

Operation Access Scorecard for Quarter Ending: December 2017 (4Q17)

Objective	Measure	Target	Actual	Status	Previous Quarter	Status Rule Def	Status Rule Def	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	8.2			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	69			<=75	75-100	>100
	(2) Median wait time between referral and first appointment for biopsy cases	<=60	48			<=60	60-75	>75
	(3) Median wait time between referral and OR/GI procedure	<=90	86			<=90	90-120	>120
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								
Increase diversification of funding sources and achieve revenue goals	YTD income received by category							
	Donations (15% in first 3 quarters; 55% in final quarter)	\$210,000	\$160,220			If actual >= target	within 30% of target	more than 30% from target
	YTD Income (55% in first quarter, 15% in final 3 quarters)	\$1,475,000	\$1,449,197					
Maintain fiscal responsibility and management of expenditures	YTD expenses incurred by category							
	OA expenses	\$1,475,000	\$1,450,526			target met	within 30% of target	more than 30% from target
	Overhead Rate (Admin. and Fundraising)	19%	19.8%					
Maintain adequate cash reserve	Number of months current operating cash on hand could finance forecasted expenses.	8	7			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	13 to 1	13 to 1			target met	10-13 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	132 (140 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%	93%			>=90%	>=80-90%	<80%
Provide donated surgical and specialty services to eligible uninsured people	# of surgical and specialty services provided YTD	1400-1600	1,544			above midpoint of target	in lower half of range	below range

OA Scorecard Addendum
Current Period: 4Q-2017

