

# Metrics for Results

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A Mega Stack of Performance Indicators

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# Metrics for Results:

A Mega Stack of Performance Indicators

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## About Newbrier

# Expert Analytics for fantastic rural hospitals.

Newbrier is making financial analytics accessible and usable for rural hospital leaders to make better decisions. Leveraging a breadth of expertise in cash flow, budgeting, labor productivity, and data mining, Newbrier prioritizes data that genuinely influences outcomes. Every decision is grounded in thorough examination, iterative refinement, and an unwavering commitment to seize every opportunity for improvement.

Recognizing rural hospitals' cost constraint challenges, Newbrier offers financial analysis as a tailored service. This enables these healthcare providers to elevate their analytical capabilities without the added pressure of expanding their teams. By outsourcing this critical function to Newbrier, hospitals can harness the power of sophisticated financial insights, driving operational efficiency and bolstering their bottom line while maintaining a lean organizational structure.

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## Introduction

Rural hospitals are the cornerstone of healthcare delivery in non-urban areas, offering a vital service to communities that would otherwise be left underserved. These institutions, however, operate within a financial landscape that presents unique challenges. The essence of this guide, "Metrics for Results: Rural Hospital Edition," is to delve into the transformative power of performance metrics in navigating the financial intricacies inherent to rural hospitals.

### The Financial Landscape of Rural Hospitals

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Rural hospitals find themselves in a precarious position due to demographic and economic factors. The gradual depopulation of rural areas results in diminished patient volume, adversely impacting revenue generation. Concurrently, the cost of delivering essential healthcare services is on an upward trajectory. Unlike their urban counterparts, rural hospitals have a narrower financial buffer to absorb these escalating costs, rendering the financial sustainability of these institutions a pressing concern.

Further compounding the financial strain is the often limited access to capital, which hampers the ability of rural hospitals to invest in necessary infrastructure and technology. This scenario underscores the imperative for astute financial management and the effective utilization of performance metrics to drive tangible, positive results.

### The Imperative of Financial Analytics

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Financial analytics transcends mere number-crunching; it's a potent tool for deriving actionable insights that can significantly alter a hospital's financial trajectory. By unlocking the value embedded in financial data, rural hospital leaders can unveil opportunities for cost containment, revenue enhancement, and operational efficiency. This data-driven approach facilitates informed decision-making, which is indispensable in steering rural hospitals towards better financial health and, by extension, ensuring the continued provision of quality healthcare to rural communities.

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## Laying the Foundation: A Prelude to Performance Metrics

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While this guide assumes a basic familiarity with financial analytics, a brief refresher is warranted to ensure a solid foundational understanding. The ensuing chapters will introduce key financial concepts, terminologies, and delineate the paramount significance of performance metrics in monitoring, evaluating, and improving financial performance. Furthermore, practical tips and actionable insights will be provided to bridge the gap between theoretical understanding and real-world application, ensuring rural hospital leaders are well-equipped to leverage performance metrics to achieve desired results.

### **1. The Financial Landscape of Rural Hospitals**

The financial sustainability of rural hospitals is intertwined with the demographic and economic fabric of the communities they serve. This chapter delves into the varying population trends in rural areas and their impact on the financial viability of rural hospitals, laying the groundwork for applying performance metrics discussed in subsequent chapters.

#### **Varying Population Trends and Its Impact on Revenue**

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Population trends in rural counties have shown varying patterns over recent years. In Minnesota, for instance, there was a notable increase in population in rural counties between 2020 and 2021, contrasting with urban counties, which experienced a loss of residents due to migration. Similarly, some small rural counties nationwide have also seen a gain in population as part of a reversal of previous trends, possibly spurred by the pandemic. However, the general trend over the last three decades has largely been stagnation or decline in rural populations. Between 2010 and 2020, rural counties saw a decrease of about 85,000 residents. Many economic and demographic influences could reverse population losses in most rural counties in the years ahead.

These population dynamics directly affect the patient volume and, consequently, the revenue streams of rural hospitals. The financial model becomes increasingly challenging in areas where population decline continues, as fixed operational costs remain, but with fewer patients to serve.

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## Escalating Costs of Healthcare Service Provision

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The cost to provide essential healthcare services continues to rise due to increasing medical supply prices, pharmaceuticals, and the challenge of recruiting and retaining skilled healthcare professionals in rural areas. These escalating costs pressurize the already strained financial resources of rural hospitals.

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## Benchmarking: Gauging Financial Health

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Benchmarking against comparable institutions reflects a rural hospital's financial health. This comparative analysis is pivotal for identifying areas of improvement and understanding the competitive landscape, providing a stepping stone towards adopting a result-driven approach to financial management.

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## The Imperative of Diversified Revenue Streams

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Diversifying revenue streams is crucial for rural hospitals to navigate the financial hurdles. Exploring alternative revenue sources such as telemedicine, outpatient services, and partnerships with larger healthcare systems can provide a financial cushion and open avenues for enhanced service delivery.

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## Summary

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Demographic trends and external cost pressures significantly influence the financial landscape of rural hospitals. Grasping these dynamics is essential for leveraging performance metrics to drive results, a topic that will be explored in depth in the following chapters.

## **2. Unpacking Performance Metrics**

Performance metrics serve as a mirror, reflecting a hospital's financial and operational health. These metrics are invaluable for rural hospitals in navigating the unique financial landscape they operate within. This chapter aims to

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demystify performance metrics, elucidating their significance and how they can be tailored to meet the specific needs of rural hospitals.

## Defining Performance Metrics

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Performance metrics are quantifiable measures used to evaluate and track the efficiency and effectiveness of operations. They provide a data-driven foundation for informed decision-making, helping hospital leaders identify areas of improvement, track progress, and achieve desired results.

## Categories of Performance Metrics

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Performance metrics can be broadly categorized into three domains:

1. **Financial Metrics:** These metrics, including profitability ratios, liquidity ratios, and solvency ratios, provide insights into the financial health of a hospital.
2. **Operational Metrics:** Metrics such as bed occupancy rates, patient wait times, and staff efficiency ratios offer a glimpse into a hospital's operational efficiency.
3. **Quality Metrics:** These metrics focus on the quality of care provided, encompassing measures like patient satisfaction scores, readmission rates, and infection control rates.

## Selecting the Right Metrics for Your Hospital

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Not all metrics are created equal, and the relevance of certain metrics may vary based on the unique circumstances of each rural hospital. When selecting metrics, consider the following:

**Relevance:** Ensure the metrics selected are relevant to your hospital's goals and challenges.

**Actionability:** Choose metrics that provide actionable insights, guiding data-driven decision-making.

**Accuracy:** Ensure the metrics are based on accurate, reliable data to maintain the integrity of the analysis.

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## The Value of Performance Metrics in Rural Hospitals

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Performance metrics are indispensable for rural hospitals striving to enhance financial sustainability and operational efficiency amidst a challenging financial landscape. By leveraging performance metrics, rural hospitals can better understand their financial position, identify areas for improvement, and track the impact of strategic initiatives over time.

### Summary

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Performance metrics are pivotal in translating data into actionable insights, fostering an environment of continuous improvement and result-driven decision-making in rural hospitals. This chapter lays the groundwork for a deeper exploration into the practical application of performance metrics, ensuring rural hospital leaders are well-equipped to harness the power of data in driving tangible results.

## 3. Practical Application of Performance Metrics

The essence of performance metrics lies in their practical application. For rural hospital leaders, translating these metrics into actionable insights is crucial for enhancing financial sustainability and operational efficiency. This chapter delves into collecting, analyzing, and utilizing performance metrics to drive tangible results.

### Data Collection, Analysis, and Interpretation

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The journey begins with accurate data collection, which forms the backbone of meaningful analysis:

- Data Collection: Implementing robust data collection systems to ensure accuracy and consistency.
- Data Analysis: Utilizing analytical tools to derive insights from the collected data.
- Data Interpretation: Translating the analytical findings into understandable and actionable insights.

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## Utilizing Technology and Software Tools

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Leveraging technology is indispensable for effective metric analysis:

- **Analytical Software:** Employing software tools that aid in analyzing large volumes of data efficiently.
- **Dashboard Visualization:** Utilizing dashboards to visualize metrics, making data easy to comprehend and act upon.
- **Real-time Monitoring:** Employing systems allowing real-time monitoring of key metrics to enable timely decision-making.

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## Real-Time Monitoring and Decision-Making

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Real-time monitoring of performance metrics enables proactive decision-making:

- **Identifying Trends:** Spotting trends as they emerge, allowing for timely interventions.
- **Predictive Analytics:** Using metrics to forecast potential challenges and opportunities.
- **Strategic Decision-Making:** Utilizing data to make informed, strategic decisions to improve financial and operational performance.

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## Practical Tips for Effective Metric Analysis

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- **Training and Development:** Ensuring staff have the necessary skills to collect and analyze data accurately.
- **Continuous Improvement:** Fostering a culture of continuous improvement through regular metric review and analysis.
- **Engaging Stakeholders:** Engaging all stakeholders in the process to ensure alignment and support for data-driven initiatives.

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## Summary

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The practical application of performance metrics is a dynamic process that demands accurate data collection, adept analysis, and proactive decision-making. This chapter provides a roadmap for rural hospital leaders to effectively leverage performance metrics in driving results, paving the way for a deeper exploration of benchmarking and competitive analysis in the next chapter.

## 4. Benchmarking and Competitive Analysis

Benchmarking and competitive analysis are pivotal in understanding a rural hospital's standing within the broader healthcare landscape. This chapter delves into how performance metrics can be employed for benchmarking and competitive analysis, aiding in strategic positioning and goal setting.

### Identifying Comparable Hospitals for Benchmarking

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Benchmarking involves comparing a hospital's performance metrics with those of comparable institutions to gauge relative performance:

- **Selection Criteria:** Identifying hospitals of similar size, scope, and demographic served for a more accurate comparative analysis.
- **Industry Benchmarks:** Utilizing industry benchmarks provided by hospital associations, trade groups, and government databases to compare performance.

### Gathering Benchmarking Data from Public and Industry Sources

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Access to accurate benchmarking data is crucial for meaningful comparative analysis:

- **Hospital Associations and Trade Groups:** Engaging with local and national hospital associations and trade groups that provide benchmarking data and resources.

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- **Government Databases:** Utilizing publicly available data from government health agencies and databases.
  - **Industry Reports:** Accessing industry reports and publications that offer benchmarking data and insights.

## Using Metrics for Competitive Analysis and Strategic Positioning

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Competitive analysis employs performance metrics to understand a hospital's position relative to competitors, aiding in strategic positioning:

- **Market Analysis:** Analyzing market trends and competitor performance using industry benchmarks to identify areas of strength and weakness.
- **Strategic Positioning:** Utilizing metric analysis to carve out a competitive position in the healthcare market.

## Setting Achievable Targets Based on Benchmarking Data

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Benchmarking data serves as a foundation for setting realistic and achievable targets:

- **Goal Setting:** Establishing performance goals based on industry benchmarks.
- **Performance Improvement:** Crafting strategies aimed at bridging the gap between current performance and benchmarked standards.

## Exploring Benchmarking Tools and Resources

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Several tools and resources can facilitate the benchmarking and competitive analysis process:

- **Benchmarking Databases:** Utilizing databases provided by industry associations offering performance data on various hospitals.
- **Analytical Software:** Employing software tools that facilitate competitive analysis by comparing performance metrics against industry benchmarks.

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## Summary

Benchmarking and competitive analysis are key drivers of strategic decision-making, enabling rural hospitals to set realistic goals and work towards achieving them. Performance metrics, underpinned by reliable benchmarking data from industry and public sources, offer a data-driven approach to understanding a hospital's position within the competitive landscape and identifying pathways for improvement. This enriched understanding sets the stage for exploring the customization of performance metrics to the unique circumstances of rural hospitals in the following chapter.

## 5. Customizing Performance Metrics

Performance metrics offer a robust framework for analyzing a hospital's financial and operational health. However, the one-size-fits-all approach may only cater to some of the unique circumstances of rural hospitals. This chapter explores how performance metrics can be customized to resonate with rural healthcare settings' distinct challenges and opportunities.

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### Adapting Metrics to the Unique Circumstances of Your Rural Hospital

Customization is key to ensuring the metrics are relevant and actionable:

- **Understanding Local Dynamics:** Delve into your rural community's demographic, economic, and healthcare delivery peculiarities.
- **Tailoring Metrics:** Adapt standard metrics or develop new metrics that capture the unique aspects of your rural hospital's operations.

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### Balancing Standardized Metrics with Customized Metrics

A balanced approach ensures comprehensive analysis:

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- **Standardized Metrics:** Employ industry-standard metrics to maintain comparability and adhere to regulatory requirements.
  - **Customized Metrics:** Incorporate customized metrics to address your rural hospital's specific challenges and goals.

## Engaging Stakeholders in Metric Customization

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Stakeholder engagement fosters alignment and buy-in:

- **Collaborative Development:** Engage stakeholders in developing customized metrics to ensure relevance and practicality.
- **Training and Education:** Educate stakeholders on the significance and use of customized metrics to foster a data-driven culture.

## Evaluating the Effectiveness of Customized Metrics

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Regular evaluation ensures the metrics continue to drive value:

- **Performance Review:** Evaluate the effectiveness of customized metrics in driving desired outcomes.
- **Feedback Loop:** Establish a feedback loop to improve the relevance and effectiveness of the metrics continuously.

## Summary

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Customizing performance metrics to the unique landscape of rural hospitals enhances their relevance and actionability. Engaging stakeholders in this customization process and evaluating the effectiveness of these metrics are crucial steps toward fostering a data-driven culture aimed at achieving tangible results. The insights gained from customized metrics are invaluable for informed decision-making, resource allocation, and strategic planning, which will be delved into in the subsequent chapters.

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## 6. Informed Decision-Making and Resource Allocation

Effective decision-making and prudent resource allocation are foundational for achieving financial sustainability and operational efficiency in rural hospitals. Performance metrics are indispensable tools, providing data-driven insights that guide strategic choices. This chapter delves deeper into how customized performance metrics can significantly enhance decision-making processes and resource allocation strategies.

### Harnessing Metrics for Informed Decision-Making

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Performance metrics serve as a robust foundation for data-driven decision-making:

- **Strategic Insight:** Utilizing metrics to comprehensively understand the financial and operational landscape, enabling strategic foresight.
- **Priority Setting:** Leveraging metrics to identify and prioritize areas requiring attention, based on objective data.

### Enhancing Transparency in Decision-Making Processes

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Transparency is crucial for fostering trust and alignment among stakeholders:

- **Clear Communication:** Communicating the basis of decisions through transparent sharing of metric insights.
- **Stakeholder Engagement:** Engaging stakeholders in the decision-making process, backed by clear metric data, to foster a culture of inclusivity and accountability.

### Resource Allocation Based on Metric Analysis

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Judicious resource allocation is pivotal for optimizing operational outcomes:

- **Needs Assessment:** Utilizing metrics to perform a thorough needs assessment, identifying areas requiring additional resources.
- **Cost-Effectiveness Analysis:** Employing metrics to conduct cost-effectiveness analysis, ensuring resources are allocated to areas that will yield the most impact.

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## Utilizing Metrics to Monitor Resource Utilization

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Continuous monitoring ensures resources are utilized efficiently:

- **Resource Utilization Metrics:** Developing and monitoring metrics that track resource utilization, enabling real-time adjustments.
- **Performance Monitoring:** Utilizing metrics to monitor the impact of resource allocation decisions on financial and operational performance.

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## Fostering a Culture of Continuous Improvement

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A culture of continuous improvement augments the efficacy of resource allocation strategies:

- **Feedback Loops:** Establishing feedback loops where metric insights inform resource allocation decisions and the outcomes of those decisions feed back into metric analysis.
- **Staff Training and Development:** Ensuring staff are adequately trained on utilizing metrics in resource allocation, fostering a culture of data literacy and continuous improvement.

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## Summary

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Informed decision-making and judicious resource allocation, underpinned by customized performance metrics, are pivotal for navigating the financial and operational challenges inherent to rural hospitals. This chapter provides a comprehensive exploration of how performance metrics can be harnessed to significantly enhance decision-making processes and resource allocation strategies, paving the way for a discussion on effectively communicating metric insights to various stakeholders in the next chapter.

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## 7. Communicating Metric Insights

Effective communication of metric insights is pivotal for aligning stakeholders, driving informed decision-making, and fostering a culture of continuous improvement. This chapter explores strategies and tools for effectively communicating metric insights to stakeholders within and outside the rural hospital setting.

### Tailoring Communication to Audience Needs

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Understanding the audience is key to effective communication:

- **Identifying Stakeholders:** Determine the various stakeholders who will be receiving metric insights.
- **Tailoring Messages:** Customize the communication to meet different stakeholder groups' specific needs, understanding, and interests.

### Utilizing Visual Aids for Effective Communication

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Visual aids play a crucial role in making data easily digestible:

- **Dashboard Visualization:** Utilizing dashboards to present metric insights in a visually appealing and easy-to-understand manner.
- **Graphical Representation:** Employing graphs, charts, and infographics to illustrate key insights.

### Ensuring Clarity and Simplicity in Communication

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Clarity and simplicity are essential for effective communication:

- **Simple Language:** Avoiding jargon and using simple, clear language to communicate metric insights.
- **Clear Interpretation:** Providing clear interpretations of the metrics and their implications.

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## Engaging Storytelling Techniques

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Storytelling can help in contextualizing metric insights:

- Narrative Reporting: Creating a compelling narrative around metric insights to explain their significance.
- Case Studies: Utilizing case studies to provide real-world examples of how metric insights have driven improvements.

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## Interactive Communication Tools

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Interactive tools foster engagement and understanding:

- Interactive Dashboards: Employing interactive dashboards that allow stakeholders to explore data.
- Discussion Forums: Creating forums for stakeholders to discuss metric insights and their implications.

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## Summary

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Effectively communicating metric insights is a linchpin for leveraging the power of performance metrics to drive informed decision-making and continuous improvement. By tailoring communication to audience needs, utilizing visual aids, and employing interactive tools, rural hospital leaders can ensure that stakeholders clearly understand metric insights and their significance. In the next chapter, this chapter sets the foundation for the discussion on sustaining a data-driven culture in rural hospitals.

## 8. Sustaining a Data-Driven Culture

Transitioning to a data-driven culture is a progressive journey that demands the collective efforts of the entire hospital community. Sustaining this culture is pivotal for continuous improvement and achieving long-term strategic goals. This chapter explores the strategies and practices that can help nurture and sustain a data-driven culture in rural hospitals.

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## Fostering Leadership Buy-in

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Leadership buy-in is crucial for driving a data-driven culture:

- **Leading by Example:** Leaders should champion data-driven decision-making and instill its value.
- **Continuous Engagement:** Maintain an open dialogue with leadership to ensure alignment and address concerns proactively.

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## Building Data Literacy

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Data literacy is the cornerstone of a data-driven culture:

- **Training and Development:** Provide training and resources to staff to enhance their data literacy skills.
- **Supportive Environment:** Create a supportive environment where staff feel comfortable engaging with data and asking questions.

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## Encouraging Open Communication and Collaboration

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Open communication fosters a shared understanding and collaboration:

- **Transparent Communication:** Maintain transparency in how decisions are made using data and the impact of those decisions.
- **Collaborative Forums:** Establish forums for staff to collaborate, discuss data insights, and share best practices.

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## Utilizing Technology to Support Data-Driven Initiatives

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Technology is a key enabler of a data-driven culture:

- **Investing in Analytical Tools:** Invest in tools that facilitate data analysis, visualization, and sharing.
- **Automating Data Processes:** Automate data collection and reporting processes to ensure accuracy and save time.

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## Establishing Continuous Improvement Mechanisms

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Continuous improvement is integral to sustaining a data-driven culture:

- **Regular Review:** Conduct regular reviews of data-driven initiatives to assess their impact and identify areas of improvement.
- **Feedback Loops:** Create feedback loops to learn from data insights and continuously improve processes.

## Summary

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Sustaining a data-driven culture is a long-term endeavor that demands a concerted effort from all stakeholders. By fostering leadership buy-in, building data literacy, encouraging open communication, and leveraging technology, rural hospitals can nurture a culture that values data as a critical asset for informed decision-making and continuous improvement. This chapter concludes the discussion on practical application of performance metrics, and sets the stage for exploring future trends and the evolving landscape of performance measurement in rural hospitals in the final chapter.

## 9. Future Trends and Evolving Landscape

The healthcare performance measurement landscape continually evolves, driven by technological advancements, policy changes, and the growing emphasis on value-based care. This chapter explores emerging trends and how rural hospitals can continually stay abreast of these developments to enhance their performance measurement and management practices.

### Embracing Digital Transformation

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Digital transformation is reshaping the way performance metrics are collected, analyzed, and utilized:

- **Advanced Analytics:** Leveraging advanced analytics tools to derive deeper insights from data.

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- **Artificial Intelligence and Machine Learning:** Utilizing AI and ML to predict trends, optimize operations, and enhance decision-making.

## Transitioning to Value-Based Care

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The shift towards value-based care necessitates a re-evaluation of performance metrics:

- **Outcome-Based Metrics:** Adopting metrics that measure outcomes rather than just processes.
- **Patient-Centered Metrics:** Incorporating metrics that reflect patient satisfaction and quality of care.

## Navigating Regulatory Changes

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Regulatory changes can significantly impact performance measurement and reporting requirements:

- **Staying Informed:** Keeping abreast of regulatory changes and understanding their implications.
- **Compliance Readiness:** Ensuring compliance with new performance reporting requirements.

## Engaging in Continuous Learning and Adaptation

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Continuous learning is crucial for staying ahead in the evolving landscape:

- **Professional Development:** Investing in professional development to understand emerging trends and best practices.
- **Learning Networks:** Participating in learning networks and communities of practice to share knowledge and learn from peers.

## Leveraging Partnerships and Collaborations

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Partnerships can provide valuable resources and expertise:

- **Collaborative Initiatives:** Collaborate with other healthcare organizations to learn and share best practices.

- **Strategic Partnerships:** Forming strategic partnerships with technology providers, research institutions, and others to enhance performance measurement capabilities.

## Summary

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The future holds promising opportunities for enhancing performance measurement and management in rural hospitals. By embracing digital transformation, transitioning to value-based care, navigating regulatory changes proficiently, and engaging in continuous learning and strategic partnerships, rural hospitals can position themselves effectively in the evolving healthcare landscape. This chapter concludes our discussion on leveraging performance metrics to drive results in rural hospitals, providing a forward-looking perspective on how to continue advancing in this critical endeavor.

## Conclusion: Leveraging Performance Metrics to Drive Results

The journey towards financial sustainability and operational efficiency in rural hospitals has unique challenges. This eBook has endeavored to provide a comprehensive guide on leveraging performance metrics as a robust tool to navigate these challenges, make informed decisions, and drive tangible results.

We delved into the financial landscape of rural hospitals, explored the practical application of performance metrics, discussed benchmarking and competitive analysis, and ventured into the realms of metric customization, effective communication, and sustaining a data-driven culture. Furthermore, we looked ahead to the future trends and the evolving landscape of performance measurement in rural healthcare.

### Key Takeaways:

1. **Understanding the Unique Landscape:** Grasping rural hospitals' unique financial and operational landscape is the foundation for effective performance measurement.
2. **Practical Application:** Transitioning from theory to practice in applying performance metrics is crucial for driving actionable insights.

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3. **Customization and Communication:** Customizing metrics to resonate with the rural healthcare context and communicating insights effectively are pivotal for aligning stakeholders and fostering a data-driven culture.
  4. **Continuous Improvement:** Establishing continuous improvement and learning mechanisms is integral to sustaining a data-driven culture and achieving long-term strategic goals.
  5. **Staying Abreast of Evolving Trends:** Embracing digital transformation, navigating regulatory changes, and engaging in continuous learning is vital for staying ahead in the evolving healthcare landscape.

The path ahead requires a steadfast commitment to leveraging data as a strategic asset, engaging in continuous learning, and fostering a culture of transparency, collaboration, and continuous improvement. As rural hospital leaders, the onus is to champion these initiatives, engage with your teams, and drive a data-driven approach to financial and operational excellence. The strategies and insights provided in this eBook aim to serve as a compass guiding you towards achieving and sustaining remarkable results in your rural healthcare institution.

## Mega Stack of Performance Metrics

Category	Metric	Description	Formula
1. Ambulance Service	Response Time Efficiency	Efficiency of response time to emergencies	$(\text{Target Response Time} / \text{Actual Response Time}) * 100$
2. Ambulance Service	Labor Cost Per Emergency	Labor cost incurred per emergency attended	$\text{Total Labor Cost} / \text{Total Emergencies}$
3. Ambulance Service	Emergency Attendance Rate	Rate of emergencies attended by available staff	$(\text{Emergencies Attended} / \text{Total Available Staff}) * 100$
4. Ambulance Service	Paramedic Utilization Rate	Utilization rate of paramedic staff	$(\text{Utilized Paramedic Hours} / \text{Total Available Hours}) * 100$
5. Ambulance Service	Overtime Rate	Rate of overtime among ambulance service staff	$(\text{Overtime Hours} / \text{Total Working Hours}) * 100$
6. Ambulance Service	Training Efficiency	Efficiency of training programs for staff	$(\text{Training Goals Achieved} / \text{Total Training Goals}) * 100$
7. Ambulance Service	Emergency Equipment Readiness Rate	Readiness rate of emergency equipment	$(\text{Ready Equipment} / \text{Total Equipment}) * 100$
8. Ambulance Service	Patient Care Quality Index	Index evaluating quality of patient care	$\text{Quality Metrics} / \text{Total Metrics}$
9. Ambulance Service	Labor Cost Efficiency	Efficiency of labor cost in relation to service delivery	$(\text{Service Deliveries} / \text{Labor Cost}) * 100$
10. Ambulance Service	Cross-Training Rate	Rate of cross-training among staff	$(\text{Cross-Trained Staff} / \text{Total Staff}) * 100$
11. Ambulance Service	Labor Skills Utilization Rate	Utilization rate of labor skills	$(\text{Utilized Skills} / \text{Total Skills}) * 100$
12. Ambulance Service	Emergency Response Success Rate	Success rate of emergency responses	$(\text{Successful Responses} / \text{Total Responses}) * 100$
13. Ambulance Service	Staffing Level Efficiency	Efficiency of staffing levels	$\text{Staffing Level Metrics} / \text{Total Metrics}$
14. Ambulance Service	Emergency Procedure Compliance Rate	Compliance rate with emergency procedures	$(\text{Compliant Procedures} / \text{Total Procedures}) * 100$

Category	Metric	Description	Formula
15. Ambulance Service	Labor Safety Compliance Rate	Compliance rate with labor safety regulations	$(\text{Compliant Instances} / \text{Total Instances}) * 100$
16. Ambulance Service	Labor Communication Effectiveness Rate	Effectiveness rate of labor communication	$\text{Communication Effectiveness Metrics} / \text{Total Metrics}$
17. Ambulance Service	Labor Error Rate	Rate of errors in labor tasks	$(\text{Total Errors} / \text{Total Tasks}) * 100$
18. Ambulance Service	Labor Health and Wellness Participation Rate	Participation rate in health and wellness programs	$(\text{Participating Staff} / \text{Total Staff}) * 100$
19. Ambulance Service	Labor Performance Evaluation Rate	Rate of labor performance evaluations conducted	$(\text{Conducted Evaluations} / \text{Total Evaluations}) * 100$
20. Ambulance Service	Labor Conflict Resolution Rate	Rate of labor conflict resolutions	$(\text{Resolved Conflicts} / \text{Total Conflicts}) * 100$
21. Ambulance Service	Labor Retention Rate	Rate of labor retention	$(\text{Retained Staff} / \text{Total Staff}) * 100$
22. Ambulance Service	Labor Recruitment Efficiency	Efficiency of labor recruitment processes	$\text{Recruitment Efficiency Metrics} / \text{Total Metrics}$
23. Ambulance Service	Labor Promotion Rate	Rate of labor promotions	$(\text{Promotions} / \text{Total Staff}) * 100$
24. Ambulance Service	Labor Diversity Index	Index evaluating labor diversity	$\text{Diversity Metrics} / \text{Total Metrics}$
25. Ambulance Service	Labor Resource Allocation Efficiency Rate	Efficiency rate in labor resource allocation	$\text{Resource Allocation Metrics} / \text{Total Resources}$
26. Ambulance Service	Labor Cost Saving Rate	Rate of labor cost saving	$(\text{Cost Savings} / \text{Total Labor Cost}) * 100$
27. Ambulance Service	Labor Benefits Utilization Rate	Utilization rate of labor benefits	$(\text{Utilized Benefits} / \text{Total Benefits}) * 100$
28. Ambulance Service	Labor Regulatory Compliance Rate	Compliance rate with labor regulatory requirements	$(\text{Compliant Instances} / \text{Total Instances}) * 100$
29. Ambulance Service	Labor Process Standardization Rate	Standardization rate of labor processes	$(\text{Standardized Processes} / \text{Total Processes}) * 100$
30. Ambulance Service	Labor Innovation Contribution Rate	Rate of labor contribution to innovation	$(\text{Innovation Contributions} / \text{Total Innovations}) * 100$
31. Ambulance Service	Labor Technology Adoption Rate	Adoption rate of technology by labor	$(\text{Adopted Technologies} / \text{Total Technologies}) * 100$
32. Ambulance Service	Labor Value Addition Rate	Rate of value addition by labor	$(\text{Value Added} / \text{Total Labor Cost}) * 100$
33. Capital Expense	Capital Expenditure Amount	Total amount of capital expenditures	Sum of All Capital Expenditures
34. Capital Expense	Capital Budget Variance	Variance between budgeted and actual capex	$(\text{Actual Capex}) - (\text{Budgeted Capex})$
35. Capital Expense	Capex as % of Revenue	Capex as a percentage of revenue	$(\text{Total Capex}) / (\text{Total Revenue}) * 100$
36. Capital Expense	Capex per Square Foot	Capex per square foot of facility	$(\text{Total Capex}) / (\text{Total Square Footage})$
37. Capital Expense	Capex per Full-Time Equivalent (FTE)	Capex per FTE	$(\text{Total Capex}) / (\text{Number of FTEs})$

Category	Metric	Description	Formula
38. Capital Expense	Capital Asset Utilization Rate	Utilization rate of capital assets	$(\text{Usage Hours}) / (\text{Available Hours}) * 100$
39. Capital Expense	Asset Depreciation Rate	Rate of asset depreciation	$(\text{Original Asset Cost} - \text{Residual Value}) / \text{Asset Life}$
40. Capital Expense	Asset Turnover Ratio	Efficiency in using assets to generate revenue	$(\text{Total Revenue}) / (\text{Average Total Assets})$
41. Capital Expense	Asset Maintenance Cost	Total cost to maintain assets	Sum of All Maintenance Costs for Assets
42. Capital Expense	Capex ROI (Return on Investment)	ROI on capital expenditures	$(\text{Net Profit from Capex} - \text{Capex Cost}) / \text{Capex Cost}$
43. Capital Expense	Capex Payback Period	Time to recoup capex investments	Capex Amount / Annual Cash Inflows
44. Capital Expense	Capex to Depreciation Ratio	Ratio of capex to depreciation	$(\text{Total Capex}) / (\text{Total Depreciation})$
45. Capital Expense	Economic Value Added (EVA) from Capex	Economic value added from capital investments	Net Operating Profit After Tax - (Capital $\times$ Cost of Capital)
46. Capital Expense	Asset Impairment Losses	Losses from asset impairments	Sum of All Asset Impairment Losses
47. Capital Expense	Unplanned Capex	Unplanned capital expenditures	Sum of All Unplanned Capex
48. Capital Expense	Asset Disposal Gains/Losses	Gains or losses from asset disposals	Sum of All Gains/Losses from Asset Disposals
49. Capital Expense	Asset Life Cycle Cost	Total cost of asset over its life cycle	Sum of Acquisition, Operation, and Disposal Costs
50. Capital Expense	Technology Adoption Rate	Rate of adopting new technology in assets	$(\text{New Tech Adopted Assets}) / (\text{Total Assets}) * 100$
51. Capital Expense	Capex Project On-Time Completion Rate	Rate of on-time capex project completions	$(\text{On-Time Completed Projects}) / (\text{Total Projects}) * 100$
52. Capital Expense	Capex Project Budget Adherence Rate	Adherence rate to capex project budgets	$(\text{Projects Within Budget}) / (\text{Total Projects}) * 100$
53. Capital Expense	Equipment Downtime Cost	Cost associated with equipment downtime	Sum of All Downtime Costs
54. Capital Expense	Capex Financing Cost	Cost of financing capital expenditures	Sum of All Financing Costs for Capex
55. Capital Expense	Asset Performance Index (API)	Performance index of assets	$(\text{Asset Performance Metrics}) / (\text{Asset Cost})$
56. Capital Expense	Asset Availability Rate	Availability rate of assets for use	$(\text{Available Hours}) / (\text{Total Hours}) * 100$
57. Capital Expense	Capital Project Satisfaction Rate	Satisfaction rate with capital projects	$(\text{Satisfied Ratings}) / (\text{Total Ratings}) * 100$
58. Case Management	Case Load	Number of cases managed per case manager	Total Cases / Number of Case Managers
59. Case Management	Case Resolution Rate	Rate of case resolutions	$(\text{Resolved Cases}) / (\text{Total Cases}) * 100$
60. Case Management	Average Case Duration	Average duration of cases	Sum of Case Durations / Total Cases

Category	Metric	Description	Formula
61. Case Management	Readmission Rate	Rate of readmissions	$(\text{Readmissions}) / (\text{Total Admissions}) * 100$
62. Case Management	Discharge Planning Completion Rate	Completion rate of discharge planning	$(\text{Completed Plans}) / (\text{Total Plans}) * 100$
63. Case Management	Case Review Completion Rate	Completion rate of case reviews	$(\text{Completed Reviews}) / (\text{Total Reviews}) * 100$
64. Case Management	Patient Follow-up Rate	Rate of patient follow-ups post-discharge	$(\text{Follow-ups}) / (\text{Discharged Patients}) * 100$
65. Case Management	Care Transition Efficiency	Efficiency in transitioning care	$(\text{Successful Transitions}) / (\text{Total Transitions})$
66. Case Management	Care Coordination Satisfaction Rate	Satisfaction rate in care coordination	$(\text{Satisfied Ratings}) / (\text{Total Ratings}) * 100$
67. Case Management	Case Documentation Accuracy Rate	Accuracy rate in case documentation	$(\text{Accurate Documents}) / (\text{Total Documents}) * 100$
68. Case Management	Appeals and Grievances Resolution Rate	Resolution rate of appeals and grievances	$(\text{Resolved Appeals}) / (\text{Total Appeals}) * 100$
69. Case Management	Social Work Referral Completion Rate	Completion rate of social work referrals	$(\text{Completed Referrals}) / (\text{Total Referrals}) * 100$
70. Case Management	Case Manager Training Compliance Rate	Compliance rate in case manager training	$(\text{Trained Managers}) / (\text{Total Managers}) * 100$
71. Case Management	Patient Education Compliance Rate	Compliance rate in patient education	$(\text{Educated Patients}) / (\text{Total Patients}) * 100$
72. Case Management	Behavioral Health Referral Completion Rate	Completion rate of behavioral health referrals	$(\text{Completed Referrals}) / (\text{Total Referrals}) * 100$
73. Case Management	Utilization Review Completion Rate	Completion rate of utilization reviews	$(\text{Completed Reviews}) / (\text{Total Reviews}) * 100$
74. Case Management	Home Care Referral Completion Rate	Completion rate of home care referrals	$(\text{Completed Referrals}) / (\text{Total Referrals}) * 100$
75. Case Management	Medication Reconciliation Completion Rate	Completion rate of medication reconciliations	$(\text{Completed Reconciliations}) / (\text{Total Reconciliations}) * 100$
76. Case Management	Patient Advocacy Rate	Rate of patient advocacy actions	$(\text{Advocacy Actions}) / (\text{Total Cases})$
77. Case Management	Care Plan Adherence Rate	Adherence rate to care plans	$(\text{Adherent Actions}) / (\text{Total Actions}) * 100$
78. Case Management	Care Team Communication Efficiency Rate	Efficiency rate in care team communications	$(\text{Efficient Communications}) / (\text{Total Communications})$
79. Case Management	Legal Compliance Rate	Compliance rate with legal requirements	$(\text{Compliant Actions}) / (\text{Total Actions}) * 100$
80. Case Management	Post-Acute Care Coordination Rate	Coordination rate for post-acute care	$(\text{Coordinated Actions}) / (\text{Total Actions}) * 100$
81. Case Management	Chronic Disease Management Efficiency Rate	Efficiency rate in managing chronic diseases	$(\text{Efficient Management Actions}) / (\text{Total Actions}) * 100$

Category	Metric	Description	Formula
82. Case Management	Resource Utilization Efficiency Rate	Efficiency rate in resource utilization	$(\text{Efficient Utilization}) / (\text{Total Utilization}) * 100$
83. Case Management	Palliative Care Coordination Rate	Coordination rate for palliative care	$(\text{Coordinated Actions}) / (\text{Total Actions}) * 100$
84. Case Management	Health Literacy Improvement Rate	Improvement rate in health literacy	$(\text{Improved Cases}) / (\text{Total Cases}) * 100$
85. Case Management	Community Resource Linkage Rate	Linkage rate to community resources	$(\text{Linked Cases}) / (\text{Total Cases}) * 100$
86. Central Supply	Order Accuracy Rate	Accuracy rate in order processing	$(\text{Accurate Orders}) / (\text{Total Orders}) * 100$
87. Central Supply	Order Fulfillment Rate	Rate of order fulfillments	$(\text{Fulfilled Orders}) / (\text{Total Orders}) * 100$
88. Central Supply	Supplier On-Time Delivery Rate	On-time delivery rate by suppliers	$(\text{On-Time Deliveries}) / (\text{Total Deliveries}) * 100$
89. Central Supply	Purchase Order Cycle Time	Time taken from order to delivery	Average Time from Order to Delivery
90. Central Supply	Stock-Out Rate	Rate of stock-outs	$(\text{Stock-Out Occurrences}) / (\text{Total Orders}) * 100$
91. Central Supply	Supplier Defect Rate	Defect rate in supplies from suppliers	$(\text{Defective Items}) / (\text{Total Items}) * 100$
92. Central Supply	Purchase Order Accuracy Rate	Accuracy rate in purchase orders	$(\text{Accurate Purchase Orders}) / (\text{Total Orders}) * 100$
93. Central Supply	Supplier Compliance Rate	Compliance rate of suppliers with agreements	$(\text{Compliant Suppliers}) / (\text{Total Suppliers}) * 100$
94. Central Supply	Purchase Order Approval Cycle Time	Time taken to approve purchase orders	Average Time to Approve Purchase Orders
95. Central Supply	Supply Chain Cost as % of Revenue	Supply chain cost as percentage of revenue	$(\text{Supply Chain Cost}) / (\text{Total Revenue}) * 100$
96. Central Supply	Supplier Lead Time	Lead time of suppliers	Average Supplier Lead Time
97. Central Supply	Supplier Performance Index	Performance index of suppliers	Supplier Performance Metrics / Number of Suppliers
98. Central Supply	Inventory Carrying Cost	Cost of carrying inventory	Total Inventory Carrying Cost
99. Central Supply	Inventory Turnover Rate	Inventory turnover rate	$(\text{Cost of Goods Sold}) / (\text{Average Inventory Value})$
100. Central Supply	Backorder Rate	Rate of backorders	$(\text{Backorders}) / (\text{Total Orders}) * 100$
101. Central Supply	Purchasing Process Efficiency Rate	Efficiency rate in purchasing processes	$(\text{Efficient Processes}) / (\text{Total Processes}) * 100$
102. Central Supply	Vendor Dispute Resolution Rate	Resolution rate of vendor disputes	$(\text{Resolved Disputes}) / (\text{Total Disputes}) * 100$
103. Central Supply	Purchasing Staff Training Compliance Rate	Compliance rate in purchasing staff training	$(\text{Trained Staff}) / (\text{Total Staff}) * 100$
104. Central Supply	Supplier Diversity Rate	Diversity rate among suppliers	$(\text{Diverse Suppliers}) / (\text{Total Suppliers}) * 100$

Category	Metric	Description	Formula
105. Central Supply	Automated Procurement Usage Rate	Usage rate of automated procurement systems	$(\text{Automated Orders}) / (\text{Total Orders}) * 100$
106. Central Supply	Return to Supplier Rate	Rate of returns to suppliers	$(\text{Returned Items}) / (\text{Total Items}) * 100$
107. Central Supply	Price Variance Rate	Variance rate in prices from suppliers	$(\text{Price Variances}) / (\text{Total Orders}) * 100$
108. Central Supply	Supplier Negotiation Success Rate	Success rate in supplier negotiations	$(\text{Successful Negotiations}) / (\text{Total Negotiations}) * 100$
109. Central Supply	Supply Chain Visibility Rate	Visibility rate in the supply chain	$(\text{Visible Transactions}) / (\text{Total Transactions}) * 100$
110. Central Supply	Supplier Relationship Management Efficiency	Efficiency in managing supplier relationships	Supplier Relationship Metrics / Number of Suppliers
111. Central Supply	Contract Compliance Rate	Compliance rate with purchasing contracts	$(\text{Compliant Contracts}) / (\text{Total Contracts}) * 100$
112. Central Supply	Emergency Procurement Rate	Rate of emergency procurements	$(\text{Emergency Procurements}) / (\text{Total Procurements}) * 100$
113. Central Supply	Green Procurement Rate	Rate of green procurements	$(\text{Green Procurements}) / (\text{Total Procurements}) * 100$
114. Central Supply	Central Supply Cost Reduction Rate	Rate of cost reductions in central supply	$(\text{Cost Reductions}) / (\text{Total Spend}) * 100$
115. Central Supply	Central Supply Process Automation Rate	Automation rate in central supply processes	$(\text{Automated Processes}) / (\text{Total Processes}) * 100$
116. Central Supply	Vendor Quality Rating	Rating of vendor based on quality	Sum of Quality Ratings / Number of Vendors
117. Central Supply	Vendor Delivery Performance Rating	Rating of vendor based on delivery performance	Sum of Delivery Ratings / Number of Vendors
118. Central Supply	Vendor Price Competitiveness Rating	Rating of vendor based on price competitiveness	Sum of Price Ratings / Number of Vendors
119. Central Supply	Vendor Response Time	Average response time of vendors	Sum of Response Times / Number of Responses
120. Central Supply	Vendor Innovation Contribution Rating	Rating of vendor based on innovation contribution	Sum of Innovation Ratings / Number of Vendors
121. Central Supply	Vendor Risk Assessment Rating	Rating of vendor based on risk assessment	Sum of Risk Ratings / Number of Vendors
122. Central Supply	Vendor Compliance to Standards Rating	Rating of vendor compliance to standards	Sum of Compliance Ratings / Number of Vendors
123. Central Supply	Vendor Dispute Frequency	Frequency of disputes with vendors	Total Disputes / Total Transactions
124. Central Supply	Vendor Long-Term Relationship Rating	Rating of long-term relationships with vendors	Sum of Relationship Ratings / Number of Vendors
125. Central Supply	Vendor Cost Saving Initiative Contribution	Vendor contribution to cost-saving initiatives	Total Savings from Vendor Initiatives

Category	Metric	Description	Formula
126. Central Supply	Centralized Purchasing Efficiency Rate	Efficiency rate in centralized purchasing	$(\text{Efficient Transactions}) / (\text{Total Transactions}) * 100$
127. Central Supply	Just-In-Time Delivery Success Rate	Success rate of Just-In-Time deliveries	$(\text{Successful JIT Deliveries}) / (\text{Total JIT Deliveries}) * 100$
128. Central Supply	Purchase Requisition Processing Time	Time taken to process purchase requisitions	Average Time to Process Requisitions
129. Central Supply	Supplier Audit Compliance Rate	Compliance rate in supplier audits	$(\text{Compliant Audits}) / (\text{Total Audits}) * 100$
130. Central Supply	Procurement Fraud Incident Rate	Rate of procurement fraud incidents	$(\text{Fraud Incidents}) / (\text{Total Transactions}) * 100$
131. Central Supply	E-Procurement System Utilization Rate	Utilization rate of e-procurement system	$(\text{E-Procurement Transactions}) / (\text{Total Transactions}) * 100$
132. Central Supply	Purchase Order Modification Rate	Rate of purchase order modifications	$(\text{Modified Orders}) / (\text{Total Orders}) * 100$
133. Central Supply	Material Availability Rate	Availability rate of materials	$(\text{Available Materials}) / (\text{Total Materials}) * 100$
134. Central Supply	Contract Expiry Monitoring Efficiency	Efficiency in monitoring contract expiry	$(\text{Timely Monitored Contracts}) / (\text{Total Contracts}) * 100$
135. Central Supply	Obsolete Inventory Disposal Rate	Rate of obsolete inventory disposal	$(\text{Disposed Inventory}) / (\text{Obsolete Inventory}) * 100$
136. Central Supply	Supplier Evaluation Frequency	Frequency of supplier evaluations	Total Evaluations / Total Suppliers
137. Central Supply	Purchase Value Analysis Efficiency	Efficiency in purchase value analysis	Value Analysis Metrics / Number of Analyses
138. Central Supply	Supplier Certification Achievement Rate	Rate of supplier certifications achieved	$(\text{Certified Suppliers}) / (\text{Total Suppliers}) * 100$
139. Central Supply	Strategic Sourcing Initiative Success Rate	Success rate of strategic sourcing initiatives	$(\text{Successful Initiatives}) / (\text{Total Initiatives}) * 100$
140. Central Supply	Vendor Discontinuation Preparedness Rating	Rating of preparedness for vendor discontinuation	Sum of Preparedness Ratings / Number of Vendors
141. Central Supply	Total Cost of Ownership Reduction Rate	Rate of total cost of ownership reduction	$(\text{Cost Reduction Amount}) / (\text{Initial Cost}) * 100$
142. Central Supply	Supplier Sustainability Rating	Rating of supplier sustainability practices	Sum of Sustainability Ratings / Number of Vendors
143. Central Supply	Supplier Ethical Compliance Rating	Rating of supplier ethical compliance	Sum of Ethical Compliance Ratings / Number of Vendors
144. Central Supply	Vendor Performance Improvement Rate	Rate of vendor performance improvement	$(\text{Improved Performance Instances}) / (\text{Total Instances}) * 100$
145. Central Supply	Supplier Lifecycle Value Assessment	Assessment of supplier lifecycle value	Lifecycle Value Metrics / Number of Suppliers
146. Central Supply	Preferred Supplier Utilization Rate	Utilization rate of preferred suppliers	$(\text{Orders to Preferred Suppliers}) / (\text{Total Orders}) * 100$

Category	Metric	Description	Formula
147. Central Supply	Supplier Capacity Utilization Rate	Utilization rate of supplier capacity	$(\text{Utilized Supplier Capacity}) / (\text{Total Supplier Capacity}) * 100$
148. Central Supply	Supplier Lead Time Variability	Variability in supplier lead times	Standard Deviation of Supplier Lead Times
149. Central Supply	Supplier Payment Terms Adherence Rate	Adherence rate to supplier payment terms	$(\text{Adherent Payments}) / (\text{Total Payments}) * 100$
150. Central Supply	Purchase Order Automation Rate	Automation rate of purchase orders	$(\text{Automated Purchase Orders}) / (\text{Total Orders}) * 100$
151. Central Supply	Supplier Data Accuracy Rate	Accuracy rate of supplier data	$(\text{Accurate Supplier Data Instances}) / (\text{Total Instances}) * 100$
152. Central Supply	Central Supply Process Standardization Rate	Standardization rate of central supply processes	$(\text{Standardized Processes}) / (\text{Total Processes}) * 100$
153. Central Supply	Central Supply Policy Adherence Rate	Adherence rate to central supply policies	$(\text{Adherent Actions}) / (\text{Total Actions}) * 100$
154. Central Supply	Supplier Dispute Resolution Time	Time taken to resolve supplier disputes	Average Time to Resolve Supplier Disputes
155. Central Supply	Supplier Performance Review Frequency	Frequency of supplier performance reviews	Total Reviews / Total Suppliers
156. Central Supply	Central Supply Risk Mitigation Efficiency	Efficiency in mitigating central supply risks	Risk Mitigation Metrics / Number of Risks
157. Central Supply	Supplier Value Addition Assessment	Assessment of supplier value addition	Value Addition Metrics / Number of Suppliers
158. Central Supply	Supplier Cost Reduction Contribution Rate	Rate of supplier contribution to cost reduction	$(\text{Cost Reductions by Suppliers}) / (\text{Total Cost Reductions}) * 100$
159. Central Supply	Central Supply Digital Transformation Rate	Rate of digital transformation in central supply	$(\text{Digital Transformations}) / (\text{Total Initiatives}) * 100$
160. Central Supply	Supplier Collaboration Efficiency Rating	Rating of supplier collaboration efficiency	Sum of Collaboration Ratings / Number of Suppliers
161. Central Supply	Central Supply Incident Response Time	Response time to central supply incidents	Average Time to Respond to Incidents
162. Central Supply	Supplier Engagement Level Assessment	Assessment of supplier engagement levels	Engagement Level Metrics / Number of Suppliers
163. Central Supply	Central Supply Process Optimization Rate	Rate of central supply process optimization	$(\text{Optimized Processes}) / (\text{Total Processes}) * 100$
164. Central Supply	Vendor Contract Adherence Rate	Adherence rate to vendor contracts	$(\text{Adherent Contracts}) / (\text{Total Contracts}) * 100$
165. Central Supply	Central Supply Budget Adherence Rate	Adherence rate to central supply budgets	$(\text{Budget Adherent Spend}) / (\text{Total Budget}) * 100$

Category	Metric	Description	Formula
166. Central Supply	Central Supply Forecast Accuracy Rate	Accuracy rate of central supply forecasts	$(\text{Accurate Forecasts}) / (\text{Total Forecasts}) * 100$
167. Central Supply	Supplier Issue Escalation Rate	Rate of supplier issue escalations	$(\text{Escalated Issues}) / (\text{Total Issues}) * 100$
168. Central Supply	Central Supply Response to Audit Findings Rate	Rate of response to audit findings	$(\text{Responses to Audit Findings}) / (\text{Total Findings}) * 100$
169. Central Supply	Supplier Corrective Action Implementation Rate	Rate of implementation of supplier corrective actions	$(\text{Implemented Actions}) / (\text{Total Actions}) * 100$
170. Central Supply	Central Supply Performance Improvement Rate	Rate of performance improvement in central supply	$(\text{Improved Performance Instances}) / (\text{Total Instances}) * 100$
171. Clinical	Readmission Rates	Signals care quality and transitions	$(\text{Number of Readmissions} / \text{Total Discharges}) * 100$
172. Clinical	Mortality Rates	Important patient outcome metric	$(\text{Number of Deaths} / \text{Total Patients}) * 100$
173. Clinical	Average Length of Stay	Signals care efficiency	$\text{Total Patient Days} / \text{Total Admissions}$
174. Clinical	% of Hospital-Acquired Infections	Patient safety metric	$(\text{Number of Hospital-Acquired Infections} / \text{Total Patients}) * 100$
175. Clinical	% of Nurses with Bachelor's Degree or Higher	Indicates education level of nursing staff	$(\text{Number of Nurses with Bachelor's Degree or Higher} / \text{Total Nurses}) * 100$
176. Clinical	% of Credentialed Physicians	Indicates staff qualifications	$(\text{Number of Credentialed Physicians} / \text{Total Physicians}) * 100$
177. Clinical	% of Board Certified Physicians	Indicates staff qualifications	$(\text{Number of Board Certified Physicians} / \text{Total Physicians}) * 100$
178. Clinical	% of Physicians with Hospital Privileges	Indicates staff privileges	$(\text{Number of Physicians with Hospital Privileges} / \text{Total Physicians}) * 100$
179. Clinical	% of Surgeries Requiring Transfusions	Clinical care metric	$(\text{Number of Surgeries Requiring Transfusions} / \text{Total Surgeries}) * 100$
180. Clinical	C-Sections of Low-Risk First Births	Clinical care metric	$(\text{Number of C-Sections in Low-Risk First Births} / \text{Total Low-Risk First Births}) * 100$
181. Clinical	Surgical Site Infection Rate	Patient safety metric	$(\text{Number of Surgical Site Infections} / \text{Total Surgeries}) * 100$
182. Clinical	Unplanned Re-Admissions After Surgery	Quality of care metric	$(\text{Number of Unplanned Re-Admissions After Surgery} / \text{Total Surgical Patients}) * 100$
183. Clinical	% of Surgical Patients Receiving VTE Prophylaxis	Clinical care metric	$(\text{Number of Surgical Patients Receiving VTE Prophylaxis} / \text{Total Surgical Patients}) * 100$
184. Clinical	% of Surgeries Using Checklists	Patient safety metric	$(\text{Number of Surgeries Using Checklists} / \text{Total Surgeries}) * 100$

Category	Metric	Description	Formula
185. Clinical	% of Emergency Patients Not Hospitalized	Percentage of emergency patients not hospitalized	$(\text{Number of Non-Hospitalized Emergency Patients} / \text{Total Emergency Patients}) \times 100$
186. Clinical	% of First Attendances in Emergency Room	Percentage of first attendances in emergency room	$(\text{Number of First Attendances} / \text{Total ER Attendances}) \times 100$
187. Clinical	% of Follow-Up Attendances in Emergency Room	Percentage of follow-up attendances in emergency room	$(\text{Number of Follow-Up Attendances} / \text{Total ER Attendances}) \times 100$
188. Clinical	% of Near Misses During Hospitalization	Near misses (of accidents) during hospitalization of patients as a percentage of all admitted patients	$(\text{Number of Near Misses} / \text{Total Admitted Patients}) \times 100$
189. Clinical	% of Nosocomial Infection	Percentage of inpatients that acquire infection inside the hospital during hospitalization	$(\text{Number of Nosocomial Infections} / \text{Total Inpatients}) \times 100$
190. Clinical	% of Patients "Expired"	Percentage of patients that are "expired" i.e. unfortunately do not survive, relative to all patients hospitalized in the measurement period	$(\text{Number of Expired Patients} / \text{Total Hospitalized Patients}) \times 100$
191. Clinical	% of Patients Leaving Against Medical Advice	Percentage of patients leaving against medical advice relative to all patients hospitalized within the measurement period	$(\text{Number of Patients Leaving Against Medical Advice} / \text{Total Hospitalized Patients}) \times 100$
192. Clinical	% of Patients Treated as Day Cases	Percentage of patients treated as day cases (no overnight stay)	$(\text{Number of Day Cases} / \text{Total Cases}) \times 100$
193. Clinical	% of Post-Operation Infections	Percentage of post-operation infections	$(\text{Number of Post-Operation Infections} / \text{Total Operations}) \times 100$
194. Clinical	% of Surgery Cases Performed by Hospital's Top 10 Physicians	Percentage of surgery cases performed by the hospital's top 10 physicians	$(\text{Number of Surgery Cases by Top 10 Physicians} / \text{Total Surgery Cases}) \times 100$
195. Clinical	% of Surgery Cases Performed by Hospital's Top Five Physicians	Percentage of surgery cases performed by the hospital's top five physicians	$(\text{Number of Surgery Cases by Top 5 Physicians} / \text{Total Surgery Cases}) \times 100$
196. Clinical	% of Surgery Cases Performed by Hospital's Top Two Physicians	Percentage of surgery cases performed by the hospital's top two physicians	$(\text{Number of Surgery Cases by Top 2 Physicians} / \text{Total Surgery Cases}) \times 100$
197. Clinical	% of Complications After Hospital Discharge	Percentage of patients who return to the emergency room before 72 hours of hospital discharge	$(\text{Number of Patients Returning to ER Within 72 Hours of Discharge} / \text{Total Discharged Patients}) \times 100$
198. Clinical	% of Day Only Patients Admitted to Overnight Stay	Percentage of day only patients admitted to overnight stay	$(\text{Number of Day Only Patients Admitted Overnight} / \text{Total Day Only Patients}) \times 100$
199. Clinical	% of Emergency Patients Hospitalized	Percentage of emergency patients hospitalized relative to all emergency patients within the measurement period	$(\text{Number of Emergency Patients Hospitalized} / \text{Total Emergency Patients}) \times 100$
200. Clinical	% of Unplanned Return to the OR During Admission	Percentage of unplanned return to the OR during admission	$(\text{Number of Unplanned Return to OR} / \text{Total Admissions}) \times 100$

Category	Metric	Description	Formula
201. Clinical	% of Visits Resulting in Hospital Admission	Percentage of visits resulting in hospital admission	$(\text{Number of Admissions} / \text{Total Visits}) \times 100$
202. Clinical	% of Visits Resulting in Transfer	Percentage of visits resulting in transfer to higher level or specialized care needed	$(\text{Number of Transfers} / \text{Total Visits}) \times 100$
203. Clinical	Acute Re-Admissions	Numbers of re-admissions within seven days of discharge per 1,000 discharges	$(\text{Number of Re-Admissions within 7 Days} / \text{Total Discharges}) \times 1,000$
204. Clinical	Average Length of Stay for Patients	Average time (e.g. in hours or days) that patients are hospitalized	$\text{Sum of Stay Lengths} / \text{Number of Hospitalized Patients}$
205. Clinical	Average Length of Stay of Patients in Emergency Department	Average length of stay (e.g. in hours) of patients in emergency department	$\text{Sum of Stay Lengths in ED} / \text{Number of ED Patients}$
206. Clinical	Average Number of Surgery Cases per OR	Average number of surgery cases per operating room (OR)	$\text{Total Number of Surgery Cases} / \text{Number of ORs}$
207. Clinical	Average Use of Cleaning Agents or Soap Used to Determine Hand Hygiene/Hand Washing	Average use of cleaning agents or soap used in the department when determining whether the amount of hand washing is increasing, staying the same or decreasing	$\text{Total Usage of Cleaning Agents or Soap} / \text{Total Number of Hand Wash Occasions}$
208. Clinical	Compliance with Narcotic Documentation	Compliance with narcotic documentation	$\text{Percentage of Compliance with Narcotic Documentation}$
209. Clinical	Emergency Triage Rate	The triage rate measures the percentage of triage patients who begin assessment and treatment by a health profession immediately	$(\text{Number of Immediate Triage Cases} / \text{Total Triage Cases}) \times 100$
210. Clinical	Number of Observation Patients	Number of observation patients that have been hospitalized	$\text{Total Number of Observation Patients}$
211. Clinical	Number of Surgery Cases	Number of surgery cases	$\text{Total Number of Surgery Cases}$
212. Clinical	Patient Admission Volume	Number of patients admitted to the hospital	$\text{Total Number of Admissions}$
213. Clinical	Patient Retention %	Patient Retention %	$(\text{Number of Returning Patients} / \text{Total Number of Patients}) \times 100$
214. Clinical	Post-Operative Nausea Rate	Post-operative nausea rate	$\text{Total Number of Post-Operative Nausea Cases} / \text{Total Number of Surgeries}$
215. Clinical	Post-Operative Vomiting Rate	Post-operative vomiting rate	$\text{Total Number of Post-Operative Vomiting Cases} / \text{Total Number of Surgeries}$
216. Clinical	Recovery Time After Surgery	Recovery time after surgery	$\text{Average Recovery Time After Surgery}$
217. Clinical	Risk-Adjusted Complications Index	Complications index adjusted for risk/severity	$\text{Risk-Adjusted Complications Score}$
218. Clinical	Risk-Adjusted Mortality Index	Mortality index adjusted for patient risk/severity	$\text{Risk-Adjusted Mortality Score}$

Category	Metric	Description	Formula
219. Clinical	Same-Day Surgery Cancellation Rate	Same-day surgery cancellation rate	Total Number of Same-Day Cancellations / Total Number of Surgery Cases
220. Clinical	Severity-Adjusted Average Length of Stay	Length of stay of patients adjusted for severity	Sum of Severity-Adjusted Stay Lengths / Total Number of Patients
221. Clinical	Surgeon Satisfaction with Anesthesia	Surgeon satisfaction with anesthesia	Surgeon Satisfaction Score
222. Clinical	Time in the Procedure Room After Surgery	Time in the procedure room after surgery	Average Time in Procedure Room After Surgery
223. Clinical	Time in the Procedure Room Before Surgery	Time in the procedure room before surgery	Average Time in Procedure Room Before Surgery
224. Clinical	Time per Surgery Case	Time per surgery case	Average Time per Surgery Case
225. Clinical	Total Inpatient Mortality Rate	Total inpatient mortality rate	(Number of Inpatient Deaths / Total Number of Inpatients) x 100
226. Clinical	Unplanned Readmission within 28 Days	Unplanned readmission within 28 days	Total Number of Unplanned Readmissions within 28 Days
227. Clinical	% of ED patients leaving without treatment	Percentage of ED patients leaving without receiving treatment	(Number of ED patients leaving without treatment / Total number of ED patients) x 100
228. Clinical	% of ED patients admitted	Percentage of ED patients admitted to the hospital	(Number of ED patients admitted / Total number of ED patients) x 100
229. Clinical	ED treatment to discharge time	Time from ED treatment to discharge	Average time from ED treatment to discharge
230. Clinical	% of stroke patients treated within 60 mins	Percentage of stroke patients treated within 60 minutes of arrival	(Number of stroke patients treated within 60 mins / Total number of stroke patients) x 100
231. Clinical	Door to needle time for STEMI	Time from patient arrival to administration of clot-dissolving medication for STEMI patients	Average door to needle time for STEMI patients
232. Clinical	% of STEMI patients receiving PCI	Percentage of STEMI patients receiving percutaneous coronary intervention (PCI)	(Number of STEMI patients receiving PCI / Total number of STEMI patients) x 100
233. Clinical	% of rapid response team calls to code blues	Percentage of rapid response team calls that escalate to code blue situations	(Number of rapid response calls to code blues / Total number of rapid response team calls) x 100
234. Clinical	% of observations >24 hrs converted to inpatient	Percentage of observations longer than 24 hours converted to inpatient status	(Number of observations >24 hrs converted to inpatient / Total number of observations) x 100
235. Clinical	Observation services length of stay	Length of stay for patients in observation services	Average length of stay in observation services
236. Clinical	% of observation services >72 hrs	Percentage of observation services lasting longer than 72 hours	(Number of observation services >72 hrs / Total number of observation services) x 100
237. Clinical	% of observation services utilization	Percentage of observation services utilized	(Number of observation services utilized / Total number of available observation services) x 100

Category	Metric	Description	Formula
238. Clinical	% of admissions from ED	Percentage of admissions originating from the emergency department	$(\text{Number of admissions from ED} / \text{Total number of admissions}) \times 100$
239. Clinical	% of direct admissions	Percentage of direct admissions to the hospital	$(\text{Number of direct admissions} / \text{Total number of admissions}) \times 100$
240. Clinical	% of elective admissions	Percentage of elective admissions to the hospital	$(\text{Number of elective admissions} / \text{Total number of admissions}) \times 100$
241. Clinical	% of avoidable emergency admissions	Percentage of emergency admissions that could have been avoided with better preventative or outpatient care	$(\text{Number of avoidable emergency admissions} / \text{Total number of emergency admissions}) \times 100$
242. Clinical	% of patients receiving smoking cessation counseling	Percentage of patients receiving smoking cessation counseling	$(\text{Number of patients receiving smoking cessation counseling} / \text{Total number of patients}) \times 100$
243. Clinical	CHF 30-day readmission rate	30-day readmission rate for patients with congestive heart failure (CHF)	$(\text{Number of CHF patients readmitted within 30 days} / \text{Total number of CHF patients}) \times 100$
244. Clinical	% CHF patients receiving discharge instructions	Percentage of CHF patients receiving discharge instructions	$(\text{Number of CHF patients receiving discharge instructions} / \text{Total number of CHF patients}) \times 100$
245. Clinical	Heart failure mortality rate	Mortality rate for patients with heart failure	$(\text{Number of heart failure patient deaths} / \text{Total number of heart failure patients}) \times 100$
246. Clinical	% of cardiac rehab referrals from inpatient	Percentage of cardiac rehabilitation referrals from inpatient settings	$(\text{Number of cardiac rehab referrals from inpatient} / \text{Total number of inpatients}) \times 100$
247. Clinical	Average cardiac surgery length of stay	Average length of stay for patients undergoing cardiac surgery	Average length of stay for cardiac surgery patients
248. Clinical	% of cardiac surgery patients extubated in <6 hrs	Percentage of cardiac surgery patients extubated within 6 hours post-surgery	$(\text{Number of cardiac surgery patients extubated in } <6 \text{ hrs} / \text{Total number of cardiac surgery patients}) \times 100$
249. Clinical	Cardiac surgery mortality rate	Mortality rate for patients undergoing cardiac surgery	$(\text{Number of cardiac surgery patient deaths} / \text{Total number of cardiac surgery patients}) \times 100$
250. Clinical	Cardiac surgery readmission rate	Readmission rate for patients undergoing cardiac surgery	$(\text{Number of cardiac surgery patients readmitted} / \text{Total number of cardiac surgery patients}) \times 100$
251. Clinical	CABG surgical infection rate	Infection rate for patients undergoing coronary artery bypass graft (CABG) surgery	$(\text{Number of CABG surgical infections} / \text{Total number of CABG surgeries}) \times 100$
252. Clinical	% of CABG patients receiving all evidence-based care	Percentage of CABG patients receiving all recommended evidence-based care	$(\text{Number of CABG patients receiving all evidence-based care} / \text{Total number of CABG patients}) \times 100$
253. Clinical	% diabetic patients HbA1c >9%	Percentage of diabetic patients with hemoglobin A1c levels greater than 9%	$(\text{Number of diabetic patients with HbA1c } >9\% / \text{Total number of diabetic patients}) \times 100$
254. Clinical	% diabetic patients LDL <100 mg/dl	Percentage of diabetic patients with low-density lipoprotein (LDL) levels below 100 mg/dL	$(\text{Number of diabetic patients with LDL } <100 \text{ mg/dl} / \text{Total number of diabetic patients}) \times 100$
255. Clinical	% diabetic patients BP <130/80 mmHg	Percentage of diabetic patients with blood pressure below 130/80 mmHg	$(\text{Number of diabetic patients with BP } <130/80 \text{ mmHg} / \text{Total number of diabetic patients}) \times 100$

Category	Metric	Description	Formula
256. Clinical	% diabetic patients on ACE/ARB	Percentage of diabetic patients on angiotensin-converting enzyme (ACE) inhibitors or angiotensin receptor blockers (ARB)	$(\text{Number of diabetic patients on ACE/ARB} / \text{Total number of diabetic patients}) \times 100$
257. Clinical	Diabetes 30-day readmission rate	30-day readmission rate for diabetic patients	$(\text{Number of diabetic patients readmitted within 30 days} / \text{Total number of diabetic patients}) \times 100$
258. Clinical	Lower extremity amputation rate in diabetics	Rate of lower extremity amputations in diabetic patients	$(\text{Number of lower extremity amputations in diabetics} / \text{Total number of diabetic patients}) \times 100$
259. Clinical	% diabetic patients receiving all evidence-based care	Percentage of diabetic patients receiving all recommended evidence-based care	$(\text{Number of diabetic patients receiving all evidence-based care} / \text{Total number of diabetic patients}) \times 100$
260. Clinical	% of diabetic ketoacidosis admissions	Percentage of admissions for diabetic ketoacidosis	$(\text{Number of diabetic ketoacidosis admissions} / \text{Total number of admissions}) \times 100$
261. Clinical	% of diabetic patients completing education	Percentage of diabetic patients completing diabetes education programs	$(\text{Number of diabetic patients completing education} / \text{Total number of diabetic patients}) \times 100$
262. Clinical	% pneumonia patients risk assessed for VTE	Percentage of pneumonia patients assessed for venous thromboembolism (VTE) risk	$(\text{Number of pneumonia patients risk assessed for VTE} / \text{Total number of pneumonia patients}) \times 100$
263. Clinical	Pneumonia 30-day mortality rate	30-day mortality rate for pneumonia patients	$(\text{Number of pneumonia patient deaths within 30 days} / \text{Total number of pneumonia patients}) \times 100$
264. Clinical	Pneumonia 30-day readmission rate	30-day readmission rate for pneumonia patients	$(\text{Number of pneumonia patients readmitted within 30 days} / \text{Total number of pneumonia patients}) \times 100$
265. Clinical	% pneumonia patients receiving smoking cessation	Percentage of pneumonia patients receiving smoking cessation counseling	$(\text{Number of pneumonia patients receiving smoking cessation counseling} / \text{Total number of pneumonia patients}) \times 100$
266. Clinical	% pneumonia patients receiving influenza vaccination	Percentage of pneumonia patients receiving influenza vaccination	$(\text{Number of pneumonia patients receiving influenza vaccination} / \text{Total number of pneumonia patients}) \times 100$
267. Clinical	% pneumonia patients receiving pneumococcal vaccination	Percentage of pneumonia patients receiving pneumococcal vaccination	$(\text{Number of pneumonia patients receiving pneumococcal vaccination} / \text{Total number of pneumonia patients}) \times 100$
268. Clinical	Average pneumonia length of stay	Average length of stay for pneumonia patients	Average length of stay for pneumonia patients
269. Clinical	% ICU central line infections	Percentage of ICU patients with central line infections	$(\text{Number of ICU central line infections} / \text{Total number of ICU patients}) \times 100$
270. Clinical	Ventilator-associated pneumonia rate	Rate of ventilator-associated pneumonia in ICU patients	$(\text{Number of ventilator-associated pneumonia cases} / \text{Total number of ventilated patients}) \times 100$
271. Clinical	Central line blood stream infections	Rate of central line-associated bloodstream infections in ICU patients	$(\text{Number of central line blood stream infections} / \text{Total number of ICU patients}) \times 100$
272. Clinical	% compliance with VAP bundle	Percentage of compliance with ventilator-associated pneumonia (VAP) prevention bundle	$(\text{Number of cases compliant with VAP bundle} / \text{Total number of ventilated patients}) \times 100$

Category	Metric	Description	Formula
273. Clinical	% of ICU patients receiving VTE prophylaxis	Percentage of ICU patients receiving venous thromboembolism (VTE) prophylaxis	$(\text{Number of ICU patients receiving VTE prophylaxis} / \text{Total number of ICU patients}) \times 100$
274. Clinical	% of Ventilated Patients Receiving Peptic Ulcer Prophylaxis	Percentage of ventilated patients receiving peptic ulcer prophylaxis	$(\text{Number of Ventilated Patients Receiving Peptic Ulcer Prophylaxis} / \text{Total Number of Ventilated Patients}) \times 100$
275. Clinical	ICU Mortality Rate	Mortality rate in the ICU	$(\text{Number of Deaths in ICU} / \text{Total Number of Patients in ICU}) \times 100$
276. Clinical	% of Rehabilitation Consults for Stroke Patients	Percentage of stroke patients receiving rehabilitation consults	$(\text{Number of Stroke Patients Receiving Rehabilitation Consults} / \text{Total Number of Stroke Patients}) \times 100$
277. Clinical	Stroke 30-Day Mortality Rate	30-day mortality rate for stroke patients	$(\text{Number of Stroke Patient Deaths within 30 Days} / \text{Total Number of Stroke Patients}) \times 100$
278. Clinical	Stroke 30-Day Readmission Rate	30-day readmission rate for stroke patients	$(\text{Number of Stroke Patients Readmitted within 30 Days} / \text{Total Number of Stroke Patients Discharged}) \times 100$
279. Clinical	% Ischemic Stroke Patients with LDL <100 mg/dL	Percentage of ischemic stroke patients with LDL cholesterol levels under 100 mg/dL	$(\text{Number of Ischemic Stroke Patients with LDL} < 100 \text{ mg/dL} / \text{Total Number of Ischemic Stroke Patients}) \times 100$
280. Clinical	% Hemorrhagic Stroke Patients BP < 130/80 mmHg	Percentage of hemorrhagic stroke patients with blood pressure under 130/80 mmHg	$(\text{Number of Hemorrhagic Stroke Patients with BP} < 130/80 \text{ mmHg} / \text{Total Number of Hemorrhagic Stroke Patients}) \times 100$
281. Clinical	% Stroke Patients with Smoking Cessation Intervention	Percentage of stroke patients receiving smoking cessation intervention	$(\text{Number of Stroke Patients Receiving Smoking Cessation Intervention} / \text{Total Number of Stroke Patients}) \times 100$
282. Clinical	% Stroke Patients Assessed for Rehabilitation	Percentage of stroke patients assessed for rehabilitation	$(\text{Number of Stroke Patients Assessed for Rehabilitation} / \text{Total Number of Stroke Patients}) \times 100$
283. Clinical	% Stroke Patients Receiving Education	Percentage of stroke patients receiving education	$(\text{Number of Stroke Patients Receiving Education} / \text{Total Number of Stroke Patients}) \times 100$
284. Clinical	% of CT Head Scans Interpreted within 45 Minutes	Percentage of CT head scans interpreted within 45 minutes	$(\text{Number of CT Head Scans Interpreted within 45 Minutes} / \text{Total Number of CT Head Scans}) \times 100$
285. Clinical	Door to CT Time for Strokes	Time from patient arrival to CT scan for stroke patients	Average Time from Door to CT for Stroke Patients
286. Clinical	Door to Needle Time for Strokes	Time from patient arrival to needle for stroke patients	Average Time from Door to Needle for Stroke Patients
287. Clinical	% CT Head Scans Prior to tPA	Percentage of CT head scans performed prior to administration of tPA	$(\text{Number of CT Head Scans Performed Prior to tPA} / \text{Total Number of Stroke Patients Receiving tPA}) \times 100$

Category	Metric	Description	Formula
288. Clinical	% Stroke Patients with Antithrombotics at Discharge	Percentage of stroke patients receiving antithrombotics at discharge	$(\text{Number of Stroke Patients Receiving Antithrombotics at Discharge} / \text{Total Number of Stroke Patients Discharged}) \times 100$
289. Clinical	Stroke Average Length of Stay	Average length of stay for stroke patients	$\text{Sum of Lengths of Stay} / \text{Total Number of Stroke Patients}$
290. Clinical	% Stroke Patients Discharged to Home	Percentage of stroke patients discharged to home	$(\text{Number of Stroke Patients Discharged to Home} / \text{Total Number of Stroke Patients Discharged}) \times 100$
291. Clinical	% Stroke Readmissions	Percentage of stroke patients readmitted	$(\text{Number of Stroke Patients Readmitted} / \text{Total Number of Stroke Patients Discharged}) \times 100$
292. Clinical	Inpatient Fall Rate	Rate of inpatient falls	$(\text{Number of Inpatient Falls} / \text{Total Number of Inpatient Days}) \times 1,000$
293. Clinical	Injurious Inpatient Fall Rate	Rate of injurious inpatient falls	$(\text{Number of Injurious Inpatient Falls} / \text{Total Number of Inpatient Days}) \times 1,000$
294. Clinical	% of Fall Risk Assessments Completed	Percentage of completed fall risk assessments	$(\text{Number of Completed Fall Risk Assessments} / \text{Total Number of Inpatients}) \times 100$
295. Clinical	% High-Risk Patients with Fall Precautions in Place	Percentage of high-risk patients with fall precautions in place	$(\text{Number of High-Risk Patients with Fall Precautions} / \text{Total Number of High-Risk Patients}) \times 100$
296. Clinical	Pressure Ulcer Prevalence Rate	Prevalence rate of pressure ulcers	$(\text{Number of Patients with Pressure Ulcers} / \text{Total Number of Patients}) \times 100$
297. Clinical	Hospital-Acquired Pressure Ulcer Rate	Rate of pressure ulcers acquired in the hospital	$(\text{Number of Hospital-Acquired Pressure Ulcers} / \text{Total Number of Patients}) \times 100$
298. Clinical	% of Pressure Ulcer Risk Assessments Completed	Percentage of completed pressure ulcer risk assessments	$(\text{Number of Completed Pressure Ulcer Risk Assessments} / \text{Total Number of Patients}) \times 100$
299. Clinical	% High-Risk Patients Receiving VTE Prophylaxis	Percentage of high-risk patients receiving VTE prophylaxis	$(\text{Number of High-Risk Patients Receiving VTE Prophylaxis} / \text{Total Number of High-Risk Patients}) \times 100$
300. Clinical	ADEs per 1,000 Doses	Adverse Drug Events per 1,000 doses administered	$(\text{Number of ADEs} / \text{Total Number of Doses Administered}) \times 1,000$
301. Clinical	Medication Error Rate	Rate of medication errors	$(\text{Number of Medication Errors} / \text{Total Number of Medication Orders}) \times 100$
302. Clinical	% of Verbal/Telephone Orders Authenticated	Percentage of verbal/telephone orders authenticated	$(\text{Number of Authenticated Verbal/Telephone Orders} / \text{Total Number of Verbal/Telephone Orders}) \times 100$
303. Clinical	% of Medication Reconciliation at Transitions	Percentage of medication reconciliations performed at transitions of care	$(\text{Number of Medication Reconciliations at Transitions} / \text{Total Number of Transitions}) \times 100$
304. Clinical	% Surgical Patients with Documented Allergies	Percentage of surgical patients with documented allergies	$(\text{Number of Surgical Patients with Documented Allergies} / \text{Total Number of Surgical Patients}) \times 100$

Category	Metric	Description	Formula
305. Clinical	% Chemotherapeutic Errors Resulting in Harm	Percentage of chemotherapeutic errors resulting in harm	$(\text{Number of Chemotherapeutic Errors Resulting in Harm} / \text{Total Number of Chemotherapeutic Administrations}) \times 100$
306. Clinical	Methicillin-Resistant Staph Aureus Rate	Rate of methicillin-resistant staph aureus infections	$(\text{Number of Methicillin-Resistant Staph Aureus Infections} / \text{Total Number of Patients}) \times 100$
307. Clinical	C. Difficile Infection Rate	Rate of C. difficile infections	$(\text{Number of C. Difficile Infections} / \text{Total Number of Patients}) \times 100$
308. Clinical	Surgical Site Infection Rate	Rate of surgical site infections	$(\text{Number of Surgical Site Infections} / \text{Total Number of Surgical Procedures}) \times 100$
309. Clinical	% Hand Hygiene Compliance	Percentage of hand hygiene compliance	$(\text{Number of Hand Hygiene Compliant Events} / \text{Total Number of Hand Hygiene Opportunities}) \times 100$
310. Clinical	Vaccination Rates in High-Risk Groups	Vaccination rates in identified high-risk groups	$(\text{Number of Vaccinations Administered in High-Risk Groups} / \text{Total Number of Individuals in High-Risk Groups}) \times 100$
311. Clinical	% Healthcare Workers Vaccinated for Influenza	Percentage of healthcare workers vaccinated for influenza	$(\text{Number of Healthcare Workers Vaccinated for Influenza} / \text{Total Number of Healthcare Workers}) \times 100$
312. Clinical	Needlestick Injury Rate	Rate of needlestick injuries	$(\text{Number of Needlestick Injuries} / \text{Total Number of Healthcare Workers}) \times 100$
313. Clinical	RVU per Provider FTE	Relative Value Units per full-time equivalent provider	$(\text{Total RVUs}) / (\text{Number of Provider FTEs})$
314. Clinical	Case Mix Index	Complexity and resource needs of patient cases	$(\text{Sum of DRG Weights}) / (\text{Number of Cases})$
315. Clinical	Medicare Case Mix Index	Complexity and resource needs for Medicare patients	$(\text{Sum of DRG Weights for Medicare Cases}) / (\text{Number of Medicare Cases})$
316. Clinical	Commercial Case Mix Index	Complexity and resource needs for Commercial patients	$(\text{Sum of DRG Weights for Commercial Cases}) / (\text{Number of Commercial Cases})$
317. Clinical	Medicaid Case Mix Index	Complexity and resource needs for Medicaid patients	$(\text{Sum of DRG Weights for Medicaid Cases}) / (\text{Number of Medicaid Cases})$
318. Community Engagement	Community Health Improvement Contribution Rate	Contribution rate to community health improvements	$(\text{Community Contributions} / \text{Total Contributions}) \times 100$
319. Community Engagement	Community Outreach Efficiency	Efficiency in community outreach efforts	$\text{Outreach Efficiency Metrics} / \text{Total Metrics}$
320. Community Engagement	Community Health Education Efficiency	Efficiency in community health education	$\text{Education Efficiency Metrics} / \text{Total Metrics}$
321. Community Engagement	Community Partnership Development Rate	Rate of developing community partnerships	$(\text{Developed Partnerships} / \text{Total Partnerships}) \times 100$

Category	Metric	Description	Formula
322. Community Engagement	Health Literacy Improvement Rate	Rate of improving health literacy in the community	$(\text{Improved Instances} / \text{Total Instances}) * 100$
323. Community Engagement	Community Health Needs Assessment Efficiency	Efficiency in assessing community health needs	$\text{Assessment Efficiency Metrics} / \text{Total Metrics}$
324. Community Engagement	Public Health Collaboration Rate	Rate of collaborations with public health entities	$(\text{Collaborations} / \text{Total Opportunities}) * 100$
325. Community Engagement	Social Determinants of Health Addressal Rate	Rate of addressing social determinants of health	$(\text{Addressed Instances} / \text{Total Instances}) * 100$
326. Community Engagement	Health Awareness Campaign Efficiency	Efficiency in conducting health awareness campaigns	$\text{Campaign Efficiency Metrics} / \text{Total Metrics}$
327. Community Engagement	Community Health Feedback Implementation Rate	Implementation rate of community health feedback	$(\text{Implemented Feedback} / \text{Total Feedback}) * 100$
328. Community Engagement	Community Volunteer Engagement Rate	Engagement rate of community volunteers	$(\text{Engaged Volunteers} / \text{Total Volunteers}) * 100$
329. Community Engagement	Public Health Education Rate	Rate of providing public health education	$(\text{Educational Instances} / \text{Total Instances}) * 100$
330. Community Engagement	Health Fair Organization Efficiency	Efficiency in organizing health fairs	$\text{Health Fair Organization Efficiency Metrics} / \text{Total Metrics}$
331. Community Engagement	Community Health Screening Rate	Rate of conducting community health screenings	$(\text{Conducted Screenings} / \text{Total Screenings}) * 100$
332. Community Engagement	Community Health Improvement Partnership Rate	Partnership rate for community health improvement	$(\text{Formed Partnerships} / \text{Total Partnerships}) * 100$
333. Community Engagement	Public Health Advisory Participation Rate	Participation rate in public health advisories	$(\text{Participation Instances} / \text{Total Instances}) * 100$
334. Community Engagement	Community Health Partnership Formation Rate	Formation rate of community health partnerships	$(\text{Formed Partnerships} / \text{Total Partnerships}) * 100$
335. Community Engagement	Health Promotion Program Efficiency	Efficiency in health promotion programs	$\text{Program Efficiency Metrics} / \text{Total Metrics}$
336. Community Engagement	Community Resource Linkage Rate	Rate of linking community resources	$(\text{Linked Resources} / \text{Total Resources}) * 100$
337. Community Engagement	Public Health Policy Advocacy Rate	Advocacy rate for public health policies	$(\text{Advocacy Instances} / \text{Total Instances}) * 100$
338. Compliance	Regulatory Compliance Rate	Rate of compliance with regulations	$(\text{Compliant Instances} / \text{Total Instances}) * 100$
339. Compliance	Policy Adherence Rate	Rate of adherence to hospital policies	$(\text{Adherent Instances} / \text{Total Instances}) * 100$
340. Compliance	Audit Compliance Rate	Rate of compliance in audits	$(\text{Compliant Audits} / \text{Total Audits}) * 100$

Category	Metric	Description	Formula
341. Compliance	Accreditation Maintenance Rate	Rate of maintaining accreditations	$(\text{Maintained Accreditations} / \text{Total Accreditations}) * 100$
342. Compliance	Privacy Compliance Rate	Compliance rate with privacy regulations	$(\text{Compliant Instances} / \text{Total Instances}) * 100$
343. Compliance	Clinical Governance Efficiency	Efficiency in clinical governance	$\text{Governance Efficiency Metrics} / \text{Total Metrics}$
344. Compliance	Ethical Practice Adherence Rate	Adherence rate to ethical practices	$(\text{Adherent Instances} / \text{Total Instances}) * 100$
345. Compliance	Code of Conduct Compliance Rate	Compliance rate with the code of conduct	$(\text{Compliant Instances} / \text{Total Instances}) * 100$
346. Compliance	Legal Compliance Rate	Compliance rate with legal requirements	$(\text{Compliant Instances} / \text{Total Instances}) * 100$
347. Compliance	Documentation Compliance Rate	Compliance rate with documentation requirements	$(\text{Compliant Documents} / \text{Total Documents}) * 100$
348. Compliance	Accreditation Renewal Rate	Renewal rate of accreditations	$(\text{Renewed Accreditations} / \text{Total Accreditations}) * 100$
349. Compliance	Licensing Compliance Rate	Compliance rate with licensing requirements	$(\text{Compliant Licenses} / \text{Total Licenses}) * 100$
350. Compliance	Conflict of Interest Management Efficiency	Efficiency in managing conflicts of interest	$\text{Conflict Management Efficiency Metrics} / \text{Total Metrics}$
351. Compliance	Fraud Detection Rate	Rate of detecting fraud	$(\text{Detected Fraud Instances} / \text{Total Instances}) * 100$
352. Compliance	Legal Dispute Resolution Efficiency	Efficiency in resolving legal disputes	$\text{Dispute Resolution Efficiency Metrics} / \text{Total Metrics}$
353. Compliance	Ethical Disclosure Rate	Rate of disclosing ethical concerns	$(\text{Disclosed Concerns} / \text{Total Concerns}) * 100$
354. Compliance	Ethical Conduct Index	Index evaluating ethical conduct	$\text{Ethical Conduct Metrics} / \text{Total Metrics}$
355. Compliance	Regulatory Update Compliance Rate	Compliance rate with regulatory updates	$(\text{Compliant Updates} / \text{Total Updates}) * 100$
356. Compliance	Patient Rights Protection Efficiency	Efficiency in protecting patient rights	$\text{Patient Rights Protection Efficiency Metrics} / \text{Total Metrics}$
357. Compliance	Quality Assurance Compliance Rate	Compliance rate with quality assurance standards	$(\text{Compliant QA Instances} / \text{Total QA Instances}) * 100$
358. Environmental	Cleaning Turnaround Time	Time to clean a room after patient discharge	$\text{Total Time from Discharge to Cleaning Completion}$
359. Environmental	Cleaning Quality Rate	Quality rate of cleaning services	$(\text{Number of Satisfactory Cleanings}) / (\text{Total Cleanings}) * 100$
360. Environmental	On-Time Cleaning Completion Rate	Rate of on-time cleaning completion	$(\text{On-Time Cleaning Completions}) / (\text{Total Cleanings}) * 100$
361. Environmental	Cleaning Inspection Pass Rate	Rate of passed cleaning inspections	$(\text{Passed Inspections}) / (\text{Total Inspections}) * 100$
362. Environmental	Infection Control Compliance Rate	Compliance with infection control standards	$(\text{Compliant Cleanings}) / (\text{Total Cleanings}) * 100$

Category	Metric	Description	Formula
363. Environmental	Staff Productivity Rate	Amount of area cleaned per staff hour	$(\text{Total Area Cleaned}) / (\text{Total Staff Hours})$
364. Environmental	Staff Utilization Rate	Utilization rate of staff	$(\text{Actual Working Hours}) / (\text{Scheduled Hours}) * 100$
365. Environmental	Supply Usage Efficiency	Efficient use of cleaning supplies	$(\text{Area Cleaned}) / (\text{Supplies Used})$
366. Environmental	Waste Disposal Efficiency	Efficiency in waste disposal processes	$(\text{Waste Disposed}) / (\text{Total Waste Generated})$
367. Environmental	Waste Segregation Compliance Rate	Compliance with waste segregation standards	$(\text{Compliant Waste Segregations}) / (\text{Total Segregations}) * 100$
368. Environmental	Waste Recycling Rate	Rate of waste recycling	$(\text{Recycled Waste}) / (\text{Total Waste Generated}) * 100$
369. Environmental	Training Compliance Rate	Rate of staff completing required training	$(\text{Staff Completed Training}) / (\text{Total Staff}) * 100$
370. Environmental	Equipment Maintenance Compliance Rate	Compliance with equipment maintenance schedules	$(\text{Completed Maintenance Tasks}) / (\text{Scheduled Maintenance Tasks}) * 100$
371. Environmental	Staff Safety Compliance Rate	Compliance with safety protocols	$(\text{Safety Compliant Staff}) / (\text{Total Staff}) * 100$
372. Environmental	Customer Satisfaction Rate	Satisfaction rate with cleaning services	$(\text{Satisfied Ratings}) / (\text{Total Ratings}) * 100$
373. Environmental	Lost and Found Efficiency	Efficiency in managing lost and found items	$(\text{Items Returned}) / (\text{Items Found}) * 100$
374. Environmental	Incident Rate	Rate of incidents in the department	$(\text{Number of Incidents}) / (\text{Total Staff Hours}) * 1000$
375. Environmental	Response Time to Cleaning Requests	Time to respond to cleaning requests	Total Time from Request to Response
376. Environmental	Cleaning Cost per Square Foot	Cost of cleaning per square foot of area	$(\text{Total Cleaning Cost}) / (\text{Total Area Cleaned})$
377. Environmental	Overtime Rate	Overtime hours as a percentage of total hours	$(\text{Overtime Hours}) / (\text{Total Staff Hours}) * 100$
378. Environmental	Staff Turnover Rate	Rate of staff turnover in the department	$(\text{Number of Staff Exits}) / (\text{Average Number of Staff}) * 100$
379. Environmental	Supply Cost per Square Foot	Cost of supplies per square foot of area cleaned	$(\text{Supply Costs}) / (\text{Total Area Cleaned})$
380. Environmental	Equipment Utilization Rate	Utilization rate of cleaning equipment	$(\text{Equipment Usage Hours}) / (\text{Available Equipment Hours}) * 100$
381. Environmental	Environmental Compliance Rate	Compliance with environmental regulations	$(\text{Compliant Practices}) / (\text{Total Practices}) * 100$
382. Environmental	Linen Management Efficiency	Efficiency in linen management	$(\text{Linens Processed}) / (\text{Linens Received})$
383. Environmental	Pest Control Efficiency	Efficiency in pest control measures	$(\text{Pest Control Measures}) / (\text{Reported Pest Incidents})$
384. Financial	Operating Margin	Indicates financial sustainability	$(\text{Operating Revenue} - \text{Operating Expenses}) / \text{Operating Revenue} * 100$

Category	Metric	Description	Formula
385. Financial	Medicaid/Uninsured Payer Mix	Affects hospital revenue	$(\text{Number of Medicaid/Uninsured Patients} / \text{Total Patients}) \times 100$
386. Financial	% of Profitable Service Lines	Financial performance of service lines	$(\text{Number of Profitable Service Lines} / \text{Total Service Lines}) \times 100$
387. Financial	Days in Accounts Receivable	Cash flow metric	$(\text{Total Accounts Receivable} / \text{Average Daily Charges})$
388. Financial	Growth in Outpatient Revenue	Revenue growth metric	$((\text{Current Year Outpatient Revenue} - \text{Previous Year Outpatient Revenue}) / \text{Previous Year Outpatient Revenue}) \times 100$
389. Financial	% of Revenue from Charitable Sources	Percentage of revenue from charitable sources	$(\text{Revenue from Charitable Sources} / \text{Total Revenue}) \times 100$
390. Financial	Average Employee Costs per Hospital Bed	Average employee costs per hospital bed	$\text{Total Employee Costs} / \text{Number of Hospital Beds}$
391. Financial	Average Non-Employee Costs per Hospital Bed	Average non-employee costs per hospital bed	$\text{Total Non-Employee Costs} / \text{Number of Hospital Beds}$
392. Financial	Average Profit per Hospital Bed	Average profit per hospital bed	$\text{Total Profit} / \text{Number of Hospital Beds}$
393. Financial	Average Profit per Hospitalized Patient	Average profit per hospitalized patient	$\text{Total Profit} / \text{Total Number of Hospitalized Patients}$
394. Financial	Average Revenue per Hospital Bed	Average revenue per hospital bed	$\text{Total Revenue} / \text{Number of Hospital Beds}$
395. Financial	Average Revenue per Hospitalized Patient	Average revenue per hospitalized patient	$\text{Total Revenue} / \text{Total Number of Hospitalized Patients}$
396. Financial	Average Total Costs per Hospital Bed	Average total costs per hospital bed	$\text{Total Costs} / \text{Number of Hospital Beds}$
397. Financial	Average Total Fixed Costs per Hospital Bed	Average total fixed costs per hospital bed	$\text{Total Fixed Costs} / \text{Number of Hospital Beds}$
398. Financial	Average Total Variable Costs per Hospital Bed	Average total variable costs per hospital bed	$\text{Total Variable Costs} / \text{Number of Hospital Beds}$
399. Financial	Billing & Collections Staff per FTE Physician	Number of billing & collections staff per FTE physician	$\text{Total Billing \& Collections Staff} / \text{Total FTE Physicians}$
400. Financial	Cost per Patient Day	Cost per patient day	$\text{Total Costs} / \text{Total Patient Days}$
401. Financial	Employee Salary and Wages Cost as % of a Surgery Center's Operating Expenses	Employee salary and wages cost as a percentage of a surgery center's operating expenses	$(\text{Total Salary and Wages Cost} / \text{Total Operating Expenses}) \times 100$
402. Financial	Expense per Adjusted Discharge	Expense per adjusted discharge	$\text{Total Expenses} / \text{Total Adjusted Discharges}$

Category	Metric	Description	Formula
403. Financial	Medical and Surgical Costs as % of a Surgery Center's Operating Expenses	Medical and surgical costs as a percentage of a surgery center's operating expenses	$(\text{Total Medical and Surgical Costs} / \text{Total Operating Expenses}) \times 100$
404. Financial	Net Revenue per Surgery Case	Net revenue per surgery case	$\text{Total Net Revenue} / \text{Total Number of Surgery Cases}$
405. Financial	Profit per Hospital Bed	Profit per hospital bed	$\text{Total Profit} / \text{Total Number of Hospital Beds}$
406. Financial	Ratio Employee Costs versus Non-Employee Costs per Hospital Bed	Ratio of employee costs versus non-employee costs per hospital bed	$\text{Total Employee Costs} / \text{Total Non-Employee Costs}$
407. Financial	Ratio Fixed versus Variable Costs per Hospital Bed	Ratio of fixed versus variable costs per hospital bed	$\text{Total Fixed Costs} / \text{Total Variable Costs}$
408. Financial	Salaries Expenses per Surgery Case	Salaries expenses per surgery case	$\text{Total Salaries Expenses} / \text{Total Number of Surgery Cases}$
409. Financial	Supplies Expenses per Surgery Case	Supplies expenses per surgery case	$\text{Total Supplies Expenses} / \text{Total Number of Surgery Cases}$
410. Financial	Supply Expense as a % of Net Patient Revenue	Annual supply expense as a % of total net patient revenue	$(\text{Annual Supply Expense} / \text{Total Net Patient Revenue}) \times 100$
411. Financial	Total Operating Expense per Surgery Case	Total operating expense per surgery case	$\text{Total Operating Expense} / \text{Total Number of Surgery Cases}$
412. Financial	Utilization Cost per FTE Physician	Utilization cost per FTE physician	$\text{Total Utilization Costs} / \text{Total Number of FTE Physicians}$
413. Financial	Patient Revenue per FTE	Revenue generated per full-time equivalent employee	$(\text{Total Patient Revenue}) / (\text{Number of FTEs})$
414. Financial	Expense per Adjusted Patient Day	Expense incurred per adjusted patient day	$(\text{Total Expense}) / (\text{Number of Adjusted Patient Days})$
415. Financial	Total Margin	Overall profitability margin	$(\text{Net Income}) / (\text{Total Revenue})$
416. Financial	Operating Margin	Profitability from core operations	$(\text{Operating Income}) / (\text{Total Revenue})$
417. Financial	Excess Margin	Margin of income after covering all expenses	$(\text{Net Income} - \text{Operating Expenses}) / (\text{Total Revenue})$
418. Financial	Days Cash on Hand	Liquidity measure indicating cash availability	$(\text{Cash on Hand}) / (\text{Daily Operating Expenses})$
419. Financial	Days in Accounts Receivable	Average number of days to collect receivables	$(\text{Accounts Receivable}) / (\text{Daily Revenue})$
420. Financial	Bad Debt as % of Revenue	Unrecoverable debt as a percentage of total revenue	$(\text{Bad Debt}) / (\text{Total Revenue}) \times 100$
421. Financial	Debt Service Coverage Ratio	Ability to cover debt with income	$(\text{Net Operating Income}) / (\text{Debt Service})$
422. Financial	Current Ratio	Short-term financial health	$(\text{Current Assets}) / (\text{Current Liabilities})$
423. Financial	Days in Accounts Payable	Average number of days to pay outstanding bills	$(\text{Accounts Payable}) / (\text{Daily Expenses})$

Category	Metric	Description	Formula
424. Financial	Supply Expense as % of Revenue	Proportion of revenue spent on supplies	$(\text{Supply Expense}) / (\text{Total Revenue}) * 100$
425. Financial	Revenue Cycle Leakages	Loss in revenue due to operational inefficiencies	$(\text{Lost Revenue}) / (\text{Potential Revenue}) * 100$
426. Financial	Denial Write-offs as % of Revenue	Revenue loss due to claim denials	$(\text{Denial Write-offs}) / (\text{Total Revenue}) * 100$
427. Financial	Uncompensated Care as % of Gross Revenue	Unpaid care costs as a percentage of total revenue	$(\text{Uncompensated Care Costs}) / (\text{Gross Revenue}) * 100$
428. Financial	Capital Spending as % of Revenue	Capital expenditure relative to revenue	$(\text{Capital Spending}) / (\text{Total Revenue}) * 100$
429. Financial	IT Expense as % of Revenue	Information technology costs relative to revenue	$(\text{IT Expense}) / (\text{Total Revenue}) * 100$
430. Financial	Return on Equity (ROE)	Profitability relative to shareholders' equity	$(\text{Net Income}) / (\text{Shareholders' Equity})$
431. Financial	Return on Assets (ROA)	Profitability relative to total assets	$(\text{Net Income}) / (\text{Total Assets})$
432. Financial	Return on Investment (ROI)	Profitability relative to investment	$(\text{Gain from Investment} - \text{Cost of Investment}) / (\text{Cost of Investment})$
433. Financial	Gross Profit Margin	Gross profit as a percentage of revenue	$(\text{Gross Profit}) / (\text{Total Revenue}) * 100$
434. Financial	Net Profit Margin	Net profit as a percentage of revenue	$(\text{Net Profit}) / (\text{Total Revenue}) * 100$
435. Financial	Earnings Before Interest and Taxes (EBIT)	Earnings before deducting interest and taxes	$\text{Total Revenue} - \text{Operating Expenses}$
436. Financial	Earnings Per Share (EPS)	Earnings allocated to each outstanding share	$(\text{Net Income} - \text{Preferred Dividends}) / (\text{Outstanding Shares})$
437. Financial	Debt to Equity Ratio	Company's debt relative to equity	$(\text{Total Debt}) / (\text{Total Equity})$
438. Financial	Quick Ratio	Short-term liquidity excluding inventory	$(\text{Current Assets} - \text{Inventory}) / (\text{Current Liabilities})$
439. Financial	Working Capital	Capital available for day-to-day operations	$(\text{Current Assets}) - (\text{Current Liabilities})$
440. Financial	Working Capital Ratio	Adequacy of working capital to meet short-term obligations	$(\text{Current Assets}) / (\text{Current Liabilities})$
441. Financial	Acid-Test Ratio (Quick Ratio)	Liquidity excluding inventory	$(\text{Cash} + \text{Marketable Securities} + \text{Receivables}) / (\text{Current Liabilities})$
442. Financial	Cash Ratio	Liquidity in terms of cash and equivalents	$(\text{Cash} + \text{Marketable Securities}) / (\text{Current Liabilities})$
443. Financial	Asset Turnover Ratio	Efficiency in utilizing assets	$(\text{Net Sales}) / (\text{Average Total Assets})$
444. Financial	Receivables Turnover Ratio	Efficiency in collecting receivables	$(\text{Net Credit Sales}) / (\text{Average Accounts Receivable})$
445. Financial	Inventory Turnover Ratio	Efficiency in managing inventory	$(\text{Cost of Goods Sold}) / (\text{Average Inventory})$

Category	Metric	Description	Formula
446. Financial	Payables Turnover Ratio	Efficiency in paying suppliers	$(\text{Net Purchases}) / (\text{Average Accounts Payable})$
447. Financial	Gross Working Capital	Total current assets	Total Current Assets
448. Financial	Net Working Capital	Excess of current assets over current liabilities	$(\text{Total Current Assets}) - (\text{Total Current Liabilities})$
449. Financial	Operating Cash Flow	Cash generated from operations	Net Income + Non-Cash Expenses + Changes in Working Capital
450. Financial	Free Cash Flow	Cash available for distribution or reinvestment	$(\text{Operating Cash Flow}) - (\text{Capital Expenditures})$
451. Financial	Cash Conversion Cycle	Time taken to convert resources to cash	$(\text{Days Inventory Outstanding}) + (\text{Days Sales Outstanding}) - (\text{Days Payables Outstanding})$
452. Financial	Debt Ratio	Proportion of assets financed by debt	$(\text{Total Debt}) / (\text{Total Assets})$
453. Financial	Interest Coverage Ratio	Ability to cover interest expenses	$(\text{Earnings Before Interest and Taxes}) / (\text{Interest Expenses})$
454. Financial	Dividend Payout Ratio	Portion of earnings paid out as dividends	$(\text{Dividends Paid}) / (\text{Net Income})$
455. Financial	Dividend Yield	Annual dividend per share as a percentage of price	$(\text{Annual Dividend per Share}) / (\text{Price per Share}) * 100$
456. Financial	Efficiency Ratio	Operating expenses as a percentage of revenue	$(\text{Operating Expenses}) / (\text{Net Sales}) * 100$
457. Financial	Fixed Asset Turnover Ratio	Efficiency in utilizing fixed assets	$(\text{Net Sales}) / (\text{Average Fixed Assets})$
458. Financial	Equity Turnover Ratio	Efficiency in utilizing equity	$(\text{Net Sales}) / (\text{Average Shareholders' Equity})$
459. Financial	Patient Revenue per Admission	Revenue generated per admission	$(\text{Total Patient Revenue}) / (\text{Total Admissions})$
460. Financial	Outpatient Revenue Ratio	Ratio of outpatient revenue to total revenue	$(\text{Outpatient Revenue}) / (\text{Total Revenue})$
461. Financial	Inpatient Revenue Ratio	Ratio of inpatient revenue to total revenue	$(\text{Inpatient Revenue}) / (\text{Total Revenue})$
462. Financial	Charity Care to Total Revenue Ratio	Ratio of charity care to total revenue	$(\text{Charity Care Expenses}) / (\text{Total Revenue})$
463. Financial	Bad Debt to Patient Revenue Ratio	Ratio of bad debt to patient revenue	$(\text{Bad Debt Expense}) / (\text{Total Patient Revenue})$
464. Financial	Full Time Equivalents (FTEs) per Adjusted Occupied Bed (AOB)	Staffing efficiency metric	$(\text{Total FTEs}) / (\text{Total AOB})$
465. Financial	Employee Benefits as % of Total Salary Expense	Benefits cost relative to total salary expense	$(\text{Employee Benefits Expense}) / (\text{Total Salary Expense}) * 100$
466. Financial	Depreciation Expense per Adjusted Discharge	Depreciation expense per adjusted discharge	$(\text{Depreciation Expense}) / (\text{Total Adjusted Discharges})$
467. Financial	Total Overhead Cost Ratio	Ratio of overhead costs to total expenses	$(\text{Total Overhead Costs}) / (\text{Total Expenses})$

Category	Metric	Description	Formula
468. Financial	Supply Expense per Adjusted Discharge	Supply expense per adjusted discharge	$(\text{Supply Expense}) / (\text{Total Adjusted Discharges})$
469. Financial	Drug Expense per Adjusted Discharge	Drug expense per adjusted discharge	$(\text{Drug Expense}) / (\text{Total Adjusted Discharges})$
470. Financial	Food Service Expense per Adjusted Discharge	Food service expense per adjusted discharge	$(\text{Food Service Expense}) / (\text{Total Adjusted Discharges})$
471. Financial	Utilities Expense per Adjusted Discharge	Utilities expense per adjusted discharge	$(\text{Utilities Expense}) / (\text{Total Adjusted Discharges})$
472. Financial	Plant Operations Expense per Adjusted Discharge	Plant operations expense per adjusted discharge	$(\text{Plant Operations Expense}) / (\text{Total Adjusted Discharges})$
473. Financial	Average Age of Plant	Depreciation measure of hospital facilities	$(\text{Accumulated Depreciation}) / (\text{Annual Depreciation Expense})$
474. Financial	Non-operating Income Ratio	Ratio of non-operating income to total revenue	$(\text{Non-operating Income}) / (\text{Total Revenue})$
475. Financial	Investment Income to Total Revenue Ratio	Ratio of investment income to total revenue	$(\text{Investment Income}) / (\text{Total Revenue})$
476. Financial	Other Income to Total Revenue Ratio	Ratio of other income to total revenue	$(\text{Other Income}) / (\text{Total Revenue})$
477. Financial	Total Assets per Adjusted Discharge	Total assets per adjusted discharge	$(\text{Total Assets}) / (\text{Total Adjusted Discharges})$
478. Financial	Current Ratio	Short-term financial health metric	$(\text{Current Assets}) / (\text{Current Liabilities})$
479. Financial	Quick Ratio	Liquid assets to current liabilities	$(\text{Cash} + \text{Marketable Securities} + \text{Receivables}) / (\text{Current Liabilities})$
480. Financial	Debt to Equity Ratio	Long-term financial solvency metric	$(\text{Total Debt}) / (\text{Total Equity})$
481. Financial	Capitalization Ratio	Long-term debt in financing structure	$(\text{Long-term Debt}) / (\text{Long-term Debt} + \text{Equity})$
482. Financial	Cash Flow to Total Debt Ratio	Ability to cover total debt with cash flow	$(\text{Operating Cash Flow}) / (\text{Total Debt})$
483. Financial	Interest Coverage Ratio	Ability to cover interest expenses	$(\text{Earnings Before Interest and Taxes}) / (\text{Interest Expense})$
484. Financial	Asset Turnover Ratio	Efficiency in utilizing assets	$(\text{Total Revenue}) / (\text{Average Total Assets})$
485. Financial	Fixed Asset Turnover Ratio	Efficiency in utilizing fixed assets	$(\text{Total Revenue}) / (\text{Average Net Fixed Assets})$
486. Financial	Equity Multiplier	Financial leverage metric	$(\text{Average Total Assets}) / (\text{Average Equity})$
487. Financial	Operating Expense Ratio	Operating expenses as a percentage of revenue	$(\text{Total Operating Expenses}) / (\text{Total Revenue}) * 100$
488. Financial	Operating Leverage	Sensitivity of operating income to revenue changes	$\% \text{ Change in Operating Income} / \% \text{ Change in Revenue}$

Category	Metric	Description	Formula
489. Financial	Economic Value Added (EVA)	Economic profit metric	$(\text{Net Operating Profit After Taxes}) - (\text{Capital Charge})$
490. Financial	Adjusted Operating Margin	Operating margin adjusted for non-operating items	$(\text{Operating Income} + \text{Non-operating Items}) / (\text{Total Revenue})$
491. Financial	Financial Assistance Ratio	Financial assistance provided relative to revenue	$(\text{Financial Assistance Expense}) / (\text{Total Revenue})$
492. Financial	Net Asset Turnover	Revenue generated per dollar of net assets	$(\text{Total Revenue}) / (\text{Average Net Assets})$
493. Financial	Long-term Debt to Equity Ratio	Long-term debt relative to equity	$(\text{Long-term Debt}) / (\text{Total Equity})$
494. Financial	Current Liabilities to Net Worth Ratio	Short-term financial solvency metric	$(\text{Current Liabilities}) / (\text{Net Worth})$
495. Financial	Cash Flow Margin	Cash flow as a percentage of revenue	$(\text{Cash Flow from Operations}) / (\text{Total Revenue})$
496. Financial	Variance Analysis	Analysis of budgetary performance	Actual Performance vs Budgeted Performance
497. Financial	Volume Variance	Variance due to change in volume	Actual Volume vs Budgeted Volume
498. Financial	Price Variance	Variance due to change in price	Actual Price vs Budgeted Price
499. Financial	Expense Variance	Variance due to change in expenses	Actual Expenses vs Budgeted Expenses
500. Financial	Revenue per Full-Time Equivalent (FTE)	Revenue generated per full-time employee	$(\text{Total Revenue}) / (\text{Number of FTEs})$
501. Financial	Labor Expense per FTE	Labor expense per full-time employee	$(\text{Total Labor Expense}) / (\text{Number of FTEs})$
502. Financial	Non-Labor Expense per FTE	Non-labor expense per full-time employee	$(\text{Total Non-Labor Expense}) / (\text{Number of FTEs})$
503. Financial	Total Expense per FTE	Total expense per full-time employee	$(\text{Total Expenses}) / (\text{Number of FTEs})$
504. Financial	Deferred Maintenance Backlog	Maintenance expenses postponed	Sum of Deferred Maintenance Expenses
505. Financial	Deferred Maintenance per Adjusted Discharge	Deferred maintenance per adjusted discharge	$(\text{Deferred Maintenance Expenses}) / (\text{Adjusted Discharges})$
506. Financial	Capital Spending as % of Depreciation	Capital spending relative to depreciation	$(\text{Capital Spending}) / (\text{Depreciation Expense})$
507. Financial	Capital Adequacy Ratio	Ability to meet long-term obligations	$(\text{Net Assets}) / (\text{Total Assets})$
508. Financial	Solvency Ratio	Long-term solvency and financial sustainability	$(\text{Net Assets}) / (\text{Total Liabilities})$
509. Financial	Charity Care per FTE	Charity care expense per full-time employee	$(\text{Charity Care Expense}) / (\text{Number of FTEs})$
510. Financial	Bad Debt Expense per FTE	Bad debt expense per full-time employee	$(\text{Bad Debt Expense}) / (\text{Number of FTEs})$
511. Financial	Community Benefit Expense Ratio	Community benefit expense relative to revenue	$(\text{Community Benefit Expense}) / (\text{Total Revenue})$

Category	Metric	Description	Formula
512. Financial	Philanthropic Revenue Ratio	Philanthropic revenue relative to total revenue	$(\text{Philanthropic Revenue}) / (\text{Total Revenue})$
513. Financial	Government Funding Ratio	Government funding relative to total revenue	$(\text{Government Funding}) / (\text{Total Revenue})$
514. Financial	Cost of Capital	Cost of funding sources	Weighted Average Cost of Capital (WACC)
515. Financial	Return on Capital Employed (ROCE)	Return on capital used in operations	$(\text{Earnings Before Interest and Taxes}) / (\text{Total Capital Employed})$
516. Financial	Return on Net Assets (RONA)	Return on total net assets	$(\text{Net Income}) / (\text{Average Net Assets})$
517. Financial	Adjusted Current Ratio	Short-term liquidity with adjustments	$(\text{Current Assets} + \text{Short-term Investments}) / (\text{Current Liabilities})$
518. Financial	Cash to Current Liabilities Ratio	Cash coverage for current liabilities	$(\text{Cash}) / (\text{Current Liabilities})$
519. Financial	Asset Utilization Ratio	Efficiency in utilizing total assets	$(\text{Total Revenue}) / (\text{Total Assets})$
520. Financial	Fixed Charge Coverage Ratio	Ability to cover fixed charges	$(\text{Earnings Before Fixed Charges and Taxes}) / (\text{Fixed Charges})$
521. Financial	Labor Cost Efficiency Index	Index evaluating labor cost efficiency	$(\text{Output} / \text{Labor Cost}) * 100$
522. Financial	Labor Cost as % of Total Cost	Labor cost as percentage of total cost	$(\text{Labor Cost} / \text{Total Cost}) * 100$
523. Financial	Labor Cost per Unit of Output	Labor cost incurred per unit of output	$\text{Labor Cost} / \text{Total Units of Output}$
524. Financial	Labor Output Value	Value of output produced by labor	Total Value of Output
525. Financial	Labor Utilization Rate	Rate of labor utilization	$(\text{Utilized Labor Hours} / \text{Total Available Labor Hours}) * 100$
526. Financial	Labor Capacity Utilization Rate	Rate of labor capacity utilization	$(\text{Utilized Labor Capacity} / \text{Total Labor Capacity}) * 100$
527. Financial	Labor Overtime Rate	Rate of labor overtime	$(\text{Overtime Hours} / \text{Total Labor Hours}) * 100$
528. Financial	Labor Idle Time Rate	Rate of labor idle time	$(\text{Idle Labor Hours} / \text{Total Labor Hours}) * 100$
529. Financial	Labor Skills Utilization Rate	Utilization rate of labor skills	$(\text{Utilized Skills} / \text{Total Skills}) * 100$
530. Financial	Labor Cross-Training Efficiency Rate	Efficiency rate of labor cross-training	$\text{Cross-Training Efficiency Metrics} / \text{Total Metrics}$
531. Financial	Labor Role Flexibility Rate	Rate of flexibility in labor roles	$(\text{Flexible Role Assignments} / \text{Total Assignments}) * 100$
532. Financial	Labor Productivity Growth Rate	Growth rate of labor productivity	$((\text{Current Productivity} - \text{Previous Productivity}) / \text{Previous Productivity}) * 100$
533. Financial	Labor Quality Index	Index evaluating labor quality	$\text{Quality Metrics} / \text{Total Metrics}$
534. Financial	Labor Error Rate	Rate of errors in labor tasks	$(\text{Total Errors} / \text{Total Tasks}) * 100$

Category	Metric	Description	Formula
535. Financial	Labor Training Effectiveness Rate	Effectiveness rate of labor training	Training Effectiveness Metrics / Total Metrics
536. Financial	Labor Performance Evaluation Compliance Rate	Compliance rate in labor performance evaluations	(Completed Evaluations / Total Evaluations) * 100
537. Financial	Labor Performance Improvement Rate	Rate of labor performance improvement	(Improved Performance Instances / Total Instances) * 100
538. Financial	Labor Cost Saving Rate	Rate of labor cost saving	(Cost Savings / Total Labor Cost) * 100
539. Financial	Labor Benefits Optimization Rate	Optimization rate of labor benefits	Benefits Optimization Metrics / Total Metrics
540. Financial	Labor Morale Impact Rating	Rating of morale impact on labor efficiency	Morale Impact Metrics / Total Metrics
541. Financial	Labor Absenteeism Cost	Cost incurred due to labor absenteeism	Total Absenteeism Cost
542. Financial	Labor Replacement Cost	Cost incurred for replacing labor	Total Replacement Cost
543. Financial	Labor Process Standardization Rate	Standardization rate of labor processes	(Standardized Processes / Total Processes) * 100
544. Financial	Labor Value Addition Rate	Rate of value addition by labor	(Value Added / Total Labor Cost) * 100
545. Financial	Labor Innovation Contribution Rate	Rate of labor contribution to innovation	(Innovation Contributions / Total Innovations) * 100
546. Financial	Labor Resource Allocation Efficiency Rate	Efficiency rate in labor resource allocation	Resource Allocation Metrics / Total Resources
547. Financial	Labor Incentive Effectiveness Rate	Effectiveness rate of labor incentives	Incentive Effectiveness Metrics / Total Metrics
548. Financial	Labor Dispute Resolution Success Rate	Success rate in resolving labor disputes	(Resolved Disputes / Total Disputes) * 100
549. Financial	Labor Health & Safety Compliance Rate	Compliance rate with labor health & safety regulations	(Compliant Instances / Total Instances) * 100
550. Financial	Labor Regulatory Compliance Rate	Compliance rate with labor regulatory requirements	(Compliant Instances / Total Instances) * 100
551. Financial	Labor Succession Planning Effectiveness Rate	Effectiveness rate of labor succession planning	Succession Planning Effectiveness Metrics / Total Metrics
552. Financial	Medication Administration Efficiency	Efficiency of medication administration processes	Medication Efficiency Metrics / Total Metrics
553. Financial	Patient Care Coordination Efficiency	Efficiency in coordinating patient care	Care Coordination Metrics / Total Metrics
554. Financial	Staff-to-Patient Ratio Variation	Variation in staff-to-patient ratio	Variation Metrics / Total Metrics
555. Financial	Overtime Cost Efficiency	Efficiency of costs related to overtime	(Service Deliveries / Overtime Cost) * 100
556. Financial	Employee Retention Efficiency	Efficiency in retaining employees	(Retained Employees / Total Employees) * 100

Category	Metric	Description	Formula
557. Financial	Shift Length Efficiency	Efficiency related to shift lengths	Shift Length Efficiency Metrics / Total Metrics
558. Financial	FTE Utilization Variation	Variation in FTE utilization	Variation Metrics / Total Metrics
559. Financial	Skill Mix Efficiency	Efficiency in utilizing a mix of skills	Skill Mix Efficiency Metrics / Total Metrics
560. Financial	Staff Training Cost Efficiency	Cost efficiency in staff training	(Training Goals Achieved / Training Cost) * 100
561. Financial	Time to Fill Open Positions Efficiency	Efficiency in filling open positions	(Target Time to Fill / Actual Time to Fill) * 100
562. Financial	Agency/Temporary Staff Utilization Efficiency	Utilization efficiency of agency/temporary staff	(Service Deliveries / Agency Staff Hours) * 100
563. Financial	Task Completion Timeliness	Timeliness in completing tasks	(On-Time Completed Tasks / Total Tasks) * 100
564. Financial	Staff Utilization Variation	Variation in staff utilization	Variation Metrics / Total Metrics
565. Financial	Patient-to-Staff Contact Time Efficiency	Efficiency in patient-to-staff contact time	Contact Time Efficiency Metrics / Total Metrics
566. Financial	First Case On-Time Start Efficiency	Efficiency in starting first case on time	(On-Time First Cases / Total First Cases) * 100
567. Financial	Direct Care to Support Staff Ratio Efficiency	Efficiency in ratio of direct care to support staff	(Direct Care Staff / Support Staff) * 100
568. Financial	Cross-Training Cost Efficiency	Cost efficiency in cross-training	(Cross-Training Goals Achieved / Training Cost) * 100
569. Financial	Shift Rotation Efficiency	Efficiency in shift rotations	Shift Rotation Efficiency Metrics / Total Metrics
570. Financial	Staff Scheduling Accuracy	Accuracy in staff scheduling	(Accurate Schedules / Total Schedules) * 100
571. Financial	Staff Allocation Efficiency	Efficiency in staff allocation	Staff Allocation Efficiency Metrics / Total Metrics
572. Financial	Labor Cost per Procedure	Labor cost incurred per procedure	Total Labor Cost / Total Procedures
573. Financial	Labor Cost per Service Delivery	Labor cost incurred per service delivery	Total Labor Cost / Total Service Deliveries
574. Financial	Procedure Completion Efficiency	Efficiency in completing procedures	(On-Time Completed Procedures / Total Procedures) * 100
575. Financial	Labor Performance Metrics Efficiency	Efficiency in utilizing labor performance metrics	Performance Metrics Efficiency Metrics / Total Metrics
576. Financial	Labor Feedback Implementation Rate	Rate of implementing feedback from labor	(Implemented Feedback / Total Feedback) * 100
577. Financial	Staffing Level Adjustment Efficiency	Efficiency in adjusting staffing levels	Staffing Level Adjustment Metrics / Total Metrics
578. Financial	Labor Resource Re-allocation Efficiency	Efficiency in re-allocating labor resources	Resource Re-allocation Metrics / Total Metrics

Category	Metric	Description	Formula
579. Financial	Labor Cost Forecasting Accuracy	Accuracy in forecasting labor costs	$(\text{Accurate Forecasts} / \text{Total Forecasts}) * 100$
580. Financial	Labor-Related Risk Mitigation Efficiency	Efficiency in mitigating labor-related risks	$\text{Risk Mitigation Efficiency Metrics} / \text{Total Metrics}$
581. Financial	Labor Data Analysis Efficiency	Efficiency in analyzing labor data	$\text{Data Analysis Efficiency Metrics} / \text{Total Metrics}$
582. Financial	Labor Process Improvement Rate	Rate of labor process improvements	$(\text{Successful Improvements} / \text{Total Improvements}) * 100$
583. Financial	Labor Process Documentation Efficiency	Efficiency in documenting labor processes	$\text{Documentation Efficiency Metrics} / \text{Total Metrics}$
584. Financial	Labor Incident Reporting Efficiency	Efficiency in reporting labor incidents	$(\text{Reported Incidents} / \text{Total Incidents}) * 100$
585. Financial	Labor Policy Compliance Efficiency	Efficiency in complying with labor policies	$(\text{Compliant Instances} / \text{Total Instances}) * 100$
586. Financial	Labor Performance Benchmarking Efficiency	Efficiency in benchmarking labor performance	$\text{Benchmarking Efficiency Metrics} / \text{Total Metrics}$
587. Financial	Labor Performance Feedback Efficiency	Efficiency in providing feedback on labor performance	$\text{Feedback Efficiency Metrics} / \text{Total Metrics}$
588. Financial	Labor-Driven Service Improvement Rate	Rate of service improvements driven by labor	$(\text{Labor-Driven Improvements} / \text{Total Improvements}) * 100$
589. Financial	Labor Engagement Index	Index evaluating labor engagement	$\text{Engagement Metrics} / \text{Total Metrics}$
590. Financial	Labor-Related Issue Resolution Efficiency	Efficiency in resolving labor-related issues	$(\text{Resolved Issues} / \text{Total Issues}) * 100$
591. Financial	Labor Performance Recognition Efficiency	Efficiency in recognizing labor performance	$\text{Recognition Efficiency Metrics} / \text{Total Metrics}$
592. Financial	Labor Peer Review Efficiency	Efficiency in conducting labor peer reviews	$(\text{Completed Reviews} / \text{Total Reviews}) * 100$
593. Financial	Labor Efficiency Improvement Initiative Success Rate	Success rate of labor efficiency improvement initiatives	$(\text{Successful Initiatives} / \text{Total Initiatives}) * 100$
594. Financial	Labor Performance Goal Achievement Rate	Rate of achieving labor performance goals	$(\text{Achieved Goals} / \text{Total Goals}) * 100$
595. Financial	Labor-Related Cost Transparency Rate	Rate of transparency in labor-related costs	$(\text{Transparent Cost Instances} / \text{Total Instances}) * 100$
596. Financial	Labor Performance Variance Analysis Efficiency	Efficiency in analyzing labor performance variances	$\text{Variance Analysis Efficiency Metrics} / \text{Total Metrics}$
597. Financial	Labor-Driven Innovation Rate	Rate of innovations driven by labor	$(\text{Labor-Driven Innovations} / \text{Total Innovations}) * 100$
598. Financial	Labor Role Clarity Index	Index evaluating clarity in labor roles	$\text{Role Clarity Metrics} / \text{Total Metrics}$

Category	Metric	Description	Formula
599. Financial	Labor Performance Appraisal Timeliness	Timeliness in conducting labor performance appraisals	$(\text{On-Time Appraisals} / \text{Total Appraisals}) * 100$
600. Financial	Labor Mentoring Efficiency	Efficiency in mentoring labor	$\text{Mentoring Efficiency Metrics} / \text{Total Metrics}$
601. Financial	Labor Performance Correlation Efficiency	Efficiency in correlating labor performance metrics	$\text{Correlation Efficiency Metrics} / \text{Total Metrics}$
602. Financial	Labor Reward and Recognition Program Efficiency	Efficiency of labor reward and recognition programs	$\text{Program Efficiency Metrics} / \text{Total Metrics}$
603. Financial	Labor-Driven Patient Satisfaction Rate	Rate of patient satisfaction driven by labor	$(\text{Labor-Driven Satisfied Patients} / \text{Total Patients}) * 100$
604. Financial	Labor Skill Enhancement Rate	Rate of enhancing labor skills	$(\text{Enhanced Skills} / \text{Total Skills}) * 100$
605. Financial	Labor Workflow Optimization Efficiency	Efficiency in optimizing labor workflows	$\text{Workflow Optimization Metrics} / \text{Total Metrics}$
606. Financial	Labor Competency Assessment Efficiency	Efficiency in assessing labor competencies	$\text{Competency Assessment Metrics} / \text{Total Metrics}$
607. Financial	Labor Performance Improvement Plan Efficiency	Efficiency in labor performance improvement plans	$\text{Improvement Plan Efficiency Metrics} / \text{Total Metrics}$
608. Financial	Labor Team Collaboration Efficiency	Efficiency in labor team collaboration	$\text{Collaboration Efficiency Metrics} / \text{Total Metrics}$
609. Financial	Labor-Driven Process Standardization Rate	Rate of process standardization driven by labor	$(\text{Standardized Processes} / \text{Total Processes}) * 100$
610. Financial	Labor-Related Regulatory Compliance Efficiency	Efficiency in complying with labor-related regulations	$(\text{Compliant Instances} / \text{Total Instances}) * 100$
611. Financial	Labor-Driven Quality Improvement Rate	Rate of quality improvements driven by labor	$(\text{Labor-Driven Quality Improvements} / \text{Total Improvements}) * 100$
612. Financial	Labor Efficiency Training Effectiveness	Effectiveness of training in labor efficiency	$\text{Training Effectiveness Metrics} / \text{Total Metrics}$
613. Financial	Labor Performance Trend Analysis Efficiency	Efficiency in analyzing trends in labor performance	$\text{Trend Analysis Efficiency Metrics} / \text{Total Metrics}$
614. Financial	Donation Revenue	Revenue generated from donations	Total Donation Revenue
615. Financial	Grant Funding Amount	Amount of funding received through grants	Total Grant Funding
616. Financial	Cost per Discharge	Cost incurred per patient discharge	$\text{Total Cost} / \text{Total Discharges}$
617. Financial	Community Investment	Investment made in community programs	Total Community Investment
618. Financial	Fixed Asset Turnover Ratio	Efficiency in using fixed assets	$\text{Total Revenue} / \text{Average Fixed Assets}$
619. Financial	Variable Cost Ratio	Proportion of variable costs to total costs	$\text{Total Variable Costs} / \text{Total Costs}$

Category	Metric	Description	Formula
620. Financial	Cost Recovery Rate	Rate of recovering costs through revenue	$(\text{Total Revenue} / \text{Total Costs}) * 100$
621. Financial	Cost per Medical Procedure	Cost incurred per medical procedure	$\text{Total Cost} / \text{Total Medical Procedures}$
622. Financial	Charity Care Expense	Expense incurred for charity care	Total Charity Care Expense
623. Financial	Revenue per Medical Procedure	Revenue generated per medical procedure	$\text{Total Revenue} / \text{Total Medical Procedures}$
624. Financial	Departmental Budget Adherence Rate	Rate of adherence to departmental budgets	$(\text{Actual Expenditure} / \text{Budgeted Expenditure}) * 100$
625. Financial	Break-Even Point	Point at which total revenue equals total costs	Total Revenue = Total Costs
626. Financial	Profit Margin per Patient Day	Profit margin generated per patient day	$(\text{Total Profit} / \text{Total Patient Days}) * 100$
627. Financial	Cash Flow Efficiency	Efficiency in managing cash flows	$\text{Cash Flow Efficiency Metrics} / \text{Total Metrics}$
628. Financial	Deferred Maintenance Costs	Costs of deferred maintenance	Total Deferred Maintenance Costs
629. Financial	Cost per Outpatient Visit	Cost incurred per outpatient visit	$\text{Total Cost} / \text{Total Outpatient Visits}$
630. Financial	Revenue per Outpatient Visit	Revenue generated per outpatient visit	$\text{Total Revenue} / \text{Total Outpatient Visits}$
631. Financial	Equipment Utilization Efficiency	Efficiency in utilizing medical equipment	$\text{Equipment Utilization Metrics} / \text{Total Metrics}$
632. Financial	Financial Risk Mitigation Efficiency	Efficiency in mitigating financial risks	$\text{Risk Mitigation Efficiency Metrics} / \text{Total Metrics}$
633. Financial	Health Insurance Claim Reimbursement Rate	Rate of reimbursement for health insurance claims	$(\text{Reimbursed Claims} / \text{Total Claims}) * 100$
634. Financial	Revenue Cycle Efficiency	Efficiency in managing the revenue cycle	$\text{Revenue Cycle Efficiency Metrics} / \text{Total Metrics}$
635. Financial	Capital Budget Adherence Rate	Rate of adherence to capital budgets	$(\text{Actual Expenditure} / \text{Budgeted Expenditure}) * 100$
636. Financial	Medical Supply Cost Efficiency	Efficiency in managing medical supply costs	$(\text{Used Supplies Value} / \text{Total Supplies Cost}) * 100$
637. Financial	Cost per Bed	Cost incurred per bed	$\text{Total Cost} / \text{Total Beds}$
638. Financial	Revenue per Bed	Revenue generated per bed	$\text{Total Revenue} / \text{Total Beds}$
639. Financial	Overhead Cost Efficiency	Efficiency in managing overhead costs	$(\text{Overhead Costs} / \text{Total Costs}) * 100$
640. Financial	Financial Sustainability Index	Index evaluating financial sustainability	$\text{Financial Sustainability Metrics} / \text{Total Metrics}$
641. Financial	Cost per Medical Staff Member	Cost incurred per medical staff member	$\text{Total Cost} / \text{Total Medical Staff Members}$
642. Financial	Revenue per Medical Staff Member	Revenue generated per medical staff member	$\text{Total Revenue} / \text{Total Medical Staff Members}$
643. Financial	Financial Forecasting Accuracy	Accuracy in financial forecasting	$(\text{Accurate Forecasts} / \text{Total Forecasts}) * 100$

Category	Metric	Description	Formula
644. Financial	External Funding Efficiency	Efficiency in obtaining and utilizing external funding	Funding Efficiency Metrics / Total Metrics
645. Financial	Cost Allocation Efficiency	Efficiency in allocating costs	Cost Allocation Efficiency Metrics / Total Metrics
646. Human Resources	Employee Turnover Rate	Rate at which employees leave	(Number of Exits / Average Number of Employees) * 100
647. Human Resources	Employee Retention Rate	Rate at which employees are retained	(Number of Retained Employees / Total Employees) * 100
648. Human Resources	Employee Satisfaction Rate	Rate of employee satisfaction	(Satisfied Ratings / Total Ratings) * 100
649. Human Resources	Employee Engagement Rate	Rate of employee engagement	(Engaged Employees / Total Employees) * 100
650. Human Resources	Employee Productivity Index	Index of employee productivity	Productivity Metrics / Number of Employees
651. Human Resources	Employee Training Compliance Rate	Compliance rate in employee training	(Trained Employees / Total Employees) * 100
652. Human Resources	Recruitment Efficiency Rate	Efficiency rate in recruitment	Recruitment Efficiency Metrics / Total Metrics
653. Human Resources	Time to Fill Vacancies	Time taken to fill vacancies	Average Time to Fill Vacancies
654. Human Resources	Cost Per Hire	Cost incurred per hire	Total Recruitment Cost / Total Hires
655. Human Resources	Diversity Index	Index evaluating diversity	Diversity Metrics / Total Metrics
656. Human Resources	Inclusion Index	Index evaluating inclusion	Inclusion Metrics / Total Metrics
657. Human Resources	Gender Pay Gap	Disparity in pay based on gender	(Average Male Salary - Average Female Salary) / Average Male Salary
658. Human Resources	Absenteeism Rate	Rate of employee absenteeism	(Total Absentee Days / Total Working Days) * 100
659. Human Resources	Employee Wellness Participation Rate	Participation rate in employee wellness programs	(Participating Employees / Total Employees) * 100
660. Human Resources	Employee Performance Rating	Rating of employee performance	Sum of Performance Ratings / Number of Employees
661. Human Resources	Employee Development Plan Completion Rate	Completion rate of employee development plans	(Completed Plans / Total Plans) * 100
662. Human Resources	Employee Promotion Rate	Rate of employee promotions	(Promotions / Total Employees) * 100
663. Human Resources	Employee Recognition Rate	Rate of employee recognition	(Recognitions / Total Employees) * 100
664. Human Resources	Employee Grievance Resolution Rate	Rate of resolution of employee grievances	(Resolved Grievances / Total Grievances) * 100
665. Human Resources	Employee Benefits Utilization Rate	Utilization rate of employee benefits	(Utilized Benefits / Total Benefits) * 100

Category	Metric	Description	Formula
666. Human Resources	Employee Assistance Program Utilization Rate	Utilization rate of employee assistance programs	$(\text{Utilized Assistance} / \text{Total Assistance}) * 100$
667. Human Resources	Employee Safety Incident Rate	Rate of employee safety incidents	$(\text{Safety Incidents} / \text{Total Employees}) * 100$
668. Human Resources	Employee Health Checkup Participation Rate	Participation rate in employee health checkups	$(\text{Participating Employees} / \text{Total Employees}) * 100$
669. Human Resources	Employee Feedback Response Rate	Response rate to employee feedback requests	$(\text{Responses} / \text{Total Requests}) * 100$
670. Human Resources	Employee Referral Hiring Rate	Hiring rate through employee referrals	$(\text{Referral Hires} / \text{Total Hires}) * 100$
671. Human Resources	Employee Self-Service Adoption Rate	Adoption rate of employee self-service systems	$(\text{Users of Self-Service} / \text{Total Employees}) * 100$
672. Human Resources	Labor Relations Stability Rating	Rating of labor relations stability	$\text{Labor Stability Metrics} / \text{Total Metrics}$
673. Human Resources	HR Policy Compliance Rate	Compliance rate with HR policies	$(\text{Compliant Actions} / \text{Total Actions}) * 100$
674. Human Resources	HR Process Efficiency Rate	Efficiency rate of HR processes	$\text{HR Efficiency Metrics} / \text{Total Metrics}$
675. Human Resources	HR Technology Utilization Rate	Utilization rate of HR technology	$(\text{Utilized Technology} / \text{Total Technology}) * 100$
676. Human Resources	HR Service Delivery Satisfaction Rate	Satisfaction rate with HR service delivery	$(\text{Satisfied Ratings} / \text{Total Ratings}) * 100$
677. Human Resources	Employee Performance Improvement Rate	Rate of employee performance improvement	$(\text{Improved Performance Instances} / \text{Total Instances}) * 100$
678. Human Resources	Employee Career Growth Opportunity Rate	Rate of career growth opportunities for employees	$(\text{Growth Opportunities} / \text{Total Employees}) * 100$
679. Human Resources	Employee Skills Development Rate	Rate of skills development for employees	$(\text{Developed Skills} / \text{Total Skills}) * 100$
680. Human Resources	Employee Leadership Development Rate	Rate of leadership development for employees	$(\text{Developed Leaders} / \text{Total Employees}) * 100$
681. Human Resources	Employee Work-Life Balance Rating	Rating of employee work-life balance	$\text{Work-Life Balance Metrics} / \text{Number of Employees}$
682. Human Resources	Employee Morale Index	Index evaluating employee morale	$\text{Morale Metrics} / \text{Total Employees}$
683. Human Resources	Employee Conflict Resolution Success Rate	Success rate of employee conflict resolution	$(\text{Resolved Conflicts} / \text{Total Conflicts}) * 100$
684. Human Resources	Employee Volunteer Participation Rate	Participation rate of employees in volunteer activities	$(\text{Volunteering Employees} / \text{Total Employees}) * 100$
685. Human Resources	Employee Communication Effectiveness Rating	Rating of effectiveness in employee communication	$\text{Communication Effectiveness Metrics} / \text{Total Metrics}$
686. Human Resources	HR Process Standardization Rate	Standardization rate of HR processes	$(\text{Standardized Processes} / \text{Total Processes}) * 100$

Category	Metric	Description	Formula
687. Human Resources	HR Audit Compliance Rate	Compliance rate with HR audits	$(\text{Compliant Audits} / \text{Total Audits}) * 100$
688. Human Resources	HR Data Accuracy Rate	Accuracy rate of HR data	$(\text{Accurate Data Instances} / \text{Total Instances}) * 100$
689. Human Resources	HR Data Privacy Compliance Rate	Compliance rate with HR data privacy regulations	$(\text{Compliant Instances} / \text{Total Instances}) * 100$
690. Human Resources	HR Technology Innovation Adoption Rate	Adoption rate of HR technology innovations	$(\text{Adopted Innovations} / \text{Total Innovations}) * 100$
691. Human Resources	HR Service Accessibility Rating	Rating of accessibility of HR services	$\text{Accessibility Metrics} / \text{Total Metrics}$
692. Human Resources	HR Process Improvement Success Rate	Success rate of HR process improvements	$(\text{Successful Improvements} / \text{Total Improvements}) * 100$
693. Human Resources	HR Customer (Employee) Satisfaction Index	Index of satisfaction among HR's internal customers (employees)	$\text{Satisfaction Metrics} / \text{Total Metrics}$
694. Human Resources	HR Value Addition Rating	Rating of HR value addition to the organization	$\text{Value Addition Metrics} / \text{Total Metrics}$
695. Human Resources	HR Strategic Alignment Rating	Rating of HR alignment with organizational strategy	$\text{Alignment Metrics} / \text{Total Metrics}$
696. Human Resources	HR Cost Efficiency Index	Index of HR cost efficiency	$\text{Cost Efficiency Metrics} / \text{Total Metrics}$
697. Human Resources	HR Budget Adherence Rate	Adherence rate to HR budget	$(\text{Budget Adherent Spend} / \text{Total Budget}) * 100$
698. Human Resources	HR Resource Allocation Efficiency Rate	Efficiency rate in HR resource allocation	$\text{Resource Allocation Metrics} / \text{Total Resources}$
699. Human Resources	HR Service Delivery Timeliness Rate	Timeliness rate of HR service delivery	$(\text{Timely Deliveries} / \text{Total Deliveries}) * 100$
700. Human Resources	HR Project On-Time Completion Rate	On-time completion rate of HR projects	$(\text{On-Time Completed Projects} / \text{Total Projects}) * 100$
701. Human Resources	HR Policy Awareness Rate	Awareness rate of HR policies among employees	$(\text{Aware Employees} / \text{Total Employees}) * 100$
702. Human Resources	HR Best Practice Adoption Rate	Adoption rate of HR best practices	$(\text{Adopted Best Practices} / \text{Total Best Practices}) * 100$
703. Human Resources	HR Legal Compliance Rate	Compliance rate with legal requirements in HR	$(\text{Compliant Instances} / \text{Total Instances}) * 100$
704. Human Resources	HR Process Automation Rate	Automation rate of HR processes	$(\text{Automated Processes} / \text{Total Processes}) * 100$
705. Human Resources	HR Performance Metrics Utilization Rate	Utilization rate of HR performance metrics	$(\text{Utilized Metrics} / \text{Total Metrics}) * 100$
706. Human Resources	HR Knowledge Sharing Effectiveness Rating	Effectiveness rating of HR knowledge sharing	$\text{Knowledge Sharing Effectiveness Metrics} / \text{Total Metrics}$
707. Human Resources	HR Vendor Management Efficiency Rating	Efficiency rating of HR vendor management	$\text{Vendor Management Efficiency Metrics} / \text{Total Metrics}$

Category	Metric	Description	Formula
708. Human Resources	Staff Skill Development Rate	Rate of developing staff skills	$(\text{Developed Skills} / \text{Total Skills}) * 100$
709. Human Resources	Employee Wellness Index	Index evaluating employee wellness	$\text{Wellness Metrics} / \text{Total Metrics}$
710. Human Resources	Leadership Development Program Efficiency	Efficiency of leadership development programs	$\text{Program Efficiency Metrics} / \text{Total Metrics}$
711. Human Resources	Employee Engagement Index	Index evaluating employee engagement	$\text{Engagement Metrics} / \text{Total Metrics}$
712. Human Resources	Work-Life Balance Index	Index evaluating work-life balance	$\text{Work-Life Balance Metrics} / \text{Total Metrics}$
713. Human Resources	Cross-Functional Teamwork Efficiency	Efficiency in cross-functional teamwork	$\text{Teamwork Efficiency Metrics} / \text{Total Metrics}$
714. Human Resources	Staff Resilience Index	Index evaluating staff resilience	$\text{Resilience Metrics} / \text{Total Metrics}$
715. Human Resources	Talent Retention Rate	Rate of retaining talent	$(\text{Retained Talent} / \text{Total Talent}) * 100$
716. Human Resources	Job Satisfaction Index	Index evaluating job satisfaction	$\text{Job Satisfaction Metrics} / \text{Total Metrics}$
717. Human Resources	Performance Evaluation Timeliness	Timeliness in conducting performance evaluations	$(\text{On-Time Evaluations} / \text{Total Evaluations}) * 100$
718. Human Resources	Skill Gap Analysis Efficiency	Efficiency in analyzing skill gaps	$\text{Skill Gap Analysis Efficiency Metrics} / \text{Total Metrics}$
719. Human Resources	Diversity and Inclusion Index	Index evaluating diversity and inclusion	$\text{Diversity and Inclusion Metrics} / \text{Total Metrics}$
720. Human Resources	Employee Recognition Rate	Rate of recognizing employee achievements	$(\text{Recognized Achievements} / \text{Total Achievements}) * 100$
721. Human Resources	Conflict Resolution Efficiency	Efficiency in resolving conflicts	$\text{Conflict Resolution Efficiency Metrics} / \text{Total Metrics}$
722. Human Resources	Leadership Training Completion Rate	Completion rate of leadership training	$(\text{Completed Training} / \text{Total Training}) * 100$
723. Human Resources	Internal Promotion Rate	Rate of promoting internal candidates	$(\text{Internal Promotions} / \text{Total Promotions}) * 100$
724. Human Resources	Professional Development Opportunity Rate	Rate of providing professional development opportunities	$(\text{Provided Opportunities} / \text{Total Opportunities}) * 100$
725. Human Resources	Wellness Program Participation Rate	Participation rate in wellness programs	$(\text{Participation Instances} / \text{Total Instances}) * 100$
726. Human Resources	Employee Mentorship Program Efficiency	Efficiency in employee mentorship programs	$\text{Mentorship Program Efficiency Metrics} / \text{Total Metrics}$
727. Human Resources	Employee Empowerment Index	Index evaluating employee empowerment	$\text{Empowerment Metrics} / \text{Total Metrics}$
728. Inventory Management	Inventory Accuracy	Accuracy of inventory records	$(\text{Correct Inventory Records}) / (\text{Total Records}) * 100$

Category	Metric	Description	Formula
729. Inventory Management	Inventory Turns	Frequency of inventory turnover	$(\text{Cost of Goods Sold}) / (\text{Average Inventory Value})$
730. Inventory Management	Item Fill Rate	Rate of fulfilling item requests from inventory	$(\text{Items Fulfilled}) / (\text{Items Requested}) * 100$
731. Inventory Management	Patient Supply Utilization	Usage rate of supplies for patient care	$(\text{Supplies Used for Patients}) / (\text{Total Supplies}) * 100$
732. Inventory Management	Inventory Holding Cost	Cost of holding inventory	(Holding Costs)
733. Inventory Management	Shrinkage Rate	Rate of inventory loss due to various factors	$(\text{Lost Inventory Value}) / (\text{Total Inventory Value}) * 100$
734. Inventory Management	Obsolete Inventory Expense	Cost of obsolete inventory	(Obsolete Inventory Costs)
735. Inventory Management	Inventory Valuation Accuracy	Accuracy of inventory valuation	$(\text{Correct Valuation}) / (\text{Total Valuation}) * 100$
736. Laundry	Laundry Volume Processed	Amount of laundry processed	Total Pounds of Laundry Processed
737. Laundry	Laundry Turnaround Time	Time to process laundry	Total Time from Receipt to Delivery
738. Laundry	Lost Items Rate	Rate of lost laundry items	$(\text{Number of Lost Items}) / (\text{Total Items Processed}) * 100$
739. Laundry	Damaged Items Rate	Rate of damaged laundry items	$(\text{Number of Damaged Items}) / (\text{Total Items Processed}) * 100$
740. Laundry	Laundry Cost per Pound	Cost to process per pound of laundry	$(\text{Total Laundry Cost}) / (\text{Total Pounds Processed})$
741. Laundry	Energy Consumption per Pound	Energy used per pound of laundry processed	$(\text{Total Energy Consumption}) / (\text{Total Pounds Processed})$
742. Laundry	Water Consumption per Pound	Water used per pound of laundry processed	$(\text{Total Water Consumption}) / (\text{Total Pounds Processed})$
743. Laundry	Chemical Consumption per Pound	Chemicals used per pound of laundry processed	$(\text{Total Chemical Consumption}) / (\text{Total Pounds Processed})$
744. Laundry	On-Time Delivery Rate	Rate of on-time laundry deliveries	$(\text{On-Time Deliveries}) / (\text{Total Deliveries}) * 100$
745. Laundry	Load Capacity Utilization Rate	Utilization rate of laundry machines	$(\text{Actual Load Capacity}) / (\text{Total Load Capacity}) * 100$
746. Laundry	Redo Rate	Rate of laundry redos due to poor quality	$(\text{Number of Redos}) / (\text{Total Loads}) * 100$
747. Laundry	Unplanned Downtime Rate	Rate of unplanned downtime of laundry machines	$(\text{Unplanned Downtime Hours}) / (\text{Total Operating Hours}) * 100$
748. Laundry	Preventive Maintenance Compliance Rate	Compliance with preventive maintenance schedule	$(\text{Completed PM Tasks}) / (\text{Scheduled PM Tasks}) * 100$

Category	Metric	Description	Formula
749. Laundry	Laundry Staff Productivity Rate	Productivity rate of laundry staff	$(\text{Total Pounds Processed}) / (\text{Total Staff Hours})$
750. Laundry	Overtime Rate	Overtime hours as a percentage of total hours	$(\text{Overtime Hours}) / (\text{Total Staff Hours}) * 100$
751. Laundry	Staff Turnover Rate	Rate of staff turnover in laundry department	$(\text{Number of Staff Exits}) / (\text{Average Number of Staff}) * 100$
752. Laundry	Staff Training Completion Rate	Rate of staff completing required training	$(\text{Staff Completed Training}) / (\text{Total Staff}) * 100$
753. Laundry	Incident Rate	Rate of incidents in laundry department	$(\text{Number of Incidents}) / (\text{Total Staff Hours}) * 1000$
754. Laundry	Customer Complaint Rate	Rate of complaints related to laundry service	$(\text{Number of Complaints}) / (\text{Total Deliveries}) * 100$
755. Laundry	Supply Cost per Pound	Cost of supplies per pound of laundry processed	$(\text{Supply Costs}) / (\text{Total Pounds Processed})$
756. Laundry	Process Improvement Implementation Rate	Rate of implemented process improvements	$(\text{Implemented Improvements}) / (\text{Identified Improvements}) * 100$
757. Maintenance	Maintenance Request Completion Time	Time taken to complete maintenance requests	Total Time from Request to Completion
758. Maintenance	Preventive Maintenance Compliance Rate	Compliance with preventive maintenance schedule	$(\text{Completed PM Tasks}) / (\text{Scheduled PM Tasks}) * 100$
759. Maintenance	Reactive Maintenance Rate	Rate of reactive maintenance tasks	$(\text{Reactive Maintenance Tasks}) / (\text{Total Maintenance Tasks}) * 100$
760. Maintenance	Equipment Downtime Rate	Rate of equipment downtime	$(\text{Downtime Hours}) / (\text{Total Operating Hours}) * 100$
761. Maintenance	Maintenance Cost per Square Foot	Maintenance cost per square foot	$(\text{Total Maintenance Cost}) / (\text{Total Square Footage})$
762. Maintenance	Energy Consumption per Square Foot	Energy usage per square foot	$(\text{Total Energy Consumption}) / (\text{Total Square Footage})$
763. Maintenance	Water Consumption per Square Foot	Water usage per square foot	$(\text{Total Water Consumption}) / (\text{Total Square Footage})$
764. Maintenance	Maintenance Staff Productivity Rate	Productivity rate of maintenance staff	$(\text{Completed Tasks}) / (\text{Total Staff Hours})$
765. Maintenance	Maintenance Staff Utilization Rate	Utilization rate of maintenance staff	$(\text{Actual Working Hours}) / (\text{Scheduled Hours}) * 100$
766. Maintenance	Equipment Repair Turnaround Time	Time taken to repair equipment	Total Time from Breakdown to Repair Completion
767. Maintenance	Asset Utilization Rate	Utilization rate of hospital assets	$(\text{Usage Hours}) / (\text{Available Hours}) * 100$
768. Maintenance	Facility Condition Index (FCI)	Condition of the facility	$(\text{Cost of Deferred Maintenance}) / (\text{Current Replacement Value})$
769. Maintenance	Deferred Maintenance Backlog	Maintenance deferred for future	Total Cost of Deferred Maintenance

Category	Metric	Description	Formula
770. Maintenance	Work Order Completion Rate	Rate of work order completion	$(\text{Completed Work Orders}) / (\text{Total Work Orders}) * 100$
771. Maintenance	Vendor Performance Rate	Performance rate of maintenance vendors	$(\text{On-Time Vendor Completions}) / (\text{Total Vendor Tasks}) * 100$
772. Maintenance	Emergency Response Time	Response time to emergency maintenance requests	Total Time from Emergency Request to Response
773. Maintenance	Maintenance Training Compliance Rate	Rate of staff completing required training	$(\text{Staff Completed Training}) / (\text{Total Staff}) * 100$
774. Maintenance	Compliance with Safety Standards	Compliance with maintenance safety standards	$(\text{Safety Compliant Tasks}) / (\text{Total Tasks}) * 100$
775. Maintenance	Compliance with Regulatory Requirements	Compliance with regulatory maintenance requirements	$(\text{Compliant Tasks}) / (\text{Total Tasks}) * 100$
776. Maintenance	Facility Upgrade Completion Rate	Rate of completed facility upgrades	$(\text{Completed Upgrades}) / (\text{Scheduled Upgrades}) * 100$
777. Maintenance	Customer Satisfaction Rate	Satisfaction rate with maintenance services	$(\text{Satisfied Ratings}) / (\text{Total Ratings}) * 100$
778. Maintenance	Cost Variance	Variance in projected and actual maintenance costs	$(\text{Actual Cost}) - (\text{Projected Cost})$
779. Maintenance	Schedule Variance	Variance in projected and actual maintenance schedule	$(\text{Actual Schedule}) - (\text{Projected Schedule})$
780. Maintenance	Maintenance Backlog	Pending maintenance tasks backlog	Total Number of Pending Maintenance Tasks
781. Maintenance	Asset Life Cycle Cost	Total cost of asset over its life cycle	Sum of Acquisition, Operation, and Disposal Costs
782. Maintenance	Energy Cost per Square Foot	Energy cost per square foot of facility	$(\text{Total Energy Cost}) / (\text{Total Square Footage})$
783. Maintenance	Water Cost per Square Foot	Water cost per square foot of facility	$(\text{Total Water Cost}) / (\text{Total Square Footage})$
784. Maintenance	Green Building Certification Compliance Rate	Compliance with green building certifications	$(\text{Compliant Practices}) / (\text{Total Practices}) * 100$
785. Maintenance	Building Accessibility Compliance Rate	Compliance with building accessibility standards	$(\text{Compliant Features}) / (\text{Total Features}) * 100$
786. Maintenance	Indoor Air Quality	Quality of indoor air	Various Metrics e.g., CO2 Levels, Humidity, etc.
787. Maintenance	Facility Resilience Rating	Resilience of facility to emergencies	Resilience Rating based on various factors
788. Operational	% of Available Hospital Beds	Measures hospital capacity utilization	$(\text{Occupied Beds} / \text{Total Beds}) * 100$
789. Operational	Emergency Department Wait Times	Tracks patient access	Time between arrival and treatment
790. Operational	% of Patients Seen Within 7 Days for Primary Care Appointment	Measures access	$(\text{Number of Patients Seen Within 7 Days} / \text{Total Patients}) * 100$

Category	Metric	Description	Formula
791. Operational	Diagnostic Test Turnaround Time	Faster is better for care	Time from test order to result reporting
792. Operational	Time from Patient Arrival to Provider	Access and throughput	Time from patient arrival to provider interaction
793. Operational	Nursing Turnover Rate	Staff retention metric	$(\text{Number of Nurses Leaving} / \text{Average Number of Nurses}) \times 100$
794. Operational	Physician Turnover Rate	Staff retention metric	$(\text{Number of Physicians Leaving} / \text{Average Number of Physicians}) \times 100$
795. Operational	% of Physicians Employed vs Independent	Employment model metric	$(\text{Number of Employed Physicians} / \text{Total Physicians}) \times 100$
796. Operational	% of Telehealth Visits	Telehealth utilization metric	$(\text{Number of Telehealth Visits} / \text{Total Visits}) \times 100$
797. Operational	% of Urgent Care Utilizers Seeking PCP	Primary care access metric	$(\text{Number of Urgent Care Utilizers Seeking PCP} / \text{Total Urgent Care Utilizers}) \times 100$
798. Operational	% Nurse Staffing Vacancy Rate	Staffing level metric	$(\text{Number of Vacant Nurse Positions} / \text{Total Nurse Positions}) \times 100$
799. Operational	% of Voluntary Nurse Turnover	Staff retention metric	$(\text{Number of Voluntary Nurse Turnovers} / \text{Total Nurses}) \times 100$
800. Operational	% of Surgical Cases Started On-Time	Operational efficiency metric	$(\text{Number of On-Time Surgical Cases} / \text{Total Surgical Cases}) \times 100$
801. Operational	Surgical Equipment Utilization Rate	Operational efficiency metric	$(\text{Hours of Surgical Equipment Usage} / \text{Total Available Hours}) \times 100$
802. Operational	ED Diversion Hours	Access and throughput metric	Total hours ED was on diversion status
803. Operational	Left Without Being Seen Rate in ED	Patient access metric	$(\text{Number of Patients Leaving Without Being Seen} / \text{Total ED Visits}) \times 100$
804. Operational	ED Door to Doctor Time	Patient access and throughput metric	Time from patient arrival in ED to doctor evaluation
805. Operational	% of Late Arrivals for Surgery	Percentage of late arrivals for surgery	$(\text{Number of Late Arrivals for Surgery} / \text{Total Surgery Patients}) \times 100$
806. Operational	% of Stand-Alone Hospital Beds	Stand alone hospital beds as a percentage of total beds	$(\text{Number of Stand-Alone Beds} / \text{Total Beds}) \times 100$
807. Operational	% of Available Critical and Telemetry Hospital Beds	Percentage of unoccupied critical and telemetry hospital beds	$(\text{Number of Unoccupied Critical and Telemetry Beds} / \text{Total Number of Critical and Telemetry Beds}) \times 100$
808. Operational	% of Available Hospital Beds	Percentage of unoccupied hospital beds relative to all available hospital beds	$(\text{Number of Unoccupied Hospital Beds} / \text{Total Number of Hospital Beds}) \times 100$
809. Operational	% of Delayed Discharges	Percentage of delayed discharges	$(\text{Number of Delayed Discharges} / \text{Total Number of Discharges}) \times 100$

Category	Metric	Description	Formula
810. Operational	% of Time that Hospital Beds Remain Occupied	Percentage of time that hospital beds remain occupied	$(\text{Total Occupation Time} / \text{Total Available Time}) \times 100$
811. Operational	Admitted Patients Could Not be Managed at Home	Number of patients admitted that could not be managed at home	Total Number of Such Admitted Patients
812. Operational	Average Cycle Time of Hospital Beds	Average cycle time (e.g. in hours) of hospital beds in measurement period	Sum of Cycle Times / Number of Beds
813. Operational	Average Discharge Time of Patient	Average time a discharge order is written until the patient actually leaves the room	Sum of Discharge Times / Number of Discharged Patients
814. Operational	Average Number of Employees per 100 Hospital Beds	Average number of employees per 100 hospital beds	$(\text{Total Number of Employees} / \text{Total Number of Beds}) \times 100$
815. Operational	Average Number of Hospital Beds per m2	Average number of hospital beds per m2	Total Number of Beds / Total m2 of Hospital Space
816. Operational	Average Nurse Hours per Surgery Case	Average nurse hours per surgery case	Total Nurse Hours / Total Number of Surgery Cases
817. Operational	Average Occupation Time of Hospital Bed	Average time (e.g. in hours) hospital beds are occupied by patients	Sum of Occupation Times / Number of Beds
818. Operational	FTEs per Occupied Bed	Number of FTEs per occupied bed	Total Number of FTEs / Total Number of Occupied Beds
819. Operational	Number of Tests per FTE Physician	Number of tests per FTE physician	Total Number of Tests / Total Number of FTE Physicians
820. Operational	Patient-Nights per Nurse	Patient-nights per nurse	Total Patient-Nights / Total Number of Nurses
821. Operational	Patient-Nights per Physician	Patient-nights per physician	Total Patient-Nights / Total Number of Physicians
822. Operational	Projected versus Actual Hospital Bed Occupancy	Projected versus actual hospital bed occupancy	$(\text{Projected Occupancy} - \text{Actual Occupancy}) / \text{Projected Occupancy}$
823. Operational	Throughput per Bed	Average number of ordinary admissions treated in each available bed each year. Also known as throughput per bed	Total Number of Admissions / Total Number of Beds
824. Operational	Medical/surgical bed occupancy rate	Occupancy rate for medical and surgical beds	$(\text{Number of occupied medical/surgical beds} / \text{Total number of available medical/surgical beds}) \times 100$
825. Operational	ICU Average Length of Stay	Average length of stay in the ICU	Sum of Lengths of Stay / Total Number of Patients in ICU
826. Operational	Rapid Response Team Utilization Rate	Utilization rate of rapid response team	$(\text{Number of Rapid Response Team Calls} / \text{Total Number of ICU Patients}) \times 100$
827. Operational	% of Rapid Response Team Calls to Code Blue	Percentage of rapid response team calls resulting in code blue	$(\text{Number of Rapid Response Calls Resulting in Code Blue} / \text{Total Number of Rapid Response Team Calls}) \times 100$

Category	Metric	Description	Formula
828. Operational	% of Code Blues Called Outside Critical Care	Percentage of code blues called outside critical care areas	$(\text{Number of Code Blues Outside Critical Care} / \text{Total Number of Code Blues}) \times 100$
829. Operational	% Employees Compliant with Mandatory Education	Percentage of employees compliant with mandatory education requirements	$(\text{Number of Employees Compliant with Mandatory Education} / \text{Total Number of Employees}) \times 100$
830. Operational	Patient Experience Rating	Rating of patient experience	Average Patient Experience Rating
831. Operational	Complaint Rate	Rate of complaints	$(\text{Number of Complaints} / \text{Total Number of Patients}) \times 100$
832. Operational	% of Patient Complaints Addressed within 24 Hrs	Percentage of patient complaints addressed within 24 hours	$(\text{Number of Patient Complaints Addressed within 24 Hours} / \text{Total Number of Patient Complaints}) \times 100$
833. Operational	Median Time to Complaint Resolution	The median time taken to resolve complaints	Median of (Resolution Time for Each Complaint)
834. Operational	% Discharge Instructions Understood	Percentage of patients who understood discharge instructions	$(\text{Number of Patients Understanding Discharge Instructions} / \text{Total Number of Discharged Patients}) \times 100$
835. Operational	Overall Hospital Rating	Average rating given to the hospital by patients	Average of (Hospital Ratings)
836. Operational	Likelihood to Recommend	Average likelihood of patients to recommend the hospital	Average of (Likelihood to Recommend Ratings)
837. Operational	Pain Management Rating	Average rating given to the hospital's pain management services	Average of (Pain Management Ratings)
838. Operational	Medicine Communication Rating	Average rating given to the hospital's medicine communication	Average of (Medicine Communication Ratings)
839. Operational	Responsiveness of Staff Rating	Average rating given to the responsiveness of hospital staff	Average of (Staff Responsiveness Ratings)
840. Operational	Quietness of Hospital Environment Rating	Average rating given to the quietness of the hospital environment	Average of (Hospital Environment Quietness Ratings)
841. Operational	Cleanliness Rating	Average rating given to the cleanliness of the hospital	Average of (Cleanliness Ratings)
842. Operational	% of New Employees Trained on Patient Experience	Percentage of new employees trained on patient experience	$(\text{Number of New Employees Trained on Patient Experience} / \text{Total Number of New Employees}) \times 100$
843. Operational	% of Leaders Rounding on Patients	Percentage of leaders rounding on patients	$(\text{Number of Leaders Rounding on Patients} / \text{Total Number of Leaders}) \times 100$
844. Operational	Timeliness of Complaint Acknowledgement	Average time taken to acknowledge complaints	Average of (Time Taken to Acknowledge Each Complaint)
845. Operational	% of Patients Completing Satisfaction Survey	Percentage of patients completing the satisfaction survey	$(\text{Number of Patients Completing Satisfaction Survey} / \text{Total Number of Patients}) \times 100$
846. Operational	Employee Engagement Score	Average score of employee engagement survey	Average of (Employee Engagement Scores)

Category	Metric	Description	Formula
847. Operational	Employee Turnover Rate	Rate of employee turnover	$(\text{Number of Employees Leaving} / \text{Total Number of Employees}) \times 100$
848. Operational	% of Employees Receiving Performance Feedback	Percentage of employees receiving performance feedback	$(\text{Number of Employees Receiving Performance Feedback} / \text{Total Number of Employees}) \times 100$
849. Operational	Leadership Turnover Rate	Rate of leadership turnover	$(\text{Number of Leadership Positions Vacated} / \text{Total Number of Leadership Positions}) \times 100$
850. Operational	% of Effective Leadership Transitions	Percentage of effective leadership transitions	$(\text{Number of Effective Leadership Transitions} / \text{Total Number of Leadership Transitions}) \times 100$
851. Operational	% Compliance with Employee Health Requirements	Percentage of compliance with employee health requirements	$(\text{Number of Employees Compliant with Health Requirements} / \text{Total Number of Employees}) \times 100$
852. Operational	Needlestick Injuries per 100 Occupied Beds	Rate of needlestick injuries per 100 occupied beds	$(\text{Number of Needlestick Injuries} / \text{Number of Occupied Beds}) \times 100$
853. Operational	Lost Time Injury Frequency Rate	Rate of lost time injuries	$(\text{Number of Lost Time Injuries} / \text{Total Number of Employees}) \times 100$
854. Operational	Employee Lost Days Rate	Rate of employee lost days	$(\text{Number of Employee Lost Days} / \text{Total Number of Employees}) \times 100$
855. Operational	Workers Compensation Incidence Rate	Rate of workers compensation incidents	$(\text{Number of Workers Compensation Incidents} / \text{Total Number of Employees}) \times 100$
856. Operational	Employee Health Risk Assessment Participation Rate	Percentage of employees participating in health risk assessments	$(\text{Number of Employees Participating in Health Risk Assessments} / \text{Total Number of Employees}) \times 100$
857. Operational	% Compliance with Mandatory Employee Training	Percentage of compliance with mandatory employee training	$(\text{Number of Employees Compliant with Mandatory Training} / \text{Total Number of Employees}) \times 100$
858. Operational	% of Leaders Trained on Employee Engagement	Percentage of leaders trained on employee engagement	$(\text{Number of Leaders Trained on Employee Engagement} / \text{Total Number of Leaders}) \times 100$
859. Operational	% of Teams with Action Plans to Improve Engagement	Percentage of teams with action plans to improve engagement	$(\text{Number of Teams with Action Plans} / \text{Total Number of Teams}) \times 100$
860. Operational	% of Staff That Feel Burnout	Percentage of staff reporting feelings of burnout	$(\text{Number of Staff Reporting Burnout} / \text{Total Number of Staff}) \times 100$
861. Operational	% of Staff Witnessed Disruptive Behavior	Percentage of staff witnessing disruptive behavior	$(\text{Number of Staff Witnessing Disruptive Behavior} / \text{Total Number of Staff}) \times 100$
862. Operational	Team Member Conflict Prevalence	Prevalence of team member conflicts	$(\text{Number of Conflicts} / \text{Total Number of Teams}) \times 100$
863. Operational	% of Staff Experiencing Violence	Percentage of staff experiencing violence	$(\text{Number of Staff Experiencing Violence} / \text{Total Number of Staff}) \times 100$
864. Operational	Median Onboarding Time	The median time taken to onboard new employees	Median of (Onboarding Time for Each Employee)
865. Operational	% of Leaders Who Effectively Onboard New Employees	Percentage of leaders effectively onboarding new employees	$(\text{Number of Leaders Effectively Onboarding} / \text{Total Number of Leaders}) \times 100$

Category	Metric	Description	Formula
866. Operational	% of Staff Retained After 1 Year	Percentage of staff retained after 1 year	$(\text{Number of Staff Retained After 1 Year} / \text{Total Number of Staff}) \times 100$
867. Operational	% of Open Jobs Filled From Within	Percentage of open jobs filled from within the organization	$(\text{Number of Open Jobs Filled Internally} / \text{Total Number of Open Jobs}) \times 100$
868. Operational	Qualified Applicant Ratio	Ratio of qualified applicants for open positions	$(\text{Number of Qualified Applicants} / \text{Total Number of Applicants})$
869. Operational	Time to Fill Open Positions	Average time taken to fill open positions	Average of (Time to Fill Each Open Position)
870. Operational	Reference Check Response Rate	Rate of response for reference checks	$(\text{Number of Responses Received} / \text{Total Number of Reference Checks Sent}) \times 100$
871. Operational	Background Check Failure Rate	Rate of failure in background checks	$(\text{Number of Failed Background Checks} / \text{Total Number of Background Checks Conducted}) \times 100$
872. Operational	% of New Employees Meeting Expectations at 30 Days	Percentage of new employees meeting expectations at 30 days	$(\text{Number of New Employees Meeting Expectations} / \text{Total Number of New Employees}) \times 100$
873. Operational	% of Employees With Current Job Descriptions	Percentage of employees with current job descriptions	$(\text{Number of Employees with Current Job Descriptions} / \text{Total Number of Employees}) \times 100$
874. Operational	% High Potential Employees Retained	Percentage of high potential employees retained	$(\text{Number of High Potential Employees Retained} / \text{Total Number of High Potential Employees}) \times 100$
875. Operational	% Employee Performance Reviews Completed on Time	Percentage of employee performance reviews completed on time	$(\text{Number of Performance Reviews Completed on Time} / \text{Total Number of Performance Reviews}) \times 100$
876. Operational	Leadership Bench Strength Ratio	Ratio of potential leaders to current leadership positions	$(\text{Number of Potential Leaders} / \text{Total Number of Leadership Positions})$
877. Operational	% of Leaders With Successors Identified	Percentage of leaders with identified successors	$(\text{Number of Leaders with Identified Successors} / \text{Total Number of Leaders}) \times 100$
878. Operational	Internal Fill Rate for Management Positions	Rate of internal fills for management positions	$(\text{Number of Management Positions Filled Internally} / \text{Total Number of Management Positions})$
879. Operational	% of Retention Agreements for Critical Roles	Percentage of critical roles with retention agreements	$(\text{Number of Critical Roles with Retention Agreements} / \text{Total Number of Critical Roles}) \times 100$
880. Operational	% Employment Decisions Disputed	Percentage of employment decisions disputed	$(\text{Number of Employment Decisions Disputed} / \text{Total Number of Employment Decisions}) \times 100$
881. Operational	Pay Equity Ratio	Ratio of pay equity within the organization	$(\text{Total Pay for Female Employees} / \text{Total Pay for Male Employees})$
882. Operational	Competitiveness of Benefits vs Market	Competitiveness of organization's benefits compared to market	Benchmarking Analysis with Market Data
883. Operational	Market Median Pay Ratio by Role	Ratio of organization's pay to market median pay by role	$(\text{Organization's Pay for Each Role} / \text{Market Median Pay for Each Role})$
884. Operational	Healthcare Cost Trend vs Budget	Trend of healthcare costs compared to budgeted costs	$(\text{Actual Healthcare Costs} / \text{Budgeted Healthcare Costs})$

Category	Metric	Description	Formula
885. Operational	Benefits Cost as % of Payroll	Benefits cost as a percentage of total payroll cost	$(\text{Total Benefits Cost} / \text{Total Payroll Cost}) \times 100$
886. Operational	Wellness Program Participation Rate	Participation rate in wellness programs	$(\text{Number of Participants in Wellness Programs} / \text{Total Number of Employees}) \times 100$
887. Operational	Wellness Program ROI	Return on investment for wellness programs	$(\text{Benefits of Wellness Programs} / \text{Cost of Wellness Programs})$
888. Operational	Labor Productivity per FTE	Output per full-time equivalent employee	$(\text{Total Output}) / (\text{Number of FTEs})$
889. Operational	Overtime as % of Productive Hours	Proportion of productive hours that are overtime	$(\text{Overtime Hours}) / (\text{Total Productive Hours}) * 100$
890. Operational	Agency/Contract Labor Expense	Cost of contracted or agency labor	$(\text{Agency/Contract Labor Cost})$
891. Operational	Favorable Price Variance as % of Budget	Positive variance in prices against budget	$(\text{Favorable Price Variance}) / (\text{Budget}) * 100$
892. Operational	Supply Cost Savings from Contract Compliance	Savings from adherence to supply contracts	$(\text{Budgeted Supply Cost} - \text{Actual Supply Cost})$
893. Operational	Maintenance Repair & Operations Stockouts	Instances of stock unavailability for MRO	Number of MRO Stockouts
894. Operational	Space Utilization Rate	Efficiency in utilizing available space	$(\text{Used Space}) / (\text{Total Available Space}) * 100$
895. Operational	Bed Occupancy Rate	Utilization rate of available beds	$(\text{Patient Days}) / (\text{Available Beds} \times \text{Days}) * 100$
896. Operational	Average Length of Stay (ALOS)	Average duration of hospital stays	$\text{Total Inpatient Days} / \text{Total Admissions}$
897. Operational	Patient Turnover Rate	Rate of patient turnover in beds	$(\text{Total Admissions}) / (\text{Available Beds})$
898. Operational	Readmission Rate	Rate of patient readmissions within a set period	$(\text{Number of Readmissions}) / (\text{Total Discharges}) * 100$
899. Operational	Emergency Department Throughput	Efficiency of ED operations	Various Metrics e.g., Waiting Time, Length of Visit, etc.
900. Operational	Surgery Room Turnover Time	Time taken to prepare surgery room for next use	Time between one surgery end and next surgery start
901. Operational	Patient Satisfaction Rate	Rate of patient satisfaction	$(\text{Satisfied Patients}) / (\text{Total Surveyed Patients}) * 100$
902. Operational	Medication Error Rate	Rate of medication errors	$(\text{Number of Medication Errors}) / (\text{Total Medications Administered})$
903. Operational	Staff Satisfaction Rate	Rate of staff satisfaction	$(\text{Satisfied Staff}) / (\text{Total Surveyed Staff}) * 100$
904. Operational	Healthcare-Associated Infections (HAI) Rate	Rate of infections acquired in hospital	$(\text{Number of HAI}) / (\text{Total Patient Days}) * 1000$
905. Operational	Patient Fall Rate	Rate of patient falls	$(\text{Number of Falls}) / (\text{Total Patient Days}) * 1000$
906. Operational	Bed Turnover Rate	Rate of bed turnovers	$(\text{Number of Discharges}) / (\text{Available Beds})$

Category	Metric	Description	Formula
907. Operational	Discharge Process Time	Time taken to complete discharge process	Total Time Spent in Discharge Process
908. Operational	Hospital Acquired Pressure Ulcers Rate	Rate of pressure ulcers acquired in hospital	$(\text{Number of HAPU}) / (\text{Total Patient Days}) * 1000$
909. Operational	Radiology Test Turnaround Time	Time taken for radiology test results	Total Time from Test Order to Result
910. Operational	Laboratory Test Turnaround Time	Time taken for laboratory test results	Total Time from Test Order to Result
911. Operational	Patient Wait Time	Time patients wait for service	Total Wait Time
912. Operational	On-Time Surgery Start Rate	Rate of surgeries starting on time	$(\text{On-Time Surgery Starts}) / (\text{Total Scheduled Surgeries}) * 100$
913. Operational	Surgery Cancellation Rate	Rate of surgery cancellations	$(\text{Number of Cancelled Surgeries}) / (\text{Total Scheduled Surgeries}) * 100$
914. Operational	Medication Reconciliation Rate	Rate of medication reconciliation at transitions	$(\text{Reconciled Medication Orders}) / (\text{Total Medication Orders}) * 100$
915. Operational	Staffing Ratio	Ratio of staff to patients	$(\text{Number of Staff}) / (\text{Number of Patients})$
916. Operational	Patient-to-Nurse Ratio	Ratio of patients to nurses	$(\text{Number of Patients}) / (\text{Number of Nurses})$
917. Operational	Clinical Protocol Adherence Rate	Adherence to clinical protocols	$(\text{Protocols Followed}) / (\text{Total Protocols}) * 100$
918. Operational	Clinical Staff Competency Rate	Rate of staff meeting competency requirements	$(\text{Staff Meeting Competency}) / (\text{Total Staff}) * 100$
919. Operational	Energy Consumption per Square Foot	Energy use efficiency metric	$(\text{Total Energy Consumption}) / (\text{Total Square Footage})$
920. Operational	Supply Chain Efficiency Rate	Efficiency in supply chain operations	Various Metrics e.g., Order Accuracy, Delivery Time, etc.
921. Operational	Asset Utilization Rate	Utilization rate of hospital assets	$(\text{Usage Hours}) / (\text{Available Hours}) * 100$
922. Operational	Preventive Maintenance Compliance Rate	Compliance with preventive maintenance schedule	$(\text{Completed PM Tasks}) / (\text{Scheduled PM Tasks}) * 100$
923. Operational	Waste Reduction Rate	Rate of waste reduction	$(\text{Reduced Waste Volume}) / (\text{Total Waste Volume}) * 100$
924. Operational	Water Usage Efficiency	Efficiency in water usage	$(\text{Total Water Used}) / (\text{Number of Patients})$
925. Operational	Greenhouse Gas Emission Reduction Rate	Rate of reducing greenhouse gas emissions	$(\text{Reduced GHG Emissions}) / (\text{Total GHG Emissions}) * 100$
926. Operational	Bed Turnover Rate	Rate of bed turnovers	$(\text{Bed Turnovers}) / (\text{Total Beds}) * 100$
927. Operational	Emergency Department Throughput	Efficiency of throughput in emergency department	ED Throughput Metrics / Total Metrics

Category	Metric	Description	Formula
928. Operational	Surgery Room Utilization Rate	Utilization rate of surgery rooms	$(\text{Utilized Surgery Room Hours} / \text{Total Available Hours}) * 100$
929. Operational	Resource Allocation Efficiency	Efficiency in allocating resources	$\text{Resource Allocation Efficiency Metrics} / \text{Total Metrics}$
930. Operational	Operating Room Turnover Rate	Rate of operating room turnovers	$(\text{OR Turnovers} / \text{Total ORs}) * 100$
931. Operational	Patient Flow Efficiency	Efficiency in managing patient flow	$\text{Patient Flow Efficiency Metrics} / \text{Total Metrics}$
932. Operational	Hospital Capacity Utilization Rate	Utilization rate of hospital capacity	$(\text{Utilized Capacity} / \text{Total Capacity}) * 100$
933. Operational	Clinical Staff Allocation Efficiency	Efficiency in allocating clinical staff	$\text{Staff Allocation Efficiency Metrics} / \text{Total Metrics}$
934. Operational	Asset Maintenance Efficiency	Efficiency in maintaining assets	$\text{Asset Maintenance Efficiency Metrics} / \text{Total Metrics}$
935. Operational	Operational Process Standardization Rate	Standardization rate of operational processes	$(\text{Standardized Processes} / \text{Total Processes}) * 100$
936. Operational	Lean Process Implementation Rate	Implementation rate of lean processes	$(\text{Implemented Lean Processes} / \text{Total Processes}) * 100$
937. Operational	Patient Throughput Rate	Rate of patient throughput	$(\text{Patients Served} / \text{Total Capacity}) * 100$
938. Operational	Energy Efficiency Index	Index evaluating energy efficiency	$\text{Energy Efficiency Metrics} / \text{Total Metrics}$
939. Operational	Waste Reduction Rate	Rate of reducing waste	$(\text{Reduced Waste Volume} / \text{Total Waste Volume}) * 100$
940. Operational	Process Automation Rate	Rate of automating processes	$(\text{Automated Processes} / \text{Total Processes}) * 100$
941. Operational	Green Initiative Adoption Rate	Rate of adopting green initiatives	$(\text{Adopted Initiatives} / \text{Total Initiatives}) * 100$
942. Operational	Procedural Efficiency Index	Index evaluating procedural efficiency	$\text{Procedural Efficiency Metrics} / \text{Total Metrics}$
943. Operational	Cost Containment Efficiency	Efficiency in containing costs	$\text{Cost Containment Efficiency Metrics} / \text{Total Metrics}$
944. Operational	Resource Optimization Index	Index evaluating resource optimization	$\text{Resource Optimization Metrics} / \text{Total Metrics}$
945. Operational	Sustainability Practices Adoption Rate	Adoption rate of sustainability practices	$(\text{Adopted Practices} / \text{Total Practices}) * 100$
946. Patient Access	Patient Registration Accuracy Rate	Accuracy rate in patient registration	$(\text{Correct Registrations}) / (\text{Total Registrations}) * 100$
947. Patient Access	Patient Identification Error Rate	Rate of errors in patient identification	$(\text{Identification Errors}) / (\text{Total Registrations}) * 100$
948. Patient Access	Patient Wait Time	Average wait time for patients	$\text{Sum of Wait Times} / \text{Number of Patients}$
949. Patient Access	Insurance Verification Accuracy Rate	Accuracy rate in insurance verification	$(\text{Correct Verifications}) / (\text{Total Verifications}) * 100$
950. Patient Access	Pre-authorization Approval Rate	Rate of approvals in pre-authorizations	$(\text{Approved Pre-authorizations}) / (\text{Total Pre-authorizations}) * 100$

Category	Metric	Description	Formula
951. Patient Access	Patient Satisfaction Rate	Satisfaction rate among patients	$(\text{Satisfied Ratings}) / (\text{Total Ratings}) * 100$
952. Patient Access	Patient Check-in Efficiency	Efficiency in patient check-in process	$(\text{Patients Checked-in}) / (\text{Total Check-in Time})$
953. Patient Access	Patient Information Update Compliance Rate	Compliance rate in updating patient information	$(\text{Updated Records}) / (\text{Total Records}) * 100$
954. Patient Access	Appointment Scheduling Accuracy Rate	Accuracy rate in appointment scheduling	$(\text{Correctly Scheduled}) / (\text{Total Scheduled}) * 100$
955. Patient Access	No-Show Appointment Rate	Rate of no-show appointments	$(\text{No-Show Appointments}) / (\text{Total Appointments}) * 100$
956. Patient Access	Cancellation Rate	Rate of appointment cancellations	$(\text{Cancelled Appointments}) / (\text{Total Appointments}) * 100$
957. Patient Access	Overbooking Rate	Rate of overbooked appointments	$(\text{Overbooked Appointments}) / (\text{Total Appointments}) * 100$
958. Patient Access	Same-Day Appointment Availability Rate	Availability rate of same-day appointments	$(\text{Available Same-Day Slots}) / (\text{Total Slots}) * 100$
959. Patient Access	Referral Processing Time	Time taken to process referrals	$\text{Sum of Processing Times} / \text{Number of Referrals}$
960. Patient Access	Referral Approval Rate	Approval rate of referrals	$(\text{Approved Referrals}) / (\text{Total Referrals}) * 100$
961. Patient Access	Denied Claims Rate	Rate of denied insurance claims	$(\text{Denied Claims}) / (\text{Total Claims}) * 100$
962. Patient Access	Claims Processing Time	Time taken to process insurance claims	$\text{Sum of Processing Times} / \text{Number of Claims}$
963. Patient Access	Pre-service Collection Amount	Amount collected before service	$\text{Sum of Pre-service Collections}$
964. Patient Access	Point-of-Service Collection Amount	Amount collected at point of service	$\text{Sum of Point-of-Service Collections}$
965. Patient Access	Financial Counseling Utilization Rate	Utilization rate of financial counseling	$(\text{Counseling Sessions}) / (\text{Total Patients}) * 100$
966. Patient Access	Patient Education Compliance Rate	Compliance rate in patient education	$(\text{Educated Patients}) / (\text{Total Patients}) * 100$
967. Patient Access	Call Center Efficiency	Efficiency of call center operations	$(\text{Handled Calls}) / (\text{Total Calls}) * 100$
968. Patient Access	Online Portal Utilization Rate	Utilization rate of online patient portal	$(\text{Portal Logins}) / (\text{Total Patients}) * 100$
969. Patient Access	Self-Service Kiosk Utilization Rate	Utilization rate of self-service kiosks	$(\text{Kiosk Uses}) / (\text{Total Patients}) * 100$
970. Patient Access	Language Service Utilization Rate	Utilization rate of language services	$(\text{Language Services Used}) / (\text{Total Patients}) * 100$
971. Patient Access	Privacy Compliance Rate	Compliance rate with patient privacy regulations	$(\text{Compliant Practices}) / (\text{Total Practices}) * 100$
972. Patient Access	Patient Flow Efficiency	Efficiency in managing patient flow	$(\text{Patients Served}) / (\text{Total Flow Time})$

Category	Metric	Description	Formula
973. Patient Access	Registration Queue Management Efficiency	Efficiency in managing registration queues	$(\text{Patients Registered}) / (\text{Total Queue Time})$
974. Patient Access	Patient Feedback Response Time	Response time to patient feedback	$\text{Sum of Response Times} / \text{Number of Feedbacks}$
975. Patient Access	Registration Error Rate	Rate of errors during registration	$(\text{Number of Errors}) / (\text{Total Registrations}) * 100$
976. Patient Access	Pre-registration Rate	Rate of pre-registrations	$(\text{Number of Pre-registrations}) / (\text{Total Registrations}) * 100$
977. Patient Access	Insurance Eligibility Denial Rate	Rate of denials due to insurance eligibility	$(\text{Number of Denials}) / (\text{Total Verifications}) * 100$
978. Patient Access	Patient Demographic Error Rate	Rate of errors in patient demographic info	$(\text{Number of Errors}) / (\text{Total Entries}) * 100$
979. Patient Access	Missed Appointment Follow-up Rate	Rate of follow-ups for missed appointments	$(\text{Number of Follow-ups}) / (\text{Missed Appointments}) * 100$
980. Patient Access	Patient Access Staff Training Compliance	Compliance with staff training requirements	$(\text{Staff Trained}) / (\text{Total Staff}) * 100$
981. Patient Access	Bed Assignment Efficiency	Efficiency in bed assignments	$(\text{Correct Assignments}) / (\text{Total Assignments})$
982. Patient Access	Prior Authorization Denial Rate	Denial rate for prior authorizations	$(\text{Number of Denials}) / (\text{Total Requests}) * 100$
983. Patient Access	Document Collection Completion Rate	Rate of completion in collecting necessary documents	$(\text{Documents Collected}) / (\text{Total Documents}) * 100$
984. Patient Access	Patient Directions Clarity Rate	Clarity rate of directions given to patients	$(\text{Clear Directions}) / (\text{Total Directions}) * 100$
985. Patient Access	Patient Complaint Resolution Rate	Rate of resolved patient complaints	$(\text{Resolved Complaints}) / (\text{Total Complaints}) * 100$
986. Patient Access	Patient Information Confidentiality Compliance	Compliance with confidentiality regulations	$(\text{Compliant Practices}) / (\text{Total Practices}) * 100$
987. Patient Access	Medical Record Accuracy Rate	Accuracy rate of medical records	$(\text{Accurate Records}) / (\text{Total Records}) * 100$
988. Patient Access	Patient Access Process Transparency Rate	Transparency rate in patient access processes	$(\text{Transparent Processes}) / (\text{Total Processes}) * 100$
989. Patient Access	Patient Financial Estimate Accuracy Rate	Accuracy rate of patient financial estimates	$(\text{Accurate Estimates}) / (\text{Total Estimates}) * 100$
990. Patient Access	Online Scheduling Utilization Rate	Utilization rate of online scheduling	$(\text{Online Appointments}) / (\text{Total Appointments}) * 100$
991. Patient Access	Medical Necessity Denial Rate	Denial rate due to medical necessity	$(\text{Number of Denials}) / (\text{Total Claims}) * 100$
992. Patient Access	Registration Time Efficiency	Efficiency in patient registration time	$(\text{Total Registrations}) / (\text{Total Registration Time})$
993. Patient Access	Emergency Department Diversion Rate	Rate of diversions from Emergency Department	$(\text{Number of Diversions}) / (\text{Total Visits}) * 100$

Category	Metric	Description	Formula
994. Patient Access	Patient Access Staff Satisfaction Rate	Satisfaction rate among patient access staff	$(\text{Satisfied Ratings}) / (\text{Total Ratings}) * 100$
995. Patient Access	Translation Services Accuracy Rate	Accuracy rate of translation services	$(\text{Accurate Translations}) / (\text{Total Translations}) * 100$
996. Patient Access	Scheduled Appointment Adherence Rate	Adherence rate to scheduled appointments	$(\text{Adhered Appointments}) / (\text{Total Appointments}) * 100$
997. Patient Access	Patient Access Technology Adoption Rate	Adoption rate of technology in patient access	$(\text{Technology Users}) / (\text{Total Staff}) * 100$
998. Patient Access	Patient Access Policy Compliance Rate	Compliance rate with patient access policies	$(\text{Compliant Practices}) / (\text{Total Practices}) * 100$
999. Patient Access	Patient Arrival Rate Variance	Variance in patient arrival rates	$(\text{Actual Arrivals}) - (\text{Expected Arrivals})$
1000. Patient Access	Discharge Instruction Clarity Rate	Clarity rate of discharge instructions	$(\text{Clear Instructions}) / (\text{Total Instructions}) * 100$
1001. Patient Access	Patient Access Data Integrity Rate	Integrity rate of patient access data	$(\text{Accurate Entries}) / (\text{Total Entries}) * 100$
1002. Patient Access	Patient Access Process Improvement Implementation	Implementation rate of process improvements	$(\text{Implemented Improvements}) / (\text{Identified Improvements}) * 100$
1003. Patient Access	Telemedicine Access Utilization Rate	Utilization rate of telemedicine access	$(\text{Telemedicine Visits}) / (\text{Total Visits}) * 100$
1004. Patient Access	Appointment Scheduling Efficiency	Efficiency in scheduling appointments	$\text{Scheduling Efficiency Metrics} / \text{Total Metrics}$
1005. Patient Access	Waiting Time Efficiency	Efficiency in managing patient waiting times	$\text{Waiting Time Efficiency Metrics} / \text{Total Metrics}$
1006. Patient Access	Patient Onboarding Efficiency	Efficiency in onboarding patients	$\text{Onboarding Efficiency Metrics} / \text{Total Metrics}$
1007. Patient Access	Accessibility Index	Index evaluating accessibility of healthcare services	$\text{Accessibility Metrics} / \text{Total Metrics}$
1008. Patient Access	Patient Portal Utilization Rate	Utilization rate of patient portals	$(\text{Portal Utilizations} / \text{Total Patients}) * 100$
1009. Patient Access	Referral Management Efficiency	Efficiency in managing referrals	$\text{Referral Management Efficiency Metrics} / \text{Total Metrics}$
1010. Patient Access	Health Record Accuracy Rate	Accuracy rate of health records	$(\text{Accurate Records} / \text{Total Records}) * 100$
1011. Patient Access	Patient Feedback Implementation Rate	Rate of implementing patient feedback	$(\text{Implemented Feedback} / \text{Total Feedback}) * 100$
1012. Patient Access	Patient Information Accuracy Rate	Accuracy rate of patient information	$(\text{Accurate Information Instances} / \text{Total Instances}) * 100$
1013. Patient Access	Telehealth Access Rate	Access rate of telehealth services	$(\text{Telehealth Access Instances} / \text{Total Instances}) * 100$
1014. Patient Access	Referral Completion Rate	Completion rate of referrals	$(\text{Completed Referrals} / \text{Total Referrals}) * 100$

Category	Metric	Description	Formula
1015. Patient Access	Service Accessibility Index	Index evaluating accessibility of services	Service Accessibility Metrics / Total Metrics
1016. Patient Access	Home Health Care Accessibility Rate	Accessibility rate of home health care services	(Accessible Home Health Care Instances / Total Instances) * 100
1017. Patient Access	Language Service Efficiency	Efficiency in providing language services	Language Service Efficiency Metrics / Total Metrics
1018. Patient Access	Cultural Competency Index	Index evaluating cultural competency	Cultural Competency Metrics / Total Metrics
1019. Patient Access	Transportation Service Efficiency	Efficiency in providing transportation services	Transportation Service Efficiency Metrics / Total Metrics
1020. Patient Access	Health Equity Index	Index evaluating health equity	Health Equity Metrics / Total Metrics
1021. Patient Access	Virtual Care Accessibility Rate	Accessibility rate of virtual care services	(Accessible Virtual Care Instances / Total Instances) * 100
1022. Patient Access	Care Transition Efficiency	Efficiency in transitioning care	Care Transition Efficiency Metrics / Total Metrics
1023. Patient Access	Specialty Care Access Rate	Access rate to specialty care	(Specialty Care Access Instances / Total Instances) * 100
1024. Patient Satisfaction	Patient Satisfaction Scores	Reflects patient care experience	Survey Score (e.g., HCAHPS Score)
1025. Patient Satisfaction	% of Patients Satisfied with Hospital Discharge	Planning for transitions	(Number of Satisfied Patients / Total Discharged Patients) x 100
1026. Procurement	Vendor Concentration	Dependency on particular vendors	(Spending on Top Vendors) / (Total Vendor Spending)
1027. Procurement	Spend Under Management	Proportion of spend under management control	(Managed Spend) / (Total Spend) * 100
1028. Procurement	Purchasing Full-Time Equivalents	Workforce allocated to purchasing functions	Number of Purchasing FTEs
1029. Procurement	Requisition to Order Time	Time taken from requisition to placing an order	Average Time from Requisition to Order
1030. Procurement	Purchase Order Cycle Time	Time taken to process a purchase order	Average Time to Process a Purchase Order
1031. Procurement	Vendor Lead Time Variation	Variability in vendor delivery times	Standard Deviation of Vendor Delivery Times
1032. Procurement	On-Contract Spending	Spending on contract-compliant purchases	(On-Contract Spending) / (Total Spending) * 100
1033. Provider	% of Providers Meeting Minimum Productivity	Percentage of providers meeting minimum productivity	(Number of Providers Meeting Minimum Productivity / Total Number of Providers) x 100
1034. Provider	Work Relative Value Unit (RVU) per Provider	The work relative value unit per provider	Sum of RVUs / Total Number of Providers
1035. Provider	Provider Panel Size	The size of provider's panel	Number of Patients Assigned to Each Provider
1036. Provider	% of Providers Panel Closed to New Patients	Percentage of providers whose panel is closed to new patients	(Number of Providers with Closed Panels / Total Number of Providers) x 100

Category	Metric	Description	Formula
1037. Provider	Average Age of Providers	The average age of providers	Sum of Providers' Ages / Total Number of Providers
1038. Provider	% of Providers >55 Years Old	Percentage of providers who are older than 55 years	(Number of Providers >55 / Total Number of Providers) x 100
1039. Provider	Specialist to Primary Care Provider Ratio	The ratio of specialist to primary care providers	Number of Specialists / Number of Primary Care Providers
1040. Provider	% of Specialist Referrals Filled Within 7 Days	Percentage of specialist referrals filled within 7 days	(Number of Referrals Filled Within 7 Days / Total Number of Referrals) x 100
1041. Provider	% of Specialist Referrals Resulting in Hospitalization	Percentage of specialist referrals resulting in hospitalization	(Number of Referrals Resulting in Hospitalization / Total Number of Referrals) x 100
1042. Provider	% of Patients Seeing Provider Within 30 Days	Percentage of patients seeing provider within 30 days	(Number of Patients Seen Within 30 Days / Total Number of Patients) x 100
1043. Provider	% of Discharged Patients Contacted Within 48 Hours	Percentage of discharged patients contacted within 48 hours	(Number of Discharged Patients Contacted Within 48 Hours / Total Number of Discharged Patients) x 100
1044. Provider	Ambulatory Sensitive Admission Rate	The rate of ambulatory sensitive admissions	Number of Ambulatory Sensitive Admissions / Total Number of Admissions
1045. Provider	Risk-adjusted Ambulatory Care Sensitive Admission Rate	The risk-adjusted rate of ambulatory care sensitive admissions	Risk-adjusted Number of Ambulatory Care Sensitive Admissions / Total Number of Admissions
1046. Provider	Total Cost per Member per Month	The total cost per member per month	Total Cost / Total Number of Members per Month
1047. Provider	Total Cost per Employee per Month	The total cost per employee per month	Total Cost / Total Number of Employees per Month
1048. Provider	Pharmacy Cost per Member per Month	The pharmacy cost per member per month	Pharmacy Cost / Total Number of Members per Month
1049. Provider	% of Generic Rx Dispensed	Percentage of generic prescriptions dispensed	(Number of Generic Prescriptions / Total Number of Prescriptions) x 100
1050. Provider	% Adherence to Formulary	Percentage of adherence to formulary	(Number of Prescriptions Adhering to Formulary / Total Number of Prescriptions) x 100
1051. Provider	Readmissions per Member per Year	The rate of readmissions per member per year	Number of Readmissions / Total Number of Members per Year
1052. Provider	% of Members with a Preventive Visit	Percentage of members with a preventive visit	(Number of Members with a Preventive Visit / Total Number of Members) x 100
1053. Provider	% of Diabetic Members with HbA1c Testing	Percentage of diabetic members with HbA1c testing	(Number of Diabetic Members with HbA1c Testing / Total Number of Diabetic Members) x 100
1054. Provider	% of Members Compliant with Medications	Percentage of members compliant with medications	(Number of Members Compliant with Medications / Total Number of Members) x 100
1055. Provider	Preventable ER Visits per Member	The rate of preventable ER visits per member	Number of Preventable ER Visits / Total Number of Members

Category	Metric	Description	Formula
1056. Provider	% of Behavioral Health ER Visits	Percentage of behavioral health ER visits	$(\text{Number of Behavioral Health ER Visits} / \text{Total Number of ER Visits}) \times 100$
1057. Provider	Primary Care Utilization Rate	The rate of primary care utilization	$\text{Number of Primary Care Visits} / \text{Total Number of Visits}$
1058. Quality Care	Patient Satisfaction Index	Index evaluating patient satisfaction	$\text{Patient Satisfaction Metrics} / \text{Total Metrics}$
1059. Quality Care	Medication Error Rate	Rate of medication errors	$(\text{Medication Errors} / \text{Total Medications}) \times 100$
1060. Quality Care	Clinical Outcome Rate	Rate of positive clinical outcomes	$(\text{Positive Outcomes} / \text{Total Outcomes}) \times 100$
1061. Quality Care	Infection Control Rate	Rate of controlling infections	$(\text{Controlled Infections} / \text{Total Infections}) \times 100$
1062. Quality Care	Patient Education Effectiveness	Effectiveness of patient education programs	$\text{Education Effectiveness Metrics} / \text{Total Metrics}$
1063. Quality Care	Clinical Pathway Adherence Rate	Adherence rate to clinical pathways	$(\text{Adherent Instances} / \text{Total Instances}) \times 100$
1064. Quality Care	Preventive Care Rate	Rate of providing preventive care	$(\text{Preventive Care Instances} / \text{Total Instances}) \times 100$
1065. Quality Care	Chronic Disease Management Efficiency	Efficiency in managing chronic diseases	$\text{Disease Management Efficiency Metrics} / \text{Total Metrics}$
1066. Quality Care	Care Coordination Efficiency	Efficiency in coordinating care among providers	$\text{Care Coordination Efficiency Metrics} / \text{Total Metrics}$
1067. Quality Care	Patient-Centered Care Index	Index evaluating patient-centered care	$\text{Patient-Centered Care Metrics} / \text{Total Metrics}$
1068. Quality Care	Clinical Protocol Compliance Rate	Compliance rate with clinical protocols	$(\text{Compliant Instances} / \text{Total Instances}) \times 100$
1069. Quality Care	Population Health Management Efficiency	Efficiency in managing population health	$\text{Population Health Management Efficiency Metrics} / \text{Total Metrics}$
1070. Quality Care	Therapy Completion Rate	Rate of completing prescribed therapy	$(\text{Completed Therapies} / \text{Total Therapies}) \times 100$
1071. Quality Care	Evidence-Based Practice Adoption Rate	Rate of adopting evidence-based practices	$(\text{Adopted Practices} / \text{Total Practices}) \times 100$
1072. Quality Care	Palliative Care Efficiency	Efficiency in providing palliative care	$\text{Palliative Care Efficiency Metrics} / \text{Total Metrics}$
1073. Quality Care	Integrated Care Coordination Rate	Rate of coordinating care across different services	$(\text{Coordinated Care Instances} / \text{Total Instances}) \times 100$
1074. Quality Care	Holistic Care Index	Index evaluating holistic care approaches	$\text{Holistic Care Metrics} / \text{Total Metrics}$
1075. Quality Care	Patient Advocacy Rate	Rate of advocating for patient needs	$(\text{Advocacy Instances} / \text{Total Instances}) \times 100$
1076. Quality Care	Clinical Audit Compliance Rate	Compliance rate with clinical audits	$(\text{Compliant Audits} / \text{Total Audits}) \times 100$
1077. Quality Care	Patient Experience Enhancement Rate	Rate of enhancing patient experiences	$(\text{Enhanced Experiences} / \text{Total Experiences}) \times 100$
1078. Revenue Cycle	Gross Collections Rate	Total collections as a percentage of gross charges	$(\text{Total Collections}) / (\text{Gross Charges}) \times 100$

Category	Metric	Description	Formula
1079. Revenue Cycle	Net Collections Rate	Total collections as a percentage of net charges	$(\text{Total Collections}) / (\text{Net Charges}) * 100$
1080. Revenue Cycle	Charge Lag	Average time from service to charge entry	$\text{Sum of (Charge Entry Date - Service Date)} / \text{Total Entries}$
1081. Revenue Cycle	Claim Denial Rate	Percentage of claims denied	$(\text{Number of Denied Claims}) / (\text{Total Claims}) * 100$
1082. Revenue Cycle	Clean Claim Rate	Percentage of claims accepted without query	$(\text{Number of Clean Claims}) / (\text{Total Claims}) * 100$
1083. Revenue Cycle	Bad Debt Recovery Rate	Recovery rate on bad debts	$(\text{Amount Recovered}) / (\text{Bad Debt Amount}) * 100$
1084. Revenue Cycle	Charity Care Rate	Amount of charity care provided	$(\text{Charity Care Amount}) / (\text{Total Charges}) * 100$
1085. Revenue Cycle	A/R Days	Average days in accounts receivable	$(\text{Ending A/R Balance}) / (\text{Average Daily Charges})$
1086. Revenue Cycle	Credit Balance as % of A/R	Credit balances as a percentage of total A/R	$(\text{Total Credit Balances}) / (\text{Total A/R}) * 100$
1087. Revenue Cycle	Payment Variance	Variance between expected and actual payments	$\text{Sum of (Expected Payment - Actual Payment)}$
1088. Revenue Cycle	Initial Denial Rate	Rate of initial denials	$(\text{Number of Initial Denials}) / (\text{Total Claims}) * 100$
1089. Revenue Cycle	Final Denial Rate	Rate of final denials	$(\text{Number of Final Denials}) / (\text{Total Claims}) * 100$
1090. Revenue Cycle	Unbilled Days	Days from discharge to bill dropping	$\text{Sum of (Bill Drop Date - Discharge Date)} / \text{Total Discharges}$
1091. Revenue Cycle	Underpayment Rate	Rate of underpayment compared to contract	$(\text{Total Underpayments}) / (\text{Total Contracted Amount}) * 100$
1092. Revenue Cycle	Pre-authorization Denial Rate	Denials due to lack of pre-authorization	$(\text{Number of Pre-authorization Denials}) / (\text{Total Claims}) * 100$
1093. Revenue Cycle	Eligibility Denial Rate	Denials due to eligibility issues	$(\text{Number of Eligibility Denials}) / (\text{Total Claims}) * 100$
1094. Revenue Cycle	Cash Collection as % of Patient Services	Cash collections as a percentage of patient services	$(\text{Cash Collections}) / (\text{Patient Services Revenue}) * 100$
1095. Revenue Cycle	Point of Service Collection Rate	Collections made at the point of service	$(\text{POS Collections}) / (\text{Total Collections}) * 100$
1096. Revenue Cycle	Self-Pay Collection Rate	Collections rate on self-pay accounts	$(\text{Self-Pay Collections}) / (\text{Total Self-Pay A/R}) * 100$
1097. Revenue Cycle	Medicaid Collection Rate	Collections rate on Medicaid accounts	$(\text{Medicaid Collections}) / (\text{Total Medicaid A/R}) * 100$
1098. Revenue Cycle	Medicare Collection Rate	Collections rate on Medicare accounts	$(\text{Medicare Collections}) / (\text{Total Medicare A/R}) * 100$
1099. Revenue Cycle	Commercial Payer Collection Rate	Collections rate on Commercial Payer accounts	$(\text{Commercial Payer Collections}) / (\text{Total Commercial Payer A/R}) * 100$
1100. Revenue Cycle	Cost to Collect	Cost of collections relative to amount collected	$(\text{Collection Costs}) / (\text{Total Collections})$

Category	Metric	Description	Formula
1101. Revenue Cycle	Electronic Claim Submission Rate	Percentage of claims submitted electronically	$(\text{Number of Electronic Claims}) / (\text{Total Claims}) * 100$
1102. Revenue Cycle	DNFB (Discharged Not Final Billed) Rate	Rate of cases not billed at discharge	$(\text{Number of DNFB Cases}) / (\text{Total Discharges}) * 100$
1103. Revenue Cycle	Payer Mix	Distribution of revenue by payer type	Varies by payer type
1104. Revenue Cycle	Payment Posting Accuracy Rate	Accuracy rate in posting payments	$(\text{Number of Accurate Posts}) / (\text{Total Posts}) * 100$
1105. Revenue Cycle	Claims Resubmission Rate	Rate of claim resubmissions	$(\text{Number of Resubmitted Claims}) / (\text{Total Claims}) * 100$
1106. Revenue Cycle	Revenue per Discharge	Revenue generated per discharge	$(\text{Total Revenue}) / (\text{Total Discharges})$
1107. Revenue Cycle	Revenue per Adjusted Discharge	Revenue per discharge adjusted for outpatient activity	$(\text{Total Revenue}) / (\text{Total Adjusted Discharges})$
1108. Revenue Cycle	Revenue per Patient Day	Revenue generated per patient day	$(\text{Total Revenue}) / (\text{Total Patient Days})$
1109. Revenue Cycle	Account Closure Rate	Rate of closing patient accounts	$(\text{Number of Closed Accounts}) / (\text{Total Accounts}) * 100$
1110. Revenue Cycle	Aging A/R > 90 Days	A/R outstanding for more than 90 days	Amount of A/R Outstanding > 90 Days
1111. Revenue Cycle	Charge Capture Rate	Rate of capturing charges	$(\text{Number of Captured Charges}) / (\text{Total Charges}) * 100$
1112. Revenue Cycle	Charge Verification Rate	Rate of verifying charges	$(\text{Number of Verified Charges}) / (\text{Total Charges}) * 100$
1113. Revenue Cycle	Claims Submission Accuracy Rate	Accuracy rate in submitting claims	$(\text{Number of Accurately Submitted Claims}) / (\text{Total Claims}) * 100$
1114. Revenue Cycle	Clinical Documentation Completion Rate	Rate of completing clinical documentation	$(\text{Number of Completed Documents}) / (\text{Total Documents}) * 100$
1115. Revenue Cycle	Credit Balance Refund Timeliness	Timeliness in refunding credit balances	Average Days from Credit Balance to Refund
1116. Revenue Cycle	Denial Overturn Rate	Rate of overturning denials	$(\text{Number of Overturned Denials}) / (\text{Total Denials}) * 100$
1117. Revenue Cycle	Deposit Lag	Average time from service to deposit	$\text{Sum of (Deposit Date - Service Date)} / \text{Total Deposits}$
1118. Revenue Cycle	Electronic Remittance Advice (ERA) Rate	Rate of receiving electronic remittance advice	$(\text{Number of ERAs}) / (\text{Total Remittances}) * 100$
1119. Revenue Cycle	Final Bill Lag	Average time from discharge to final bill	$\text{Sum of (Final Bill Date - Discharge Date)} / \text{Total Discharges}$
1120. Revenue Cycle	Financial Clearance Rate	Rate of achieving financial clearance	$(\text{Number of Financial Clearances}) / (\text{Total Patients}) * 100$
1121. Revenue Cycle	First Pass Resolution Rate	Rate of resolving issues on first attempt	$(\text{Number of First Pass Resolutions}) / (\text{Total Resolutions}) * 100$

Category	Metric	Description	Formula
1122. Revenue Cycle	Insurance Verification Rate	Rate of verifying insurance	$(\text{Number of Verified Insurances}) / (\text{Total Insurances}) * 100$
1123. Revenue Cycle	Payment Plan Adherence Rate	Adherence to payment plans	$(\text{Number of Adhered Payment Plans}) / (\text{Total Payment Plans}) * 100$
1124. Revenue Cycle	Pre-registration Rate	Rate of pre-registering patients	$(\text{Number of Pre-registrations}) / (\text{Total Registrations}) * 100$
1125. Revenue Cycle	Prior Authorization Capture Rate	Capture rate of prior authorizations	$(\text{Number of Captured Prior Authorizations}) / (\text{Total Prior Authorizations}) * 100$
1126. Revenue Cycle	Registration Accuracy Rate	Accuracy rate in patient registration	$(\text{Number of Accurate Registrations}) / (\text{Total Registrations}) * 100$
1127. Revenue Cycle	Reimbursement per Discharge	Reimbursement amount per discharge	$(\text{Total Reimbursement}) / (\text{Total Discharges})$
1128. Revenue Cycle	Reimbursement per Patient Day	Reimbursement amount per patient day	$(\text{Total Reimbursement}) / (\text{Total Patient Days})$
1129. Revenue Cycle	Revenue Integrity Rate	Integrity of revenue processes	Varies depending on specific metrics
1130. Revenue Cycle	Revenue Realization Rate	Realization rate of revenue	$(\text{Actual Revenue}) / (\text{Potential Revenue}) * 100$
1131. Revenue Cycle	Self-Pay After Insurance (SPAI) Collection Rate	Collection rate on self-pay after insurance	$(\text{SPAI Collections}) / (\text{Total SPAI A/R}) * 100$
1132. Revenue Cycle	Unbilled A/R	Amount of unbilled accounts receivable	Total Unbilled Accounts Receivable
1133. Revenue Cycle	Underpayment Recovery Rate	Recovery rate on underpayments	$(\text{Amount Recovered}) / (\text{Total Underpayments}) * 100$
1134. Revenue Cycle	Uninsured Patient Rate	Rate of uninsured patients	$(\text{Number of Uninsured Patients}) / (\text{Total Patients}) * 100$
1135. Revenue Cycle	Upfront Collection Rate	Collections made upfront	$(\text{Upfront Collections}) / (\text{Total Collections}) * 100$
1136. Revenue Cycle	Value-Based Purchasing (VBP) Performance	Performance on value-based purchasing	VBP Performance Score
1137. Revenue Cycle	Zero Balance Account Closure Rate	Rate of closing zero balance accounts	$(\text{Number of Closed Zero Balance Accounts}) / (\text{Total Zero Balance Accounts}) * 100$
1138. Revenue Cycle	Zero Pay Denial Rate	Denial rate with zero payment	$(\text{Number of Zero Pay Denials}) / (\text{Total Denials}) * 100$
1139. Revenue Cycle	Charge Reconciliation Rate	Reconciliation rate of charges	$(\text{Number of Reconciled Charges}) / (\text{Total Charges}) * 100$
1140. Revenue Cycle	Charge Capture Lag	Average time from service to charge capture	$\text{Sum of (Charge Capture Date - Service Date)} / \text{Total Charges}$
1141. Risk Management	Clinical Risk Mitigation Efficiency	Efficiency in mitigating clinical risks	$\text{Risk Mitigation Efficiency Metrics} / \text{Total Metrics}$
1142. Risk Management	Financial Risk Assessment Accuracy	Accuracy in assessing financial risks	$(\text{Accurate Assessments} / \text{Total Assessments}) * 100$

Category	Metric	Description	Formula
1143. Risk Management	Safety Incident Response Efficiency	Efficiency in responding to safety incidents	Incident Response Efficiency Metrics / Total Metrics
1144. Risk Management	Liability Reduction Efficiency	Efficiency in reducing liabilities	Liability Reduction Metrics / Total Metrics
1145. Risk Management	Clinical Decision Support Efficiency	Efficiency in clinical decision support	Decision Support Efficiency Metrics / Total Metrics
1146. Risk Management	Hazard Identification Rate	Rate of identifying hazards	(Identified Hazards / Total Hazards) * 100
1147. Risk Management	Risk Communication Efficiency	Efficiency in communicating risks	Risk Communication Efficiency Metrics / Total Metrics
1148. Risk Management	Financial Risk Mitigation Efficiency	Efficiency in mitigating financial risks	Financial Risk Mitigation Efficiency Metrics / Total Metrics
1149. Risk Management	Clinical Risk Assessment Timeliness	Timeliness in assessing clinical risks	(On-Time Assessments / Total Assessments) * 100
1150. Risk Management	Safety Training Efficiency	Efficiency in safety training	Safety Training Efficiency Metrics / Total Metrics
1151. Risk Management	Incident Reporting Rate	Rate of reporting incidents	(Reported Incidents / Total Incidents) * 100
1152. Risk Management	Crisis Management Efficiency	Efficiency in managing crises	Crisis Management Efficiency Metrics / Total Metrics
1153. Risk Management	Risk Monitoring Efficiency	Efficiency in monitoring risks	Risk Monitoring Efficiency Metrics / Total Metrics
1154. Risk Management	Safety Protocol Compliance Rate	Compliance rate with safety protocols	(Compliant Instances / Total Instances) * 100
1155. Risk Management	Risk Prevention Efficiency	Efficiency in preventing risks	Risk Prevention Efficiency Metrics / Total Metrics
1156. Risk Management	Contingency Planning Effectiveness	Effectiveness of contingency planning	Contingency Planning Effectiveness Metrics / Total Metrics
1157. Risk Management	Incident Recovery Time Efficiency	Efficiency in recovering from incidents	Incident Recovery Time Efficiency Metrics / Total Metrics
1158. Technology	System Uptime	Time systems are operational	(Total Operational Time / Total Time) * 100
1159. Technology	Incident Response Time	Time to respond to incidents	Average Time to Respond to Incidents
1160. Technology	Incident Resolution Time	Time to resolve incidents	Average Time to Resolve Incidents
1161. Technology	Change Success Rate	Success rate of changes	(Successful Changes / Total Changes) * 100
1162. Technology	IT Service Availability	Availability of IT services	(Total Available Time / Total Time) * 100
1163. Technology	IT Cost as % of Revenue	IT cost as percentage of revenue	(IT Cost / Total Revenue) * 100
1164. Technology	Help Desk First Contact Resolution Rate	Rate of first contact resolution at help desk	(First Contact Resolutions / Total Contacts) * 100
1165. Technology	IT Project On-Time Completion Rate	On-time completion rate of IT projects	(On-Time Completed Projects / Total Projects) * 100

Category	Metric	Description	Formula
1166. Technology	IT Project On-Budget Completion Rate	On-budget completion rate of IT projects	$(\text{On-Budget Completed Projects} / \text{Total Projects}) * 100$
1167. Technology	IT Project Scope Change Rate	Rate of scope changes in IT projects	$(\text{Scope Changes} / \text{Total Projects}) * 100$
1168. Technology	IT Training Compliance Rate	Compliance rate in IT training	$(\text{Trained Personnel} / \text{Total Personnel}) * 100$
1169. Technology	User Satisfaction Rate	User satisfaction rate with IT services	$(\text{Satisfied Ratings} / \text{Total Ratings}) * 100$
1170. Technology	IT Vendor Performance Rating	Rating of IT vendor performance	$\text{Sum of Vendor Performance Ratings} / \text{Number of Vendors}$
1171. Technology	IT Asset Utilization Rate	Utilization rate of IT assets	$(\text{Utilized Assets} / \text{Total Assets}) * 100$
1172. Technology	IT Security Incident Rate	Rate of IT security incidents	$(\text{Security Incidents} / \text{Total Incidents}) * 100$
1173. Technology	IT Security Compliance Rate	Compliance rate with IT security policies	$(\text{Compliant Actions} / \text{Total Actions}) * 100$
1174. Technology	IT Process Standardization Rate	Standardization rate of IT processes	$(\text{Standardized Processes} / \text{Total Processes}) * 100$
1175. Technology	IT Risk Mitigation Efficiency	Efficiency in mitigating IT risks	$\text{Risk Mitigation Metrics} / \text{Number of Risks}$
1176. Technology	Data Accuracy Rate	Accuracy rate of data	$(\text{Accurate Data Instances} / \text{Total Instances}) * 100$
1177. Technology	Data Availability Rate	Availability rate of data	$(\text{Available Data Instances} / \text{Total Instances}) * 100$
1178. Technology	Network Latency	Delay in data transmission over the network	Average Network Latency
1179. Technology	Data Backup Completion Rate	Completion rate of data backups	$(\text{Completed Backups} / \text{Total Backups}) * 100$
1180. Technology	Data Restoration Success Rate	Success rate of data restorations	$(\text{Successful Restorations} / \text{Total Restorations}) * 100$
1181. Technology	Software License Compliance Rate	Compliance rate with software licenses	$(\text{Compliant Licenses} / \text{Total Licenses}) * 100$
1182. Technology	Software Bug Resolution Rate	Resolution rate of software bugs	$(\text{Resolved Bugs} / \text{Total Bugs}) * 100$
1183. Technology	System Performance Efficiency	Efficiency of system performance	$\text{System Performance Metrics} / \text{Number of Systems}$
1184. Technology	Hardware Failure Rate	Rate of hardware failures	$(\text{Hardware Failures} / \text{Total Hardware}) * 100$
1185. Technology	IT Resource Allocation Efficiency	Efficiency in IT resource allocation	$\text{Resource Allocation Metrics} / \text{Total Resources}$
1186. Technology	Technology ROI	Return on Investment for technology	$(\text{Net Gain from Technology} / \text{Cost of Technology}) * 100$
1187. Technology	IT Innovation Contribution Rate	Rate of IT contribution to innovation	$(\text{IT Innovation Contributions} / \text{Total Innovations}) * 100$
1188. Technology	IT Process Automation Rate	Automation rate of IT processes	$(\text{Automated Processes} / \text{Total Processes}) * 100$

Category	Metric	Description	Formula
1189. Technology	Application Performance Index	Index evaluating application performance	Sum of Performance Metrics / Number of Applications
1190. Technology	Application Availability	Availability of applications	(Available Time / Total Time) * 100
1191. Technology	Application Scalability Rate	Rate at which applications can scale	Scalability Metrics / Number of Applications
1192. Technology	Application Error Rate	Rate of errors in applications	(Total Errors / Total Transactions) * 100
1193. Technology	Application Update Frequency	Frequency of application updates	Total Updates / Time Period
1194. Technology	Cloud Service Utilization Rate	Utilization rate of cloud services	(Utilized Cloud Services / Total Cloud Services) * 100
1195. Technology	Cloud Service Availability	Availability of cloud services	(Available Time / Total Time) * 100
1196. Technology	IT Infrastructure Flexibility Rating	Rating of IT infrastructure flexibility	Flexibility Metrics / Total Metrics
1197. Technology	IT Energy Efficiency Rate	Efficiency rate of IT energy usage	(Effective Usage / Total Energy Usage) * 100
1198. Technology	IT Carbon Footprint Reduction Rate	Rate of reduction in IT carbon footprint	(Reduced Carbon Emissions / Total Emissions) * 100
1199. Technology	IT Waste Reduction Rate	Rate of reduction in IT waste	(Reduced Waste / Total Waste) * 100
1200. Technology	IT Disaster Recovery Success Rate	Success rate of IT disaster recoveries	(Successful Recoveries / Total Recoveries) * 100
1201. Technology	IT Policy Compliance Rate	Compliance rate with IT policies	(Compliant Actions / Total Actions) * 100
1202. Technology	IT Vendor Contract Compliance Rate	Compliance rate with IT vendor contracts	(Compliant Contracts / Total Contracts) * 100
1203. Technology	IT Resource Skill Utilization Rate	Utilization rate of IT resource skills	(Utilized Skills / Total Skills) * 100
1204. Technology	IT Resource Skill Development Rate	Development rate of IT resource skills	(Developed Skills / Total Skills) * 100
1205. Technology	IT Outsourcing Efficiency Rate	Efficiency rate of IT outsourcing	Outsourcing Efficiency Metrics / Total Metrics
1206. Technology	IT Budget Variance Rate	Variance rate of IT budget	(Budget Variance / Total Budget) * 100
1207. Technology	IT Vendor Risk Assessment Rating	Rating of IT vendor risk assessments	Risk Assessment Metrics / Number of Vendors
1208. Technology	IT Service Continuity Success Rate	Success rate of IT service continuity	(Successful Continuities / Total Continuities) * 100
1209. Technology	IT Service Catalog Utilization Rate	Utilization rate of IT service catalog	(Utilized Services / Total Services) * 100
1210. Technology	IT Knowledge Base Utilization Rate	Utilization rate of IT knowledge base	(Utilized Knowledge Items / Total Items) * 100
1211. Technology	IT Change Management Efficiency Rate	Efficiency rate of IT change management	Change Management Metrics / Total Changes

Category	Metric	Description	Formula
1212. Technology	IT Asset Lifecycle Management Efficiency	Efficiency in IT asset lifecycle management	Lifecycle Management Metrics / Total Assets
1213. Technology	IT Regulatory Compliance Success Rate	Success rate of IT regulatory compliance	(Successful Compliances / Total Regulations) * 100
1214. Technology	IT Service Desk Efficiency Rating	Efficiency rating of IT service desk	Service Desk Efficiency Metrics / Total Metrics
1215. Technology	IT User Adoption Rate	Adoption rate of IT services by users	(Adopted Services / Total Services) * 100
1216. Technology	IT Alignment with Business Goals Rating	Rating of IT alignment with business goals	Alignment Metrics / Total Metrics
1217. Technology	IT Strategic Planning Efficiency Rate	Efficiency rate of IT strategic planning	Strategic Planning Metrics / Total Goals
1218. Technology	IT Process Improvement Success Rate	Success rate of IT process improvements	(Successful Improvements / Total Improvements) * 100
1219. Technology	IT Value Realization Rate	Rate of realization of IT value	(Realized Value / Total Value) * 100
1220. Technology	EHR (Electronic Health Records) Adoption Rate	Rate of adopting EHR	(Adopted EHR Systems / Total Systems) * 100
1221. Technology	Telemedicine Utilization Rate	Utilization rate of telemedicine	(Telemedicine Sessions / Total Sessions) * 100
1222. Technology	Health Information Exchange Efficiency	Efficiency in health information exchange	HIE Efficiency Metrics / Total Metrics
1223. Technology	Cybersecurity Compliance Rate	Compliance rate with cybersecurity standards	(Compliant Instances / Total Instances) * 100
1224. Technology	Health Technology Adoption Rate	Adoption rate of health technologies	(Adopted Technologies / Total Technologies) * 100
1225. Technology	IT System Uptime Rate	Uptime rate of IT systems	(System Uptime Hours / Total Hours) * 100
1226. Technology	Digital Health Integration Efficiency	Efficiency in integrating digital health solutions	Integration Efficiency Metrics / Total Metrics
1227. Technology	Data Analytics Utilization Rate	Utilization rate of data analytics	(Analytics Utilizations / Total Opportunities) * 100
1228. Technology	Technology Training Efficiency	Efficiency in training staff on technology usage	Technology Training Efficiency Metrics / Total Metrics
1229. Technology	Electronic Data Interchange Efficiency	Efficiency in electronic data interchange	EDI Efficiency Metrics / Total Metrics
1230. Technology	Health Tech ROI (Return On Investment)	ROI on health technology investments	(Net Gain from Tech - Cost of Tech) / Cost of Tech
1231. Technology	Cybersecurity Training Efficiency	Efficiency in cybersecurity training	Cybersecurity Training Efficiency Metrics / Total Metrics
1232. Technology	Data Integrity Index	Index evaluating data integrity	Data Integrity Metrics / Total Metrics

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Category	Metric	Description	Formula
1233. Technology	System Integration Efficiency	Efficiency in integrating systems	System Integration Efficiency Metrics / Total Metrics
1234. Technology	Network Uptime Rate	Uptime rate of network systems	(Network Uptime Hours / Total Hours) * 100
1235. Technology	Digital Literacy Improvement Rate	Rate of improving digital literacy	(Improved Literacy Instances / Total Instances) * 100
1236. Technology	Health Information Usability Index	Index evaluating usability of health information	Usability Metrics / Total Metrics
1237. Technology	System Compatibility Rate	Compatibility rate of systems	(Compatible Systems / Total Systems) * 100
1238. Technology	Digital Transformation Progress Rate	Progress rate in digital transformation initiatives	(Achieved Milestones / Total Milestones) * 100
1239. Technology	Cyber Threat Mitigation Efficiency	Efficiency in mitigating cyber threats	Threat Mitigation Efficiency Metrics / Total Metrics

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