

APPENDIX A - METRICS USED FOR KPI

The following sections describe the metrics used for each KPI.

Front Office KPIs

The following table describes the front office KPI metrics:

Metric	Description
Expected visits	All scheduled office visits
Billable Visits	All billable office visits
No Shows	All office visits with the <i>N/S</i> status
No Shows %	No-shows/scheduled visits
Canceled Visits	All office visits with the <i>CANC</i> status
Cancellation %	Canceled visits/scheduled visits
eClinicalMessenger Visits	Office visits with a completed voice or text appointment reminder sent to the patient
eClinicalMessenger Visit %	Visits with appointment reminders sent via eClinicalMessenger/scheduled visits
healow TeleVisits	Office visits with healow TeleVisits usage indicating at least one connection between the provider and the patient
healow TeleVisits %	healow TeleVisits/scheduled visits
healow Open Access Encounters	Office visits booked via healow Open Access
Open Access %	Appointments booked via healow Open Access/scheduled visits
eCheckin Count	Office visits for which healow CHECK-IN was utilized
eCheckin %	Visits for which healow CHECK-IN was utilized/scheduled visits
Upfront Collected Visits	Billable office visits with at least one patient payment on the date of visit via any method
Upfront Collected Visits %	Upfront collected visits/billable visits
Upfront Collected \$	Total payments made by patients on the date of visit on billable office visits

Metric	Description
Collections per Visit	Upfront collected dollar amount/billable visits
eCheckin Count	Total number of office visits for which healow CHECK-IN was utilized
eCheckin %	Visits for which healow CHECK-IN was utilized/scheduled visits
healow Pay Counts	Visits with authorized healow Pay via healow statements, healow CHECK-IN, and healow TeleVisits
healow Pay %	healow Pay counts/billable visits

Patient Visit KPIs

The following table describes the patient visit KPI metrics:

Metric	Description
Completed Visits	Billable office visits locked in the month
Completed vs. Billable Ratio	Visits locked in the month versus billable visits in that month
Completion Lag	Average time between the visit date and the lock date of Progress Notes for billable office visits for the month
Template Usage	Billable office visits with at least one template merged into the Progress Notes
Template Visits %	Visits with templates/billable visits
healow Imported Questionnaires	Billable visits with a questionnaire imported into the Progress Notes
healow Imported Questionnaire %	healow imported questionnaires/billable visits
healow Rejected Questionnaires	Billable visits with a questionnaire rejected by the provider
healow Rejected Questionnaire %	healow rejected questionnaires/billable visits
Order Sets	Billable office visits with at least one Order Set used
Order Sets %	Order Sets/billable visits
eClinicalWorks Scribe Encounters	Billable office visits during which the provider used eClinicalWorks Scribe to populate text in the Progress Notes

Metric	Description
eClinicalWorks Scribe Encounter %	eClinicalWorks Scribe encounters/billable visits
eCliniSense	Billable office visits for which eCliniSense was used to populate a treatment plan
eCliniSense %	eCliniSense/billable visits

Post Visit KPIs

The following table describes the post visit KPI metrics:

Metric	Description
This Month Patient Count	Unique patient count for the most recent fully completed month
Last Month Patient Count	Unique patient count for the month prior
Patient Growth Rate	$(\text{This Month Patient Count} - \text{Last Month Patient Count}) / \text{Last Month Patient Count}$
healow App Login	healow app login count
Patients with Tracker Syncs	Patients with office visits in the selected date range who had tracker data synced to the EMR in the date range

Back Office KPIs

The following table describes the back office KPI metrics:

Metric	Description
Days in AR	Balance for claims in the last 90 days/average daily charges for claims created in the last 90 days
Total AR	Balance for all non-voided claims, in real time when the report is processed
0-30	Balance for claims created in the last 30 days, excluding voided claims
31-60	Balance for claims created between 31 and 60 days before, excluding voids
61-90	Balance for claims created between 61 and 90 days before, excluding voids

Metric	Description
91-120	Balance for claims created between 91 and 120 days before, excluding voids
120 +	Balance for claims created for 121 or more days before, excluding voids
AR Percentage	AR in the selected bucket/total AR
Claims %	Outstanding claims in the selected bucket/total outstanding claims
Clean Claims	All claims submitted that moved directly from the <i>PEN</i> to <i>CMC</i> status
Clean Claim %	Clean claims/submissions
First Patient Payment Lag	Time from claim date until first patient payment date
Patient Payment Count	Number of payments made by a patient
Patient Payment \$	Dollar amount of patient payments
Text2Pay Messages Count	Number of Text2Pay messages sent to patients through any modality (text, email, or e-message)
Healow Payment Count	Number of healow Payments made by patients
Claim Creation Batch Percentage	Claims created through a scheduled job/claims created
Submissions	Number of claims submitted
Avg Submission Lag	Number of days between claim creation and submission for claims submitted in the month
Claims Created	Number of claims created in the month
Avg Creation Lag	Number of days between appointment date and claim creation date for claims created in the month
Claim Creation Jobs	Number of active claim creation jobs
Claim Submission Jobs	Number of active claim submission jobs
Claim Creation Batch Percentage	Claims created through a job/claims created
Claim Submission Batch Percentage	Claims submitted through a job/claims submitted