

BASIC HOSPITAL ADMINISTRATOR KEY INDICATORS EXAMPLES (Bob Quam)

- Staffing:
 - Nursing hours/person served day
 - FTE/Occupied Bed
 - Overtime as % of Total payroll
 - Staff vacancy rate (%)
 - Turnover Rate (%)
 - 1:1 as % of Total staff hours
 - Worker's comp claims # per 100 employees
 - Missed punches % of total
 - Call outs per pay period per % of total staff
- Training:
 - Training attendance compliance rate
 - Passing rate of annual mandatory
 - Passing rate of aggression/de-escalation training
- Treatment/Clinical:
 - Involvement by person served # by activity
 - Staff hours for direct care
 - Acuity level % of persons served
 - Admissions and discharges per/day/wk/month
 - Competency days to restoration (forensic)
 - Clinical peer review qualitative and quantitative % compliance
- Risk Management:
 - # reported physical assaults per 100 ADC
 - # person served falls with injury per 100 ADC
 - # IM (court ordered) injections per 100 ADC
 - # IM (ETO) injections per 100 ADC
 - # of Restraint hours
 - # of Seclusion hours
 - Person served to person served assaults
 - Person served to staff assaults
 - * Time of event
 - * Place of event
 - * Staff involved
 - * Person served involved
- Utilization Management:
 - Bed capacity
 - Census per day
 - Admission and discharge rates
 - Medical utilization
 - * Type of illnesses
 - * Referral to treatment
 - * Out of hospital care
 - * Refusals meds, lab, medical care, dentist etc.
 - Demographics
- Financial:
 - Operating Margin
 - Cost per/person served/food tray
 - Cost per/person served/per day/pharmacy
 - Avg. cost per day out of facility hospital in-patient and outpatient care
 - HIV cost per/person served