



**RAY JORGENSEN**  
CONSULTING

**Focused KPI for Health Center Leaders**

**Level:** Introductory to Intermediate

**Track:** Board Members, Finance Committee Members, Financial Management

**Target Audience:** Senior Administrators, Board Members, Financial Professionals

**Description:** On which indicator should your health center focus? If you are not a revenue cycle management (RCM) professional, what can you focus on to positively impact your health center's success? Struggling to communicate issues because you don't know what to show someone or where to look?

Attend this program and learn three key performance indicators (KPI) critical to evaluating revenue cycle success. Learn how to calculate and benchmark your health center's payment per encounter/visit? Understand whether your revenue cycle process is succeeding or struggling. Determine whether you are "losing visits" by not even billing for rendered care. Attend this program to get answers to these and other pragmatic questions to help move your health center to the best of the breed.

**Learning Objectives:**

1. Understand how to measure revenue per visit at your health center vs. others.
2. Analyze data available from different sources (billing systems, UDS Reports, etc.) to find trends.
3. Understand the most critical metrics to track including best practices and benchmarks in relation to billing and collections employed by health center organizations nationally.

**Duration:** 1–1.5 hours

**Q&A:**

1. Key Performance Indicators (KPI) allow benchmarking against best practices. True/False (*True*)
2. Reimbursement methodologies (e.g., FFS, PPS, capitation, etc.) are constant thus making benchmarking simplistic and consistent year over year. True/False (*False*)
3. Viewing healthcare data over 6–12 months or more mitigates spikes/drops due to a periodic (e.g., monthly anomaly like very high/low payments. True/False (*True*)
4. Many healthcare RCM KPIs are related; i.e., positive or negative changes in one (e.g., AR) can correlate to positive or negative outcomes in another (e.g., Blended Encounter Rate). True/False (*True*)

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5. There is one healthcare RCM KPI that trumps all others. True/False (*False*)
6. Days of Accounts Receivable (DAR) and Days Sales' Outstanding (DSO) are the same thing. True/False (*True*)
7. 10% of AR sitting in the > 90 days bucket is a red flag. True/False (*False*)
8. Blended Encounter Rate is the quotient of total visits divided by total payments. True/False (*False*)
9. Net Accounts Receivable shows whether AR is growing or shrinking over a fixed period of time. True/False (*True*)
10. Actional RCM Data are those data that can be impacted by the action of RCM FTE. True/False (*True*)