

Patient Flow Scorecard					
Initiative Specific Metrics	Target	Baseline	Frequency	YTD	
				Actual	Status
Length of Stay					
Reduction in length of stay/excess days	YTD Case Mix Adjusted LOS		Monthly		
Reduction in avoidable/variance days by DRG, facility, and practice	Reduce to Zero		Monthly		
Perioperative Services Capacity and Throughput					
Reduction in Number of OR Cancellations within 24 hours of Scheduled Surgery	Reduce to Zero		Monthly		
Reduction in Number of OR Holds	Reduce to Zero		Monthly		
Reduction in PACU LOS	Reduce Average from Baseline		Monthly		
Reduction in Number of PACU Patients Held Overnight with Bed Assignment	Reduce to Zero		Monthly		
Reduction in Turnaround Time From Bed Request to Bed Assignment	Reduce to 1 Hour		Monthly		
Reduction in Turnaround Time From Bed Assignment to Bed Placement	Reduce to 1 Hour		Monthly		
Fewer Case Start Delays	Reduce from Baseline		Monthly		
Reduction in Time From OR Schedule Request to Time on OR Schedule (inpatients)	Reduce from Baseline		Monthly		
Inpatient Capacity and Throughput					
Increase in Occupancy Rate	Increase from Baseline		Monthly		
Reduction in Clinical Denials***	Less than 5% of Patient Days		Monthly		
Reduction in 3rd party pay or denials (all)***	Less than 3% of Patients Days		Monthly		
Reduction in EMS Ambulance Response Time	Reduction from Baseline		Monthly		
Reduction in Turnaround Time for Tests/Treatments/Procedures/Consults***	Reduce from Baseline		Monthly		
Discharge Plan in Medical Record Within 24 Hrs of Admission	100%		Quarterly		
ED Throughout and Capacity					
Reduction in Time from Triage to Disposition	<120 Minutes		Monthly		
Reduction in Time from Disposition to Bed Assignment	<40 Minutes		Monthly		
Reduction in Time from Bed Assignment to Placed in Bed	<60 Minutes		Monthly		
Reduction in ED LOS (admitted patients)	Reduce from Baseline		Monthly		
Reduction in ED LOS (treat and release patients)	Reduce from Baseline		Monthly		
Reduction in LWOBE Rate	Reduce to Zero		Monthly		
CAP — Time to First Antibiotic	< or equal to 4 hours		Quarterly		
AMI — Aspirin Received Within 24 Hours of Arrival	Assessed on Admission and Prescribed as Appropriate		Quarterly		
AMI — Beta-Blocker Received Within 24 Hours of Arrival	Immediately Upon Arrival if Appropriate		Quarterly		
Reduction in diversion rate	Reduce to Zero		Monthly		
***These metrics are dependent on the availability of a Case Management software application.					
*To be prioritized by the teams					