

Operation Access Scorecard for Quarter Ending: March 2018 (1Q18)

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	7.75			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	68			<=75	75-100	>100
	(2) Median wait time between referral and first appointment for biopsy cases	<=60	63			<=60	60-75	>75
	(3) Median wait time between referral and OR/GI procedure	<=90	92			<=90	90-120	>120
Referral volume	# of referrals received and processed YTD	400-500	485		n/a	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%	96%			>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)	\$796,382	\$610,306			If actual >= target	on track to make up shortfall	not on track
	Donations/Events (25% of \$250,000 target per quarter)	\$62,500	\$95,914		n/a	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)	\$400,000	\$407,954		n/a	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	8			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	11.5 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	148 (132 Previous quarter) +12%			>= 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%	96%			>=90%	>=80-90%	<80%
Provide donated surgical and specialty services to eligible uninsured people	# of surgical and specialty services provided YTD	385-435 per quarter	390			above midpoint of target	in lower half of range	below range

OA Scorecard Addendum
Current Period: 1Q-2018

