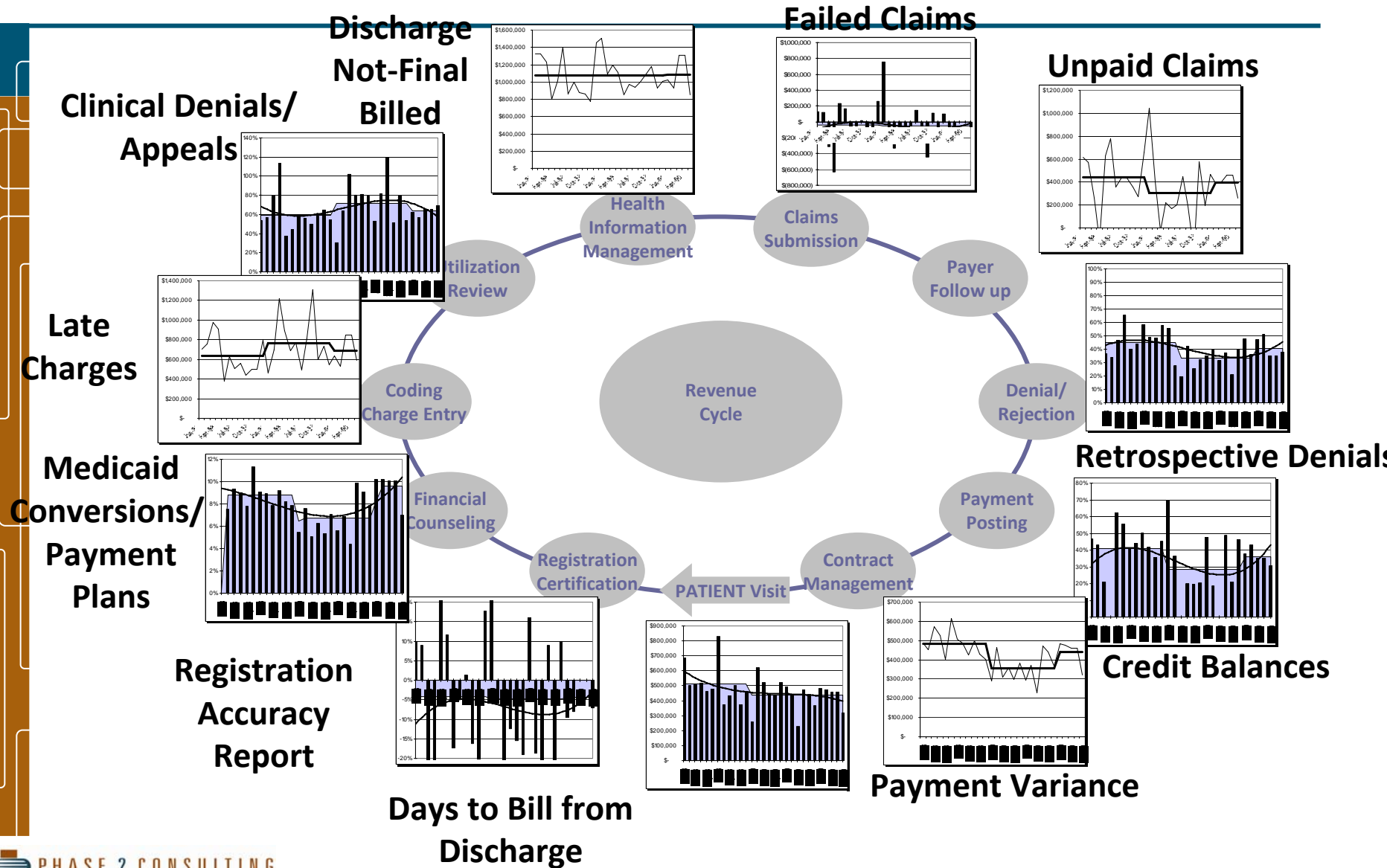


A circular inset image showing a stethoscope and a pen on a light-colored surface. The stethoscope is positioned in the lower-left quadrant, and the pen is in the lower-right quadrant. The background of the inset is a soft, out-of-focus light beige color.

# **Key Revenue Cycle Indicators**

# Keys to Success - Measurement



# Key Revenue Cycle Performance Indicators

Indicator	Best Practice
Pre-registration completions	90%
Registration accuracy	95%
Registrations per FTE per day	45-50
Suspense Days	3-4 Days
Days revenue in HIM	7 Days
Percent of total A/R delayed in medical records	10-13%
Percent of HIM balance > 7 days old	< 5%
Days revenue in Bill Holds	2-3 Days
Days to bill from discharge	Less than 7 Days

Indicator	Best Practice
Days revenue held in credit balances	1-2 Days
Days revenue held in AR (GDRO/NDRO)	45 Days
Percent of 3rd Party AR > 90-days old	15%
Percent of Gross Revenue written-off to Charity	2-3%
Percent of Gross Revenue written-off to bad-debt	2-3%
Total uncollectable % of Gross Revenue	5%
Agency netback percentage	8-12%
Average incoming call hold times	< 1 minute
Percent of expected net revenue collected (net of charity and bad-debt)	100% (more if AR is high)

# Level 1 Indicators

- ❑ Cash collections
- ❑ Gross and net A/R
- ❑ In-House and D-N-F-B receivables
- ❑ Third-party aging % > 90 days
- ❑ Cash % of net revenue
- ❑ Cost to collect %

## Level 2 Indicators

- ❑ Net A/R days
- ❑ Allowance for doubtful accounts
- ❑ Bad debt + charity % of gross revenue
- ❑ Denials % of gross revenue
- ❑ Cash % of collection goal
- ❑ Point-of-service cash % of goal

# Level 3 Indicators

- ❑ Credit balance receivables
- ❑ Clean claims throughput %
- ❑ Collection agency netback %
- ❑ Net revenue
- ❑ Case mix index (CMI)
- ❑ Complaints to Administration
- ❑ Open Accounts