

## FACULTY PRACTICE GROUP – Ambulatory Operations

STANDARDS AND GUIDELINES

**UCLA** Health System

**SECTION:** Front Office Operations

REFERENCE #:

**SUBJECT:** ONTRAC® Measures– (*Ambulatory Score Card Metrics*)

PAGE: 1 OF 2

**APPROVALS:** FPG:  CAO-SC:  APCA:  EAC:

EFFECTIVE:

### **PURPOSE:**

To provide direction to all FPG Ambulatory practices that use the ONTRAC® software tool to support revenue cycle activities. To ensure consistent evaluation and the standardization of target measures.

### **DEFINITIONS:**

**OVERALL SECURE RATE** - the total number of accounts confirmed as financially secure by the date of service, divided by the total number of visits. This metric is pulled from last week in the month's ONTRAC® Clinic Summary report from the 4 Week Average column. ONTRAC® reporting period is from Saturday to Friday. **Practice target for Overall Secure Rate is >90%**. This measure is calculated using the Total Number of Secured Accounts ÷ Total Number of Practice Visits.

**ADJUSTED PRODUCTIVITY** - displays a snapshot of the adjusted productivity within ONTRAC® for the last week in the given month. The ratio of weekly activity to the standard adjusted for the actual hours worked. Adjusted Productivity is taken from the ONTRAC® KPI Unit Trended Summary Report. **Practice target for Adjusted Productivity is 100%**. This measure is calculated using the Total Weekly Activity ÷ (Standard x Actual Hours Worked/ Hours Expected)

**QUALITY REVIEW** - is a management review of accounts worked in the ONTRAC® system to ensure quality and consistency. Management completes Quality Review (QR) for necessary staff and adds this data into the ONTRAC® form which then populates onto the KPI report. Quality Review Score is taken from the Unit Trended KPI Summary from a rolling 7 week average. **Practice target for Quality Review is >9.0**. The QR Score is calculated by clinic management and entered into the ONTRAC® QR Form.

**QUALITY REVIEW DELINQUENT** – is based on the Quality Review Guidelines, clinic managers enter the date for when staff are due for a Quality Review. If that date passes, a delinquency is counted until the review is completed. Delinquency taken from most recent reporting week on Unit Trended KPI Summary. **Practice target for Quality Review Delinquent is 0**.

### **POLICY:**

Practices will take measures to ensure established targets are met. This data is reported on the Ambulatory Scorecard as components of the Revenue Metrics on a monthly basis. Management must review the scorecard to evaluate and take corrective and preventive action.

The impact of less than target on overall revenue metrics can lead to decreased access for, lower patient satisfaction, and result in the loss of revenue. FPG Ambulatory Operations can provide possible solutions to ensure Revenue targets are met.

**REVISION HISTORY**

Effective Date: June 1, 2008

Review Date: August 2, 2010

Revised Date: September 1, 2010