Peer2Peer Networks
Benchmarking Metrics Definitions

Visit: A patient received physical or occupational therapy evaluation and/or treatment and was charged.

New Patient: A physical or occupational therapy evaluation was performed and was charged.

Procedure: A charged modality/procedure that is intended to generate revenue. (Does not include G-codes, etc.)

Clinical Hours: Hours revenue producing personnel spend/allocate to patient care. This time includes direct patient care hours as well as time spent documenting, communication with/about patients and cancelation/no-show/open time blocks. It excludes lunch and designated non-clinic related functions (ie marketing, admin).

Other Hours Worked: Hours revenue producing personnel spent on non-patient care related duties (ie marketing, administrative, in-services).

Total Hours Worked: Clinic hours + other hours

Paid Hours: The total paid hours for revenue producing professional staff. This equates to hours paid for non-exempt hourly employees. For exempt/salaried employees this should equate to their paid FTE status. (Example: If a salaried employee is paid at a 1.0 FTE level and works more or less than 40 hours in a week their paid hours should be reported as 40 since that is what they are being paid for in that week)

Cost per Visit: Total costs related to the delivery of physical and occupational therapy services divided by total visits. (Excludes costs from non-traditional cash based services ie: contract services, wellness, sport enhancement, management service agreements, etc)

Revenue per Visit: Total collections of physical the occupational therapy services divided by total visits. (Excludes revenue from non-traditional cash based services ie: contract services, wellness, sport enhancement, management service agreements, etc)

Procedures per Visit: Total procedures billed divided by total visits

Visits per Day: Visits divided by number of days worked.

Visits per Clinical Hour: Total visits divided by total clinical hours worked

Visits per Total Hours: total visits divided by total hours worked (clinical + other hours)

Visits per Paid Hours: total visits divided by total paid hours

Visits per New Patient: Total visits divided by new patients

Net Income: Total revenue (collections) minus total expenses

Net Income Percent: Net Income divided by revenue x 100

Cancellation: Patient cancelled an appointment within the same day it was scheduled. Cancellations prior to close on the previous day are not counted as cancellations.

No Show: A patient who did not attend their scheduled appointment and did not give prior notification.

Arrival Rate: The percentage of patients who arrived for their scheduled appointments ((1-(Cancellations + No Shows)/(total appointments scheduled)) X 100

Suggested Key Performance Indicators

1. Visits/New Patient
2. Procedures/Visit
3. Procedures/Clinical Hour
4. Revenue/Clinical Hour
5. Visits/Clinical Hour
6. Visits/Total Hour
7. Visits/Paid Hour
8. Arrival Rate
9. Cost/Visit
10. Revenue/Visit
11. Net Income %