**Tool: Sample FQHC Performance Dashboard**

At Urban Health Plan (UHP), a federally qualified health center (FQHC) in the Bronx, performance software monitors 36 clinical, access, operational, and financial metrics. The final column in the dashboard (i.e., direction) shows which way the indicator should be headed.

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| **Metrics** | | | **2013 Goals** | **Jan** | **Feb** | **Mar** | **Apr** | **May** | **Jun** | **Jul** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** | **YTD-Avg** | **Direction**  **↑ or ↓** |
| **Financial** | 1 | Current Ratio | 1.65 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 2 | Days in Accounts Receivable | 47 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 3 | Days in Accounts Payable | 50 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 4 | Days Cash on Hand | 75 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Operational** | 5 | Actual Billable Visits | 21,622 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 6 | Rate of Change of Unduplicated Users | 3.00% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 7 | New Users (Monthly) | 1,263 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 8 | Patient Retention Rate (18 Months) | 80.00% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 9 | Staff Turnover Rate | 0.94% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 10 | New Patient Satisfaction Survey | 95% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 11 | Existing Patient Satisfaction Survey | 95% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 12 | Overall Satisfaction % “Great” (Current Month Only) | 60% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 13 | Patient Satisfaction of Waiting Time (% Great Scores Only) | 60% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 14 | Patient Satisfaction of Waiting Time in Exam Room (% Great Scores Only) | 60% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 15 | Patient Complaints F/U Contacted within 48 Hours | 70% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 16 | Patient Complaints per 1,000 Visits | 1.25 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 17 | Unacceptable Providers Changes per 1,000 Users | 1.25 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Access** | 18 | Third Available Appointment (initial) | 90% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 19 | Third Available Appointment (Follow-up) | 90% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 20 | Show Rate | 60% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 21 | Medical Team Productivity | 350 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 22 | % of Rescheduled Vacations (due to Vac) | 10% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 23 | Average Cycle Time | 60 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 24 | Primary Provider’s Panel Size | 1,200 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **Clinical** | 25 | Asthma (Avg Symptoms Free Days) | 10 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 26 | Depression (50% Reduction in PHQ Score) | 60% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 27 | Diabetes (Avg A1C) | 7.5 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 28 | Cancer Screening 42+ with a Mammogram Done in 2 Years | 70% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 29 | Cancer Screening 21+ with a Pap Smear Done w/in 3 Years | 75% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 30 | Cancer Screening M/F 51+ with a FOBT in the Past Year | 50% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 31 | Prenatal Care Entry into Prenatal Care 1st Trimester Prenatal Access | 90% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 32 | Prenatal Care Postpartum Visits Rate | 80% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 33 | Adolescent Care: % of Behavioral Risk Assessment | 90% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 34 | Pediatrics Immunization Rate | 95% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 35 | % of Eligible Patients Ages 13-64 Offered an HIV Test | 90% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 36 | % of Eligible Patients Ages 13-64 Accepted an HIV Test | 40% |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

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