Metric	Goal

Revenue
Weekly Revenue
% Gross Margin
Total Collections

Nursing

Metric	Goal
Total Billed Hours	
% Authorized vs Completed	85%
Total Nurses Worked	
% Overtime	

Therapy
Total Billed Visits
% Authorized vs Completed
Total Therapists Worked

Recruiting
Total Branch Outbound Call Volume
Candidates Contacted
of Direct Applicants
New Nurses Worked (Hired)
New Therapists Hired

Marketing
Total Marketing Visits
Total Referrals

| Leading/Lagging Indicators?	Accountability For Execution?	How Do We Get Information?	How Often is it Distributed?	Accountability?
Lagging		Kantime		
Lagging		Kantime		
Lagging		Kantime		
Leading	SD	Kantime		
Leading	SD	Calc		
Leading		Kantime		
Leading		Kantime		
Leading	SH	Kantime		
Leading	SH	Kantime		
Leading		Kantime		
Leading		3CX/Aloware		
Leading		Paycor/Indeed/Aloware		
Leading		Paycor		
Lagging		Kantime		
Lagging		Kantime		
Leading		Mapsly		
Lagging		Kantime		

<u>Notes</u>

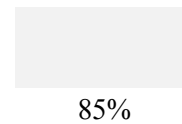| Metric	Goal

Therapy

Total Authorized Visits

Completed Visits

Completed vs Authorized %   85%
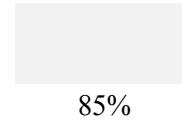
Revenue Per Visit

Nursing

Total Authorized Hours

Completed Hours

Completed vs Authorized %   85%

Revenue Per Hour

# of Active Nurses

# of Inactive Nurses

Active Nurse %

Recruiting

Beginning Nurses

New Nurses

Lost Nurses

Reactivated Nurses

Active Nurses

Retention Rate

New Nurses

# of Direct Applicants

# of Passive Candidates Contacted

# of New Hires

Recruiting

Beginning Therapist

New Therapist

Lost Therapist

Reactivated Therapist

Active Therapist

Retention Rate

# of Direct Applicants
# of Passive Candidates Contacted
# of New Hires

# of Inactive New Therapist
# of Hours Per New Nurse

Revenue Per Billable Hours
  High Acuity RN
  RN
  LVN
  RN
  LVN

Revenue: Therapy
Visits
Revenue Per Visits
  Mix/Acuity

Potential Leadership / Departmental Metrics
  Billed PDN Hours per week
  Total # of nurses worked per week
  Billed Therapy visits per week
  Missed Therapy visits
  Number of new patient referrals per month
  Therapy Visits Completion percentage
  Staffing % vs total authorized hours
  OT hours total and % of billed hours
  Gross margin percentage of total billings
  Outbound recruiting calls/texts/emails per month
  # new clinicians hired per month (nursing and therapy)
  Employee engagement rating
  Cost per new hire
  Average tenure of field and office employees

Revenue: PDN Nursing

Billable Hours
  High Acuity RN
  RN
  LVN

  # of Active Referrers
   Authorized Hours / Referrrer

Leading/Lagging Indicators?	Accountability For Execution?	How Do We Get Information?	How Often is it Distributed?	Accountability?
Leading	SH	Kantine		
Leading	SH	Kantine		
Leading	SH	Calc		
Leading	SD	Kantine		
Leading	SD	Kantine		
Leading	SD	Calc		
	SD			
	SD			
Leading				
Leading				
Leading				
Leading				
Leading				
Leading				
Leading	ML			
Leading	ML			
Leading	ML			
Leading				
Leading				
Leading				
Leading				

Leading

Leading	ML
Leading	ML
Leading	ML
	SD

<u>Notes</u>

How do we measure

Trending Analysis

Trending Analysis

To be discussed

New
Quit, or no longer active
Were inactive, now back in force
Definition? 6 Months?

New
Quit, or no longer active
Were inactive, now back in force

Definition? 6 Months?

To be discussed time period
Calc