

### Taos County Benchmarks

<b>Metric</b>	<b>January 2017</b>	<b>Fiscal Year-to-date 2017</b>	<b>FY2016</b>	<b>FY2015</b>	<b>FY2014</b>
Patient Satisfaction #1 (Inpt.)	97.9%	92.4%	71.44%	88.74%	87.49%
Patient Satisfaction #2 (Outpt.)	89.8%	90.9%	72.49%	87.05%	89.59%
Number of HAI	0%	2.56%	0.45%	0%	0.5%
Employee Satisfaction			75% (Participation)		
Employee Turnover %				**21%	
Medical Staff Turnover	0	5	4.82%		
Operating Income	\$258,827 4.72%	\$606,173 1.52%	\$992,595 1.74%	(\$1,524,726) -2.84% (Audited)	-\$7,312,212 - 15.3%
Net Income	\$268,142 4.89%	\$696,445 1.75%	\$1,112,416 1.96%	\$1,264,919 -2.3%	-\$7,078,978 -14.6%
Days Cash-on Hand	36.6	36.6	27.2	13.7	21.5
Days in AR	45.7	45.7	46.1	57.3	50.5
Days in AP	32.6	32.6	45.0	77.8	55.2
Number of ER Visits	1,259	10,081	15,208	15,763	15,130
Number of ER & ICU Transfers	ACU (ICU/OBS):14 ER:72	ACU: 92 ER:518	ACU:109 ER: 717	ICU: 124 ER: 595	ICU: 94 ER: 463
*Average Door to Doctor Time	* 86.72 Min.	*80.57	*91.30 Min.	102 Min.	147 Min.
Travelers/Locums	1.8%	16%	101	68	104

\*Average Door to Doctor Time is an estimated average time provided by our current electronic health record. This relies on the dr. beginning their charting on the computer. There can be a significant time lag between computer charting and when the pt. was actually seen. Therefore, we are currently working on developing a new system.

\*\* Recalculated to industry standard.