

Benchmarking for Outpatient Surgical Services

The move to pay for performance reimbursement, reporting of quality measures and increased competitive forces in outpatient surgical services delivery is creating increased pressure on organizations to incorporate Best Practices and the delivery of their outpatient surgical services(both HOPD and freestanding).

- How are you performing against the for-profit ASC down the street that is trying to recruit your doctors? Do you know what indicators are most important to physician satisfaction?
- Are you able to spot the areas that can be improved and increase profitability and efficiencies?
- Does your organization have a handle on case costs and revenue by specialty, by provider, by payor?
- Are you aware of the tools and training necessary to collect objective, defensible data?
- How do you share the information you collect with surgeons and staff to effect real change?

The first step is to start capturing this data—through your IT system or manually. The following table is an example of some of the indicators you and your staff should be capturing along with the current freestanding- Ambulatory Surgery Center benchmarks.

ASC Management Benchmarks

INDICATOR	BENCHMARK	YOUR FACILITY
Claims Billed	3 Days from DOS	
Transcription Turn Time	24 Hours	
Coding Turn Time	<48 Hours	
Net Patient Revenue per Case	\$1,429	
SWB per Case	\$260	
SWB % Net Revenue	<25% of NR	
Supply Cost per Case	\$254	
Supply Cost % Net Revenue	< 24% of NR	
Expenses as % of NR	<81% of NR	
Net A/R Days	<40 Days	
Inventory Days	<45 Days	
Cash Collections as a % Net Revenue	95% of NR	
EBITDA Margin	32%	
Net Income	>15% of NR	