

# Simplify ProMetrics Appointments

Preferred Benchmarks (adjusted for Therapist FTEs) (Business Case based on Platinum)

Measures	Last 12 Months	Last 3 Months Annualized	Development Zone	Growth Zone	Opportunity Zone	The Best	Business Case
<b>Nashville #615</b>							
<b>Revenue</b>							
Revenue	\$5,616,765		\$3,961,792	\$4,903,930	\$5,308,621	\$5,782,869	\$166,104
Revenue per Therapist FTE	\$230,810		\$162,802	\$201,518	\$218,148	\$237,636	
Revenue vs Budget			Metrics to be defined				
<b>Other Key Clinic Metrics</b>							
Appointments	38,117	39,916	31,952	35,432	37,525	39,033	\$135,028
Square Feet per FTE	550		1,650	1,260	880	600	
Payments per Appointment	\$147		\$125	\$138	\$145	\$153	
<b>Value Levers</b>							
"Reach" – New Patients	6,800	7,000	2,032	3,318	4,427	5,947	
"Retain" – Appointments per New Patient	5.6	5.7	6.4	7.9	9.5	10.5	\$4,904,447
"Restore" – Average vs Expected LEFS Change (Adj)	4%		-19%	-8%	-1%	6%	\$336,644
Value Lever Score	50		16	27	38	54	
<b>Reach</b>							
<b>Referrals</b>							
Referrals	15,223		2,582	5,546	7,788	10,508	
Referring Providers	198		184	244	349	676	
Referrals per Referring Provider	77		3	9	22	37	
Non- Referrals	2,216		1,905	2,358	2,989	3,987	
Non- Referring Providers	694		660	872	1,110	1,896	
Referrals per Non- Referring Provider	3.2		1.6	2.1	2.5	2.8	
Direct Access New Patient Appointments Made	400		255	313	437	825	
<b>Referral Capture</b>							
Referral Conversion (Estimated)	46%		43%	49%	62%	74%	\$7,511,940
Schedule Process Metrics			Metrics to be defined				
Satisfaction Q5: Communications	48%	49%	48%	49%	53%	59%	
<b>Retain</b>							
<b>Therapist Capacity</b>							
Therapist Headcount	29	27	2	4	9	18	
Therapist FTE	24.3	24.4	0.9	1.5	5.2	12.7	
Evals per Therapist (versus Growth Planning)	23		23	20	16	15	
FTEs Relative to Growth Plan			You would need to add 14.5 FTEs to meet that target				
Physical Capacity for Growth			You have no more space				
New Patient Cancel Rate	20%	18%	21%	19%	17%	15%	\$350,346
% New Patients Scheduled <1 Week	33%	35%	36%	42%	50%	56%	
Satisfaction Q1: Schedule	45%	50%	45%	48%	52%	58%	
% PTA Utilization			Metrics to be defined				
"3 Day Out" Fill Rate (Estimated)	96%	97%	78%	83%	90%	96%	
Final Fill Rate	78%	82%	66%	72%	76%	79%	\$75,599
Satisfaction Q2: Wait Time	45%	45%	40%	44%	49%	55%	
<b>Restore</b>							
% of Optimal Appointment Count	51%		52%	58%	64%	82%	
<b>Outcome Measures</b>							
% of Complete Episodes with Only 1 Measure	61%		65%	59%	56%	50%	
Ave vs Expected LEFS Change (>1 Measure Only)	16%		-5%	0%	9%	21%	
Satisfaction Q3: Time & Care	74%	73%	72%	75%	80%	83%	
Cancel Rate (Established Patient <3 Days)	22%	19%	24%	22%	20%	17%	\$266,352
Satisfaction Q4: Treatment	59%	59%	57%	60%	65%	68%	