

## Operation Access Scorecard for Quarter Ending: March 2016 (1Q16)

Objective	Measure	Target	Actual	Status	Previous Quarter	Green Status	Yellow Status	Red Status Rule Def
<b>Learning &amp; Growth</b>								
Maintain a committed staff and stable management	Average employee rating on a scale of 1-10 for the following questions: (1) Do you have the resources to develop in your position? (2) Do you feel satisfied in your job?	8	8.1			8-10	5-7	1-4
<b>Internal Process</b>								
Maintain timeliness in delivery of service	(1) Median # of days between referral and first appt with a specialist	<=75	77			<=75	75-100	>100
	(2) Median wait time between referral and first appointment for biopsy cases	<=60	66			<=60	60-75	>75
	(3) Median wait time between referral and OR/GI procedure	<=90	94			<=90	90-120	>120
Maintain high patient compliance to ensure volunteer satisfaction and program efficiency	Compliance rate of patients at OA appointments	>=96%	98%			>96%	94-95.9%	<94%
<b>Financial</b>								
Increase diversification of funding sources and achieve revenue goals	YTD income received by category							
	Geographically Specific Funding (as compared to same quarter, prior year)	Maintain or increase	\$45,000			If actual >= target	within 30% of target	more than 30% from target
	Donations (15% in first 3 quarters; 55% in final quarter)	\$22,500	\$41,309					
	TOTAL	\$337,500	\$461,165					
Maintain fiscal responsibility and management of expenditures	YTD expenses incurred by category							
	OA expenses	\$337,500	\$362,983			target met	within 30% of target	more than 30% from target
	Overhead Rate (Admin. and Fundraising)	17%	21.0%					
Maintain adequate cash reserve	Number of months current operating cash on hand could finance forecasted expenses.	6	6			target met	4-5 months	< 4 months
Provide a high value return for dollars spent by Operation Access	YTD Return on Investment - Ratio of amount of donated charity care provided divided by the cash expenses of OA's Bay Area Program	13 to 1	14.7 to 1			target met	10-13 to 1	<10 to 1
<b>Program Outputs</b>								
Increase the number of high volume specialist volunteers	# of active participating specialist volunteers who have provided at least 4 services over the past year.	Maintain or increase from prior quarter	140 (132 Previous quarter) +5%			>= previous quarter	0-5% decline from previous quarter	>5% decline from previous quarter
Improve patient outcomes through surgical procedures	% of surgical patients surveyed reporting improved health, ability to work, and quality of life	90%	98%			>=90%	>=80-90%	<80%
Provide donated surgical and specialty services to eligible uninsured people	# of surgical and specialty services provided YTD	385-415	442			above midpoint of target	in lower half of range	below range

**OA Scorecard Addendum**  
**Current Period: 1Q-2016**

