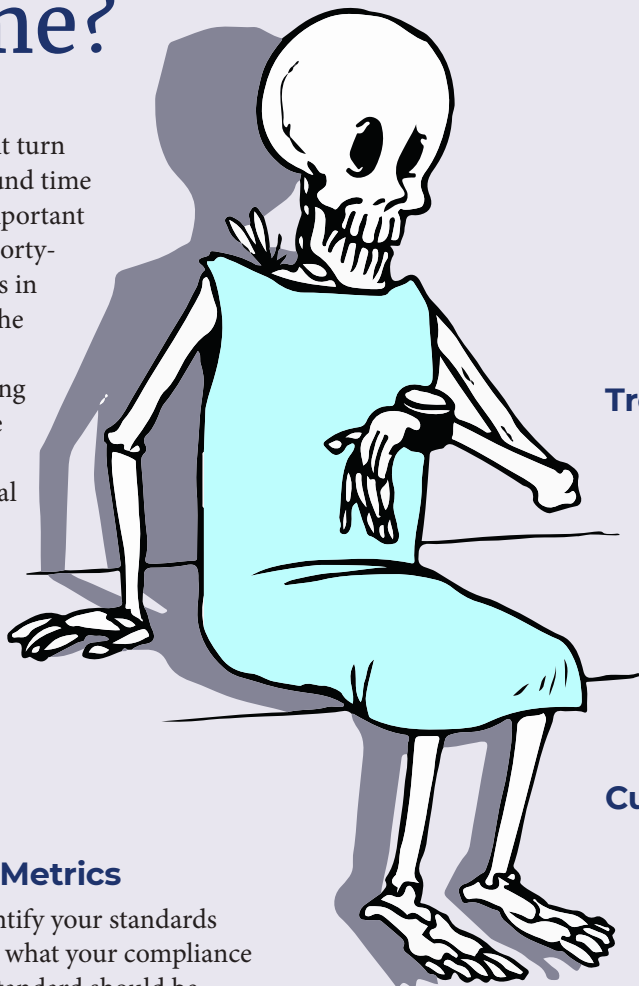


Occupational Health Service Metrics

How is Your Patient Turn-Around Time?

Patient turn around time is important to clients. Forty-five minutes in and out is the standard. The following metrics are used by occupational health programs across the country for providers and staff.



Quality Metrics

- Identify your standards and what your compliance to standard should be.
 - Patient length of stay in the clinic for occupational health is 45 minutes.
 - Patient wait times are not to exceed 10 minutes before processing.

- Phone calls are responded within three rings.
- Answer calls at 95% of received.
- Respond to complaints same day with a written letter in two days to address enhancements.
- Performance expectations include high level of competency and customer service.
 - Quarterly staff performance reviews
 - Ongoing competency review
 - Monitor customer service via patient satisfaction surveys and peer review

Finance Standards

- Accounts receivables of 45 days
- WC bills out within three days
- Employer billing out in end of month format
- Identify your market share is in compliance with projections.
- Maintain a minimal profit margin of 15% across all aggregated product lines.
- Annual cost analysis to reflect appropriate charges are above cost by 15%.
- Sales growth is 3% or better per year.

Treatment Standards

- Identify your top five diagnosis and have standards of care with metrics to address
 - Number of provider visits
 - Number of lost work days
 - Number of temporary alternate days
 - Functional ability outcomes
 - Same job, same shift, same employer

Customer Service

- Patient satisfaction survey response at 85%
- On a scale of one being poor and five being outstanding, you maintain a 4.5 or better
- Client company satisfaction survey responses at 85%
- On a scale of one being poor and five being outstanding, you maintain a 4.5 or better
- Client retention is set at 95%
- Client testimonies are the foundation of marketing, so they are utilized for each of your product lines annually in your marketing campaign. ◀