

REVENUE COLLECTED IN TRAVIS COUNTY OUTSIDE THE CITY OF AUSTIN

Desired Outcome	Collect as much revenue as possible to reimburse the county for some the cost of subsidizing the EMS system.
Standard	100% of projected revenue
Acceptable Quality Level	Revenue collections may not fall more than 10% below monthly projections for more than two months in a row or three months in a year.
Monitoring Method	Run Chart updated by 10th business day each month.

MEASURE DESCRIPTION

Indicator Description	This indicator measures the total revenue collected by EMS from incidents within Travis County outside the City of Austin.
Question Indicator Answers	How much revenue is collected by the EMS Department from incidents that occur in Travis County outside the City of Austin?
Patient / Customer Need	To maintain financial stability, EMS must have efficient processes in place for revenue collection. This process includes the monitoring of revenue collected within Travis County outside the City of Austin. This indicator shows the effectiveness of the billing, collection and financial processes.
Type of Measure	Intermediate Outcome
Objective	Collect revenue as established by revenue goals.
Data Provided By	Finance Section
Reporting Values	Percent of projected County revenue collected each month for the fiscal year to date (FYTD).
Limitations	Significant variation is expected in this measure due to a number of external factors, including but not limited to: <ul style="list-style-type: none">• Length of month/deposit days• Federal holidays• Non mail days• Payer mix changes• Third party reimbursement policy changes

Notes This measure focuses on incidents occurring within Travis County borders, but outside the full purpose jurisdictions of the cities of Austin, Cedar Park, Elgin, Leander, and Round Rock.

Measure Calculation

Formula Description Total revenue collected from incidents occurring in the County service area for the fiscal year through and including the reporting month is divided by one-twelfth of the annual revenue goal, as established by the County, multiplied by the count of months completed in the fiscal year through and including the reporting month.

Indicator Formula

$$Revenue\ Collection\ Rate = \frac{FYTD([Revenue])}{FYTD([Projection])}$$

Data Filters None

Interval Calculation Not applicable

Numerator

Population Total revenue collected for county service area for the fiscal year to date.

Inclusion Incidents occurring in the Travis County service area

Exclusion Incidents occurring outside Travis County, and within the full purpose jurisdictions of the cities of Austin, Cedar Park, Elgin, Leander, and Round Rock.

Data Source RescueNet Reporting

Denominator

Population Projected revenue for fiscal year to date from patient contacts occurring in county service area.

Inclusion Not applicable

Exclusion Not applicable

Data Source Projected revenue is calculated from the goal value provided by the County, then multiplying by the count of months completed in the fiscal year: $([county\ annual\ goal]/12) \times [months\ completed]$.

Aggregation Aggregate incidents by month based on date revenue credited to account in RescueNet.

Stratification None

Minimum Sample Size	None
Data Lineage	County revenues are recorded in RescueNet as they are deposited into City accounts. The post date from RescueNet serves as the date of record for calculations.

Reporting

Travis County ILA Reporting	<p>Medium: Web site chart</p> <p>Orientation: External</p> <p>Format: Run chart containing monthly data values for most recent 13 month period.</p> <p>Update Frequency: Monthly</p> <p>Data Source: Finance section report.</p>
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Metadata

Pillar / Strategic Objective Links	<p>F1: To utilize effective financial management tools and methods that allow for fiscal transparency and accountability.</p> <p>F2: To be an organization that provides value to the community.</p> <p>F3: To provide quality cost efficient service to the community.</p>
Development Status	New measure as of March 2014.
References	<p><i>Interlocal Agreement Between the City of Austin and Travis County for Emergency Medical Services (Fiscal Year 2014)</i></p> <p>Wolfberg DM, "EMS Economics." Handout from a presentation given on March 26, 2008 at an unknown event. Materials available at http://fitchassoc.com/download/EMS_Economics.pdf</p> <p>Fitch J, <i>Building Organizational Agility in Fire & EMS Agencies</i>. Encinitas: National Emergency Services Institute, 2013. Available online at http://www.fitchassoc.com/wp-content/uploads/2012/12/Agility_Monograph_FitchSeries_FINAL2.pdf</p> <p>Nelson R, "The ROI of IT: Best Billing Practices" Webinar materials presented by Emdeon Business Services LLC, available at http://www.emdeon.com/professionalwebinar/Best_Billing_Practices_Final%209-21.pdf</p>

Best Practices

None referenced

Definition Version Info

Version C; 2014-03-03