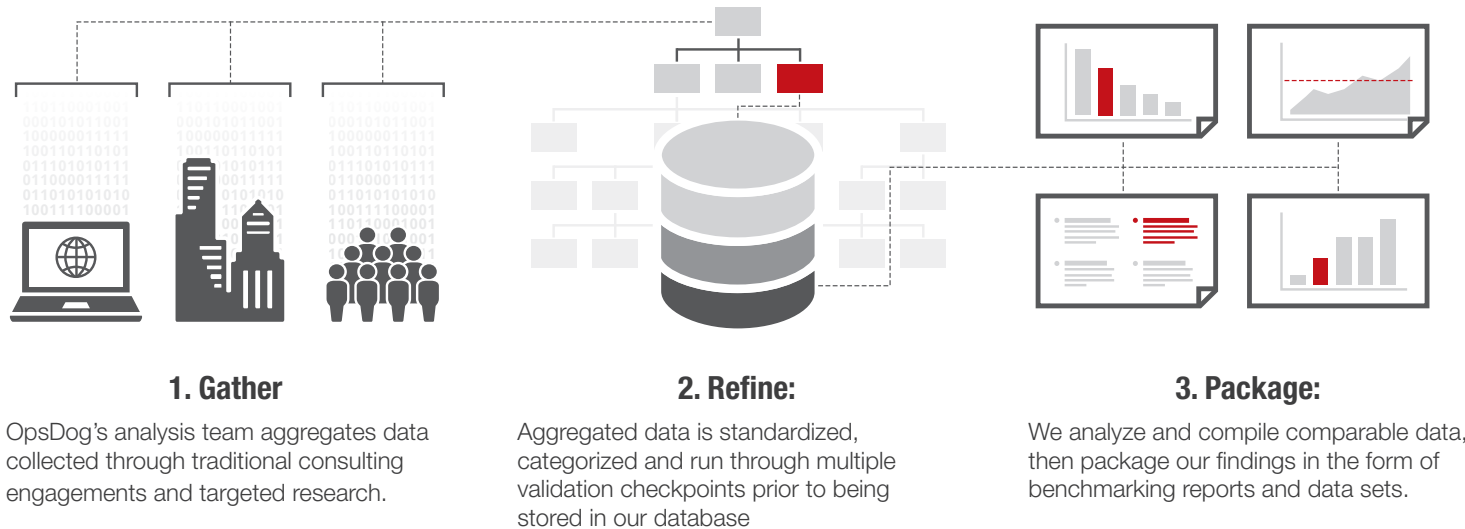
More than **450 KPI values** (i.e., data points) were analyzed to produce benchmarks for the **7 KPIs** included in this report.¹

Data Range: 2012-2017

Region(s) Included: United States

The benchmarks included in this report were found to be comparable across companies of varying sizes (i.e., number of employees, total revenue).

Methodology: Data Collection & Validation



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Note:

¹ The sample size of the observed data varies for each KPI.

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Healthcare Management

Healthcare Management

Healthcare Management

Patient Relations*

Patient Data Management*

Healthcare Facility Administration*

Care Management*

** This section is not included in this document.*

Healthcare Management involves the coordination the day-to-day management and analysis of operations within hospitals, clinics, emergency rooms and other healthcare facilities. That is to say, the shape and organization of the healthcare facility is (i.e., recruitment, staff development, acquisition of technology, service improvement and reductions, and the allocation and spending of financial resources) is a core function of this group. Decisions made by healthcare managers, or administrators, focus not only on ensuring that patients receive the most appropriate, timely and effective care possible, but also on the performance of the facilities support operations (including Finance/ Accounting, Human Resources, Information Technology, Legal, Procurement, etc.).

Uncompensated Care as a Percentage of Revenue

Definition & Measurement Details



What is Uncompensated Care Expense as a Percentage of Gross Patient Revenue?

The dollar amount of charity and bad debt-related expense incurred by the healthcare facility divided by the total dollar amount of revenue generated by the healthcare facility over the same period of time, as a percentage.

Why should this KPI be measured?

Uncompensated Care Expense as a Percentage of Gross Patient Revenue measures the dollar amount of charity and bad debt-related expense incurred by the healthcare facility in relation to the total

How is this KPI calculated?

Two values are used to calculate this KPI: (1) the dollar amount of charity and bad debt-related expense incurred by the healthcare facility, and (2) the total dollar amount of revenue generated by the healthcare facility

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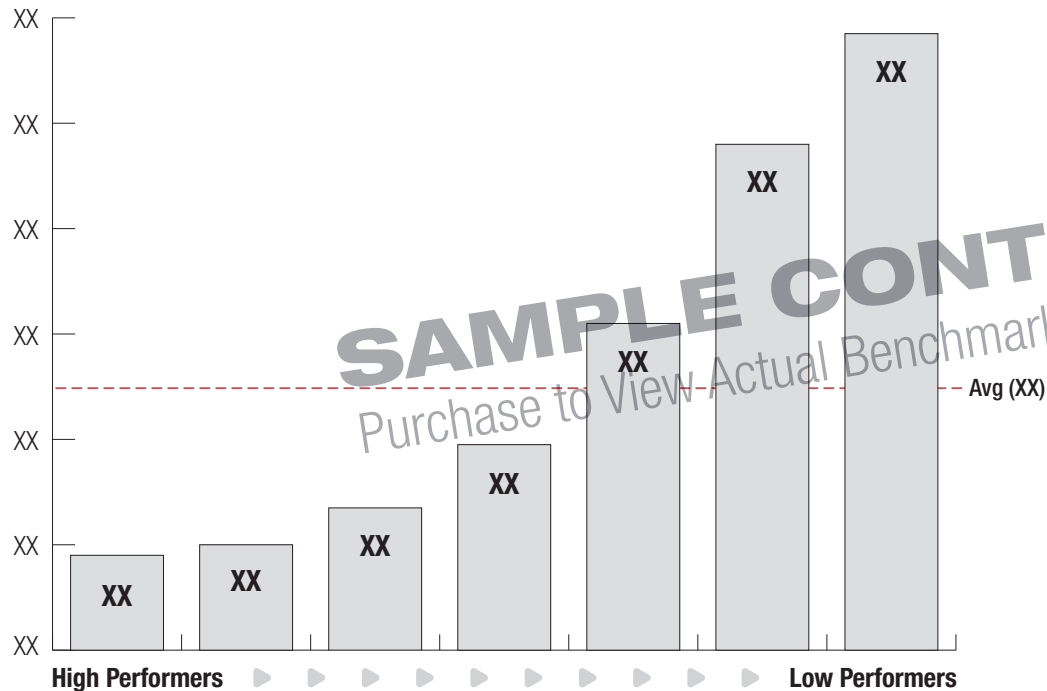
Uncompensated Care as a Percentage of Revenue

Benchmarks & Characteristics of High Performers



Uncompensated Care Expense as a Percentage of Gross Patient Revenue

(Amount of Charity and Bad Debt-Related Expense Incurred / Total Amount of Revenue Generated) * 100



Characteristics of High Performers

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer

Sample Size: XX

KPI Type: XX

Unit: XX

Is High or Low Best?: XX

How to read this chart: This chart summarizes the performance gaps between high (Top 5%), mid (Median) and low (Bottom 5%) performers for this Key Performance Indicator (KPI). For example, the column labeled "Top 5%" represents a company that outperformed 95% of the peer group observed for this metric.