

EMS Billing Patient Payment Office of Management & Budget



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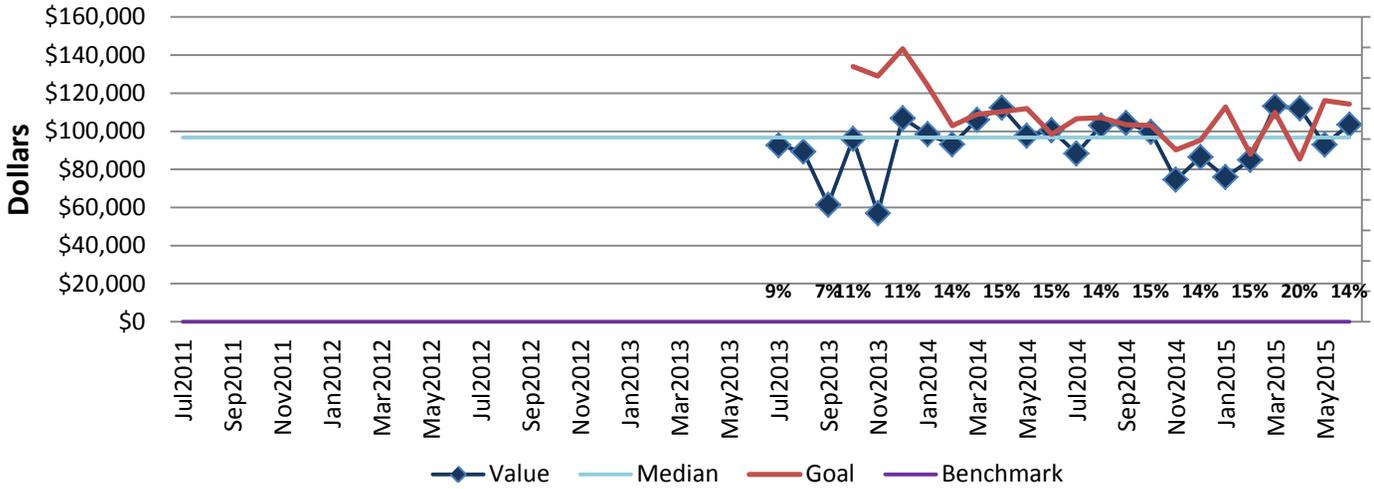
Process: EMS Billing

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Increase Patient Pay collection portion to at least 15% of what is billed to Patient Pay Benchmark: FY 2014	Data Source: Zoll Solutions Goal Source: OMB Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Track and monitor collections for patient pay accounts Why Measure: To clearly identify problem areas and develop solutions to increase revenues by this payer type Next Improvement Step: Validate problem, benchmark, baseline, and goal

How Are We Doing?

Jul2014-Jun2015 12 Month Avg Goal	Jul2014-Jun2015 12 Month Average		Jun2015 Goal	Jun2015 Actual	
1,232,297	1,139,285		114,312	103,560	
Dollars	Dollars		Dollars	Dollars	

EMS Billing Patient Payment



Patient Pay Portion

