



EFFICIENCY is the number one complaint physicians have about surgical services. Improved efficiency is #1 reason doctors give for developing their own surgical facility. In order to ensure your facility is providing a high quality, cost-effective, competitive, surgeon-friendly environment, it is critical you know where you stand related to key indicators.

ASC Strategies has compiled this list of the metrics that should be regularly tracked by your organization, whether it is an HOPD or an ASC. We have included benchmarks that will assist you in identifying if you are on track or where you have an opportunity to improve. For more information about benchmarking or other issues related to surgical services improvement contact ASC Strategies at info@ascstrategies.com.

QUALITY / SAFETY METRICS	YOUR FACILITY	BENCHMARK
<input type="checkbox"/> Patient Burn Prior to Discharge	_____	0%
<input type="checkbox"/> Patient Fall Prior to Discharge	_____	0%
<input type="checkbox"/> Prophylactic IV Antibiotic Timing	_____	100%
<input type="checkbox"/> Wrong Site, Side, Patient Procedure or Implant	_____	0%
<input type="checkbox"/> Hospital Transfer/Admission Prior to Discharge	_____	0%
<input type="checkbox"/> Medication Errors	_____	0%
<input type="checkbox"/> Adverse Drug Events	_____	0%
<input type="checkbox"/> Extended Stay in PACU (> 45 minutes)	_____	20%
<input type="checkbox"/> Surgical Site Infection <30 Days of Discharge	_____	0%
OPERATIONAL METRICS	YOUR FACILITY	BENCHMARK
Case Cancellations:		
<input type="checkbox"/> After Arrival, Before ASA - Medical	_____	0%
<input type="checkbox"/> After Arrival, Before ASA - Physician	_____	0%
<input type="checkbox"/> After Arrival, Before ASA - Patient	_____	0%
<input type="checkbox"/> After Anesthesia Induction	_____	0%
<input type="checkbox"/> Block Time Utilization	_____	90%
<input type="checkbox"/> On Time Starts	_____	>75%
Late Start Reasons:		
<input type="checkbox"/> Previous Case Ran Late	_____	<25%
<input type="checkbox"/> Patient	_____	<25%
<input type="checkbox"/> Anesthesia	_____	<25%
<input type="checkbox"/> Surgeon	_____	<25%
<input type="checkbox"/> Other	_____	
<input type="checkbox"/> Room Turnover Time	_____	< 15 Minutes
<input type="checkbox"/> Transcription Time	_____	< 24 Hours
<input type="checkbox"/> Patient Satisfaction (Complaint per 1000)	_____	< 1%
<input type="checkbox"/> Surgeon Satisfaction	_____	100%

FINANCIAL METRICS	YOUR FACILITY	BENCHMARK
<input type="checkbox"/> SWB % of Net Revenue	_____	<25%
<input type="checkbox"/> Supply % of Net Revenue	_____	<22%
<input type="checkbox"/> EBITDA Margin by NR	_____	33%
<input type="checkbox"/> Net Income	_____	>15% of NR
<input type="checkbox"/> Expenses % of NR	_____	<65%
Revenue per Case (at freestanding ASC rates)		
<input type="checkbox"/> Ortho	_____	\$1750
<input type="checkbox"/> ENT	_____	\$1275
<input type="checkbox"/> Podiatry	_____	\$1500
<input type="checkbox"/> Pain Mgt	_____	\$750
<input type="checkbox"/> Ophthal	_____	\$1000
<input type="checkbox"/> General Surgery	_____	\$1550
<input type="checkbox"/> Plastic Surgery	_____	\$1225
<input type="checkbox"/> Urology	_____	\$1350
<input type="checkbox"/> Gyn	_____	\$1850
SWB per Case		
<input type="checkbox"/> Ortho	_____	\$450
<input type="checkbox"/> ENT	_____	\$325
<input type="checkbox"/> Podiatry	_____	\$325
<input type="checkbox"/> Pain Mgt	_____	\$275
<input type="checkbox"/> Ophthal	_____	\$220
<input type="checkbox"/> General Surgery	_____	\$350
<input type="checkbox"/> Plastic Surgery	_____	\$400
<input type="checkbox"/> Urology	_____	\$450
<input type="checkbox"/> Gyn	_____	\$400
Supplies per Case		
<input type="checkbox"/> Ortho	_____	\$325
<input type="checkbox"/> ENT	_____	\$245
<input type="checkbox"/> Podiatry	_____	\$300
<input type="checkbox"/> Pain Mgt	_____	\$75
<input type="checkbox"/> Ophthal	_____	\$175
<input type="checkbox"/> General Surgery	_____	\$275
<input type="checkbox"/> Plastic Surgery	_____	\$395
<input type="checkbox"/> Urology	_____	\$275
<input type="checkbox"/> Gyn	_____	???\
<input type="checkbox"/> Inventory Days	_____	<45 Days
<input type="checkbox"/> Days to Code	_____	<48 Hours
<input type="checkbox"/> Days to Bill	_____	<72 Hours
<input type="checkbox"/> Bad Debt %	_____	<2%
<input type="checkbox"/> Collections Net	_____	100%

Benchmark data compiled from the MGMA 2009 ASC Financial Performance Survey, 2009 Intellimarker Summary ASC Statistics Report for facilities performing 3000-5999 annually, ASCA Financial Benchmarking Survey 2006, and ASC Strategies Client Data Base 2009