

## Loyalty Rating

1. Divide the total visits for the previous month by 8 (2 times a week X 4 weeks)
2. Find out how many new patients from the current month are friends and family and divide that number in step 1.
3. Example: 800 visits/8= 100  
30 Friends and Family  
30/100= .30  
Loyalty would be 30%.

## Goal: 50%

2(#pts not seen on time) x 100=200. 200/divided by the #of pts seen that day, take that # and - 100= The Timeliness Mark %

For example 200/23= 8.7- 100=91%

## Goal: 100%

NS/CX Rate: take the # of pts that NS/CX and x by 100, then divide by the # of pts scheduled. ie; 3 pts NC/CX x100=300 / 23 pts scheduled = 13%

NS/CX GOAL; < 5%

Productivity Ratio: Divide pts seen by hours therapist worked

ie; 12 pts seen, 8 hours worked = 1.5 Productivity Ratio

\*We are targeting 2.0

Goal 1.5-2.0% per hour