

### Patient Safety

Scoring	All Applications
3	Real risk with index case with predictable recurrence
2	Real risk with index case with possible recurrence
1	Theoretical risk

### Quality of Care

Scoring	All Applications
3	Aligned with existing SHC priority metric
2	Aligned with non-priority nation, regional or local performance metric
1	Aligned with other metric

### Compliance

Scoring	All Applications
3	Required for reportable corrective action or audit response associated with previous non-compliance citation
2	Required for compliance/legal with impending (scheduled) audit, inspection or site visit
1	Required for compliance/legal

### Revenue Impact

Scoring	Scheduling				
3	Required for > 50% of patients/visits volume overall or >20% for individual departments	Increases net revenue \$500K	Impacting accounts with a total of $\geq 150K$	Required for > \$ 500K net revenue	> 500K held charges/month
2	Required for 20% - 50% of patients/visits volume overall or 10% - 20% for individual departments	Increases net revenue \$250K	Impacting accounts with a total of $\geq 75K$	Required for > \$ 250K net revenue	> 250K held charges/month
1	Required for new patient/visits volume (new revenue)	Increases net revenue \$100K	Accounts unable to be coded with a total of $< 75K$	Required for > \$ 125K net revenue	> 50K held charges/month

### Productivity/Satisfaction

Scoring	Scheduling	ADT/Prelude	HIM	HB	PB
3	Measurably improves patient throughput (ex. Patient Call to Arrival)	Improves quality of registrations 20% without increasing registration time (as measured by Registration Scorecard)	Measurably improves task-completion time	Global issue: Measurably affects all users or patient satisfaction (i.e. send patient statements)	50 or > staff or 20% or > of statements per week
2	Measurably reduces task-completion time	Improves quality of registrations 10% without increasing registration time (as measured by Registration Scorecard)	Measurably reduces task-completion time	Measurably reduces task-completion time (i.e. not able to bill, manual work vs. automation)	11-49 staff or 10% - 19% of statements per week
1	Improves user satisfaction with task	Improves quality of registrations 5% without increasing registration time (as measured by Registration Scorecard)	Improves user satisfaction with task	Improves user satisfaction with task (i.e. workflow improvement)	1-10 staff or 5% - 9% of statements per week

### Scope

Scoring	Scheduling	ADT/Prelude	HIM	HB	PB
3	Affects more than 50% of events* per day	Impacts 500 registrations per month	Priority initiative or project or affects more than 100 event/transactions per day	Priority initiative or project or affects more than 500 accounts and/or claims per month	> 25% of held charges / day (encounters - pre AR, claims - AR)
2	Affects 10-50% of events* per day	Impacts 250 registrations per month	Affects 50 or more events/transactions per day	Affects 250 or more accounts and/or claims per month	11 to 25% of held charges / day (encounters - pre AR, claims - AR)
1	Affects fewer than 10% of events* per day	Impacts 100 registrations per month	Affects fewer than 10 event/transactions per day	Affects fewer than 250 accounts and/or claims per month	> 10% of held charges / day (encounters - pre AR, claims - AR)

\*Events: Patient Visits/CRM Transactions