

# 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

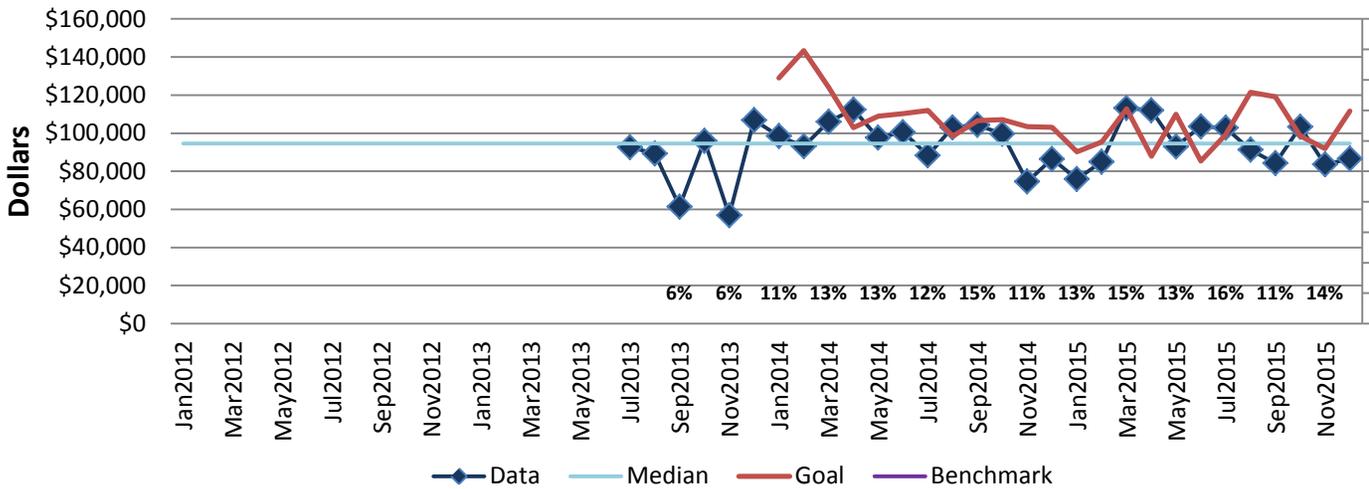
## How Are We Doing?

Jan2015-Dec2015 12 Month Goal	Jan2015-Dec2015 12 Month Actual		Dec2015 Goal	Dec2015 Actual	
<b>1,223,720</b>	<b>1,134,630</b>		<b>111,656</b>	<b>86,562</b>	
Dollars	Dollars		Dollars	Dollars	

## EMS Billing Patient Payment



Good



## Jan2015-Dec2015 Pareto Analysis

