Key Performance Indicators
Benchmarking Study

Glossary of Terms

**Goal:** Provide APTA Private Practice 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** – New Patients only from:
   A. Clinics that were open at the beginning of the study year.
   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 cancellation/no-show/open time blocks. It *excludes* paid time off, lunch and designated non-clinic related functions (i.e., marketing, admin).

**Non-Clinical Hours Worked:** Defined as hours revenue-producing personnel spent on non-patient-care related duties (i.e., 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 i.e., contract services, wellness, sport enhancement, management service agreements, etc.)

**Revenue per Visit:** Total collections of physical and occupational therapy services divided by total visits. (Excludes revenue from non-traditional cash-based services i.e., 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 \( \frac{(1-(\text{Cancellations} + \text{No Shows})/(\text{total appointments scheduled})) \times 100}{\text{total appointments scheduled}} \).

**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 %