

# 23 MOST IMPORTANT HEALTHCARE METRICS

## KEY PERFORMANCE INDICATORS

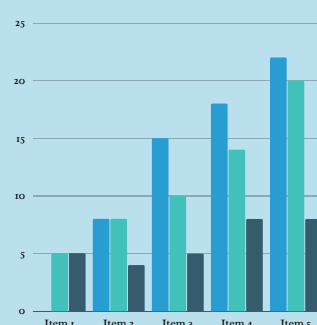


### 1. TIME

- > Patient Wait Time for OR
- > Average Hospital Stay
- > ER Wait Time
- > ER Duration of Treatment
- > Patient Follow-up

### 2. PATIENT SATISFACTION

- > Inpatient Satisfaction Rate
- > Outpatient Satisfaction Rate
- > Patient Confidentiality / Confidence Ratio of Patient Privacy
- > Number of No Show Patients/Cancellation
- > Number of Patients per Medical Staff
- > Bed or Room Turnover Rate



### 3. COST

- > Average Treatment Costs
- > Permanent Employee Wages
- > Avg. Insurance Claim Processing Cost
- > Claims Denial Rate

### 4. HOSPITAL SUCCESS

- > Hospital Readmission Rate
- > Patient Safety
- > Number of Referral Patients
- > Medication Error Rate
- > Mortality/Death Ratio



### 5. HOSPITAL CAPACITY

- > Bed Occupancy Rate
- > Number of Training for Employees
- > Number of Media Mentions

