

MORE Center Financial Incidents Public Health & Wellness



KPI Owner: Dr. Sarah Moyer

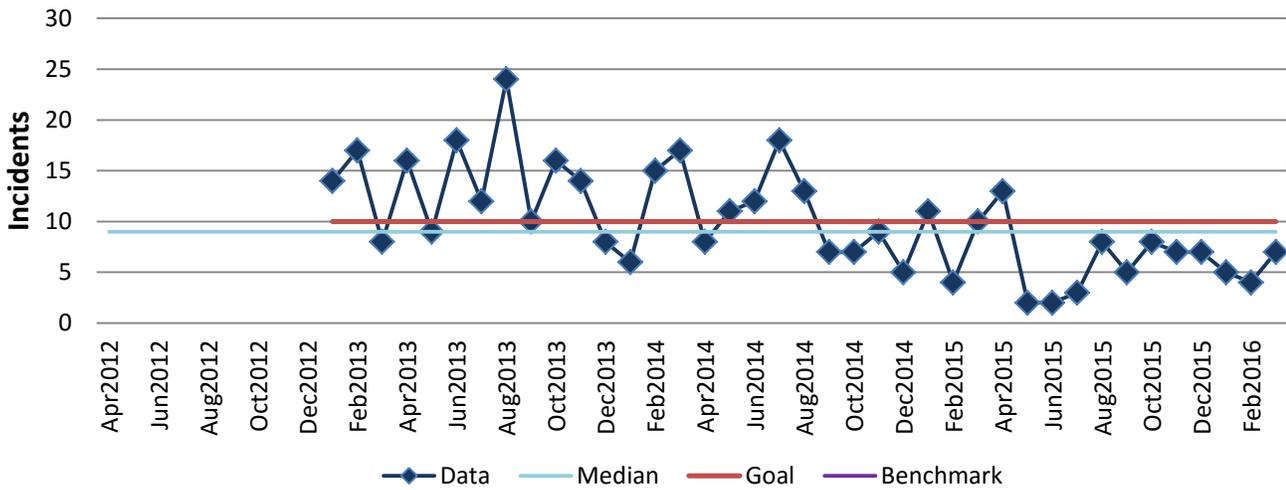
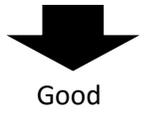
Process: Link To/Provide Care

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Cal 2013 - Avg of 13.83 per month Goal: No more than 10 financial incidents per month Benchmark: TBD	Data Source: Financial Incident Report Goal Source: Executive Staff Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The number of financial incidents (i.e., discrepancies and/or adjustments) per month. Why Measure: Minimize financial errors Next Improvement Step: Continue to monitor

How Are We Doing?

Apr2015-Mar2016 12 Month Goal	Apr2015-Mar2016 12 Month Actual		Mar2016 Goal	Mar2016 Actual	
120	71		10	7	
Incidents	Incidents		Incidents	Incidents	

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Apr2015-Mar2016 Pareto Analysis

