

Operation Access Scorecard for Quarter Ending: September 2018 (3Q18)

Objective	Measure	Target	Actual	Status	Previous Quarter	Green Status	Yellow Status	Red Status Rule Def
Learning & Growth								
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	8.6			8-10	5-7	1-4
Internal Process								
Maintain timeliness in delivery of service	(1) Median # of days between referral and first appt with a specialist	<=75	70			<=75	75-100	>100
	(2) Median wait time between referral and first appointment for biopsy cases	<=60	70			<=60	60-75	>75
	(3) Median wait time between referral and OR/GI procedure	<=90	89			<=90	90-120	>120
Referral volume	# of referrals received and processed YTD	1,200-1,500	1,578			above midpoint of target	in lower half of range	below range
Maintain high patient compliance to ensure volunteer satisfaction and program efficiency	Compliance rate of patients at OA appointments	>=96%	97%			>96%	94-95.9%	<94%
Financial								
Achieve revenue goals	Year-to-Date Revenue (Using prior year's figure as a baseline, add a prorated amount of the increase in the annual budget to arrive at target)	\$1,308,985	\$1,569,695			If actual >= target	on track to make up shortfall	not on track
	Donations/Events (25% of \$250,000 target per quarter)	\$187,500	\$147,268			If actual >= target	within 5% of budget	more than 5% under budget
Maintain fiscal responsibility and management of expenditures	Year-to-Date Expenses (\$400,000 per quarter)	\$1,200,000	\$1,176,890			If actual <= target	within 5% of budget	more than 5% over budget
Maintain adequate cash reserve	Number of months current operating cash on hand could finance forecasted expenses.	8	10			target met	6-7 months	< 6 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	12 to 1	12.6 to 1			target met	10-12 to 1	<10 to 1
Program Outputs								
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	155 (144 previous quarter)			>= 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, or quality of life	90%	92%			>=90%	>=80-90%	<80%
Provide donated surgical and specialty services to eligible uninsured people	# of surgical and specialty services provided YTD	1200-1300 thru midyear	1,296			above midpoint of target	in lower half of range	below range

OA Scorecard Addendum
Current Period: 3Q-2018

