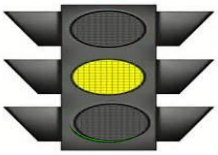
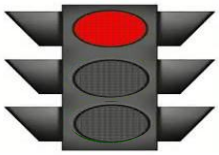
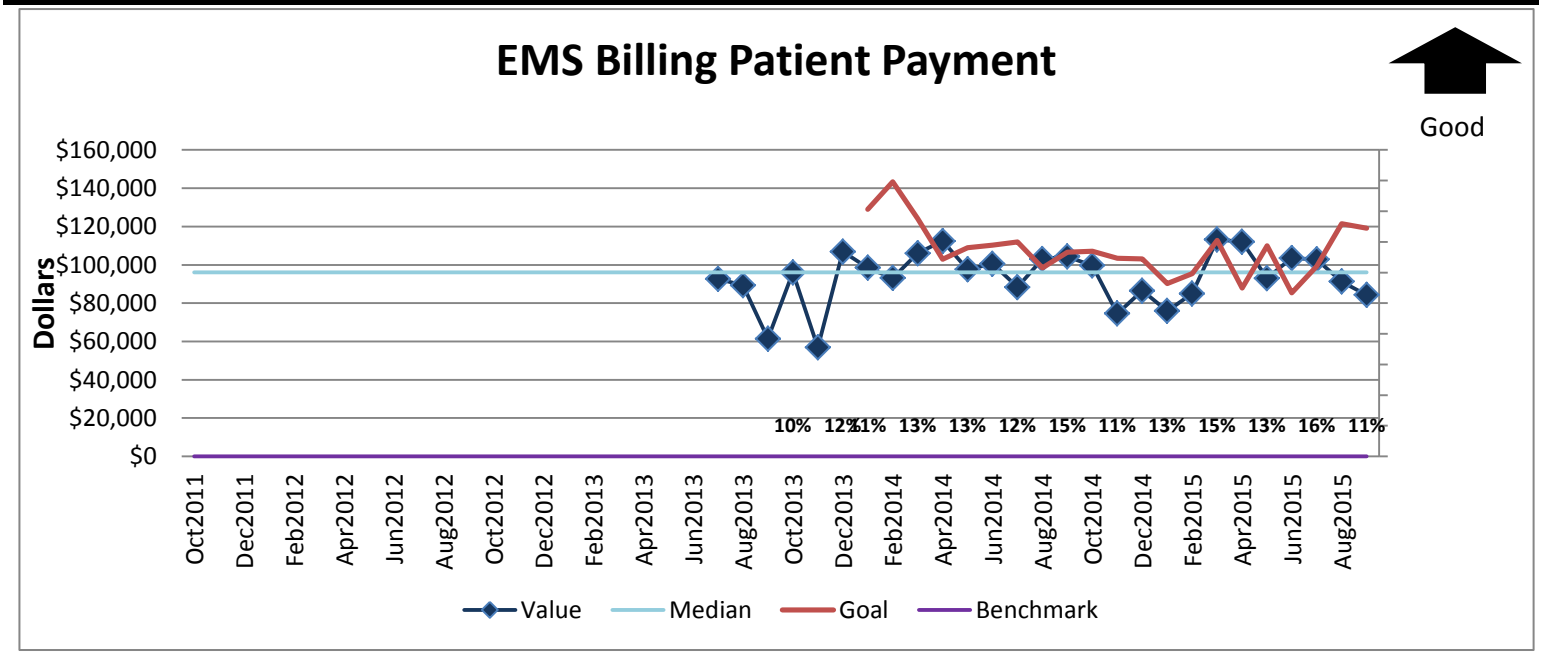
EMS Billing Patient Payment
Office of Management & Budget

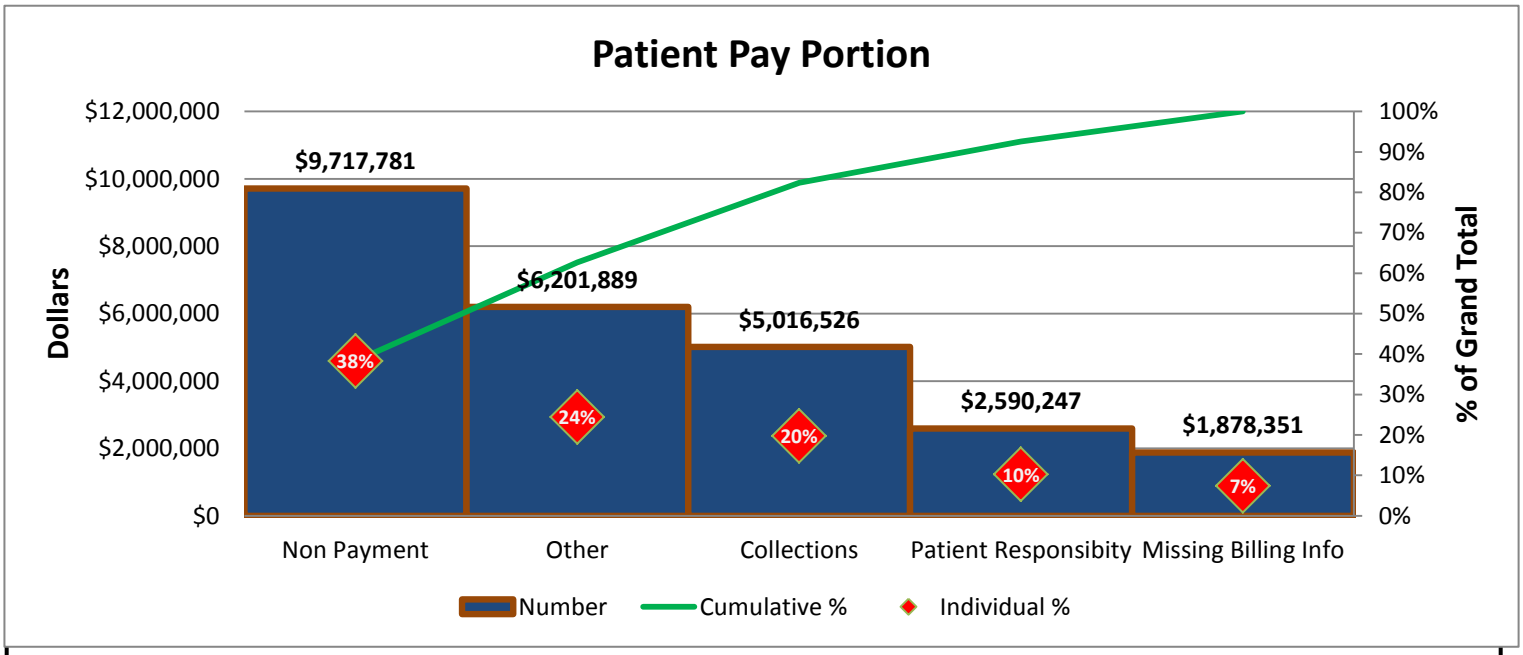
KPI Owner: Daniel Frockt | **Process: EMS Billing**

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?

Oct2014-Sep2015 12 Month Avg Goal	Oct2014-Sep2015 12 Month Average		Sep2015 Goal	Sep2015 Actual	
$1,235,210	**$1,121,872**		**$119,080**	**$84,223**	
Dollars	**Dollars**		**Dollars**	**Dollars**	





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Monthly Measurement