



PPS KPI Benchmarking Study

Goal: Provide PPS Members with low cost key performance indicator benchmarks that will allow them to assess the health of their Private Practice.

Metric 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.

Total New Patients in 2019/2018 (9A/B in the survey form) – New Patients only from:

- A. Clinics that were open on 1/1/2018
- B. Clinics that are currently open.

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

Clinical Hours: Defined as: 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** paid time off, lunch and designated non-clinic related functions (ie. marketing, admin).

Non-Clinical Hours Worked: Defined as: Hours revenue producing personnel spent on non-patient care related duties (ie. marketing, administrative, in-services). It **excludes** paid time off and lunch.

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 + non-clinical 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 $((1-(\text{Cancellations} + \text{No Shows})/(\text{total appointments scheduled})) \times 100$

Key Performance Indicators (KPIs)

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