

# EMS Billing Patient Payment Office of Management & Budget



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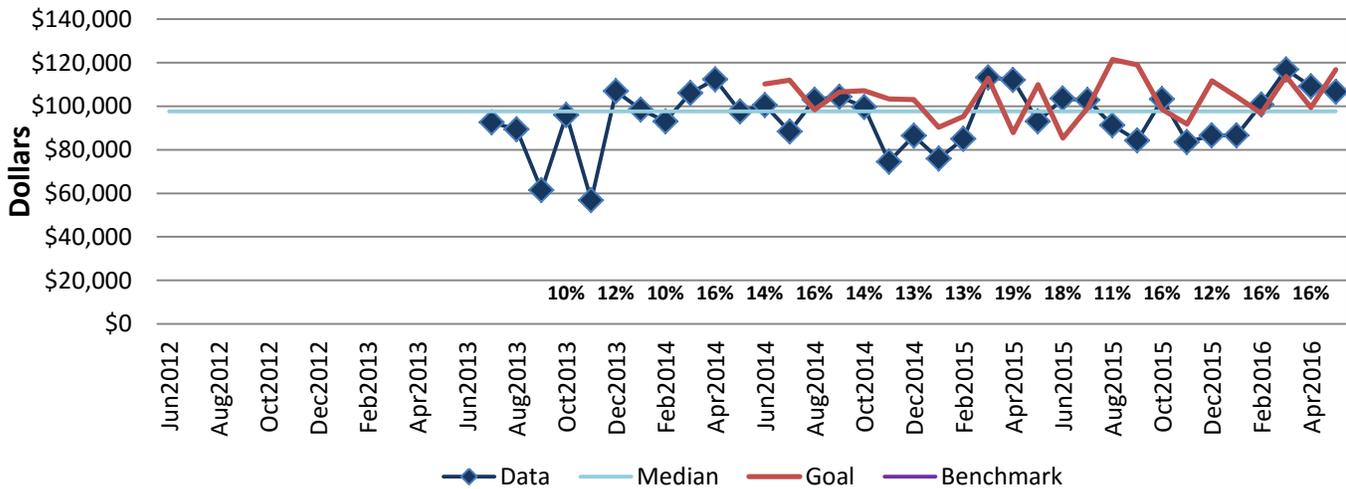
Process: EMS Billing

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?

Jun2015-May2016 12 Month Goal	Jun2015-May2016 12 Month Actual		May2016 Goal	May2016 Actual	
\$1,258,490	\$1,175,594		\$116,805	\$106,691	
Dollars	Dollars		Dollars	Dollars	

## EMS Billing Patient Payment



## Jun2015-May2016 Pareto Analysis

