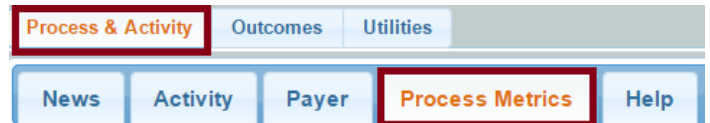


The graphs and charts on the Process Metrics tab of your Report Portal show **four vitally important metrics** you need to track to assure your team masters the outcomes measurement **PROCESS**. These metrics represent a successive level of organizational maturity in capturing outcomes.

To access your organization's metrics, the authorized Report Portal recipient can log into the report portal, then access the Process & Activity tab, selecting the Process Metrics tab



Metrics include MONTHLY statistics on:

1. **ACTIVE CLINICS/CLINICIANS** -

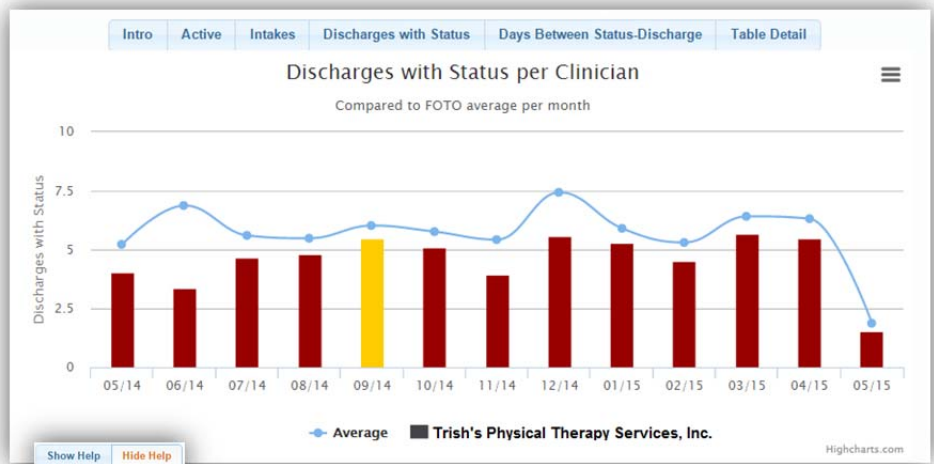
How active are your clinics and clinicians in the outcome collection process in FOTO? Click to see the number of clinics and clinicians with at least one intake assessment each month.

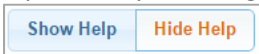
2. **INTAKES** - How many intake assessments per clinician are you averaging and how does that compare with other FOTO users?

3. **DISCHARGES WITH STATUS** - It's

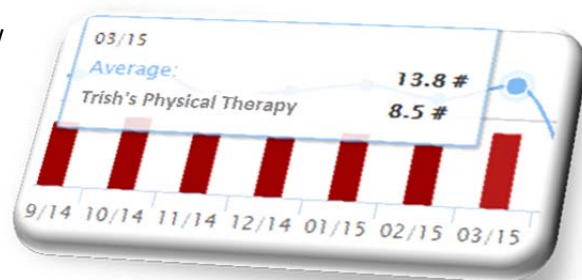
great to be active and get intake assessments, but there are no outcomes without status assessments and staff discharges (complete discharged episodes). How do your clinicians compare? This affects your completion rate.


4. **DAYS BETWEEN STATUS-DISCHARGE** - It is vitally important to improve your process to capture a status assessment as close to the date of last service as possible. On this last metric, you want to **lower** the average number of days between your last status assessment and the discharge date on each episode. Otherwise, you are probably not capturing in your outcome scores the full amount of improvement your patients are experiencing.

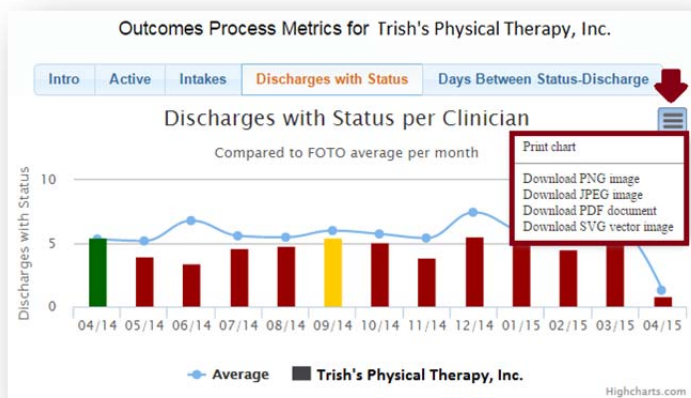


Additionally, each process metric provides you with guidance on how to improve the metric. To view the suggestions for each metric, simply click on the  show help button that appears at the bottom of each tab's metric graph.

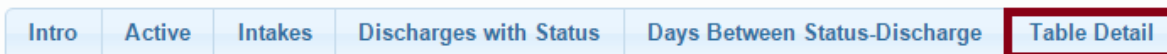
- ▶ By hovering over the monthly bar on each metric graph, you can view the National average numeric score compared to your organization's score.



- ▶ By clicking on the  icon in each of the metric graphs, you can download the graph as an image or PDF file so that you can share these metrics within your organization.



These graphs are an excellent management tool to view process completion activities within your organization. However, being able to **compare process completion between clinics (if you have multiple sites) or by clinicians within your organization will provide you with a mechanism to identify strengths and weaknesses in the process links to enhance your collection activities.** To access the metric details, click on the TABLE DETAIL button.



- ▶ If you have multiple clinics in your organization, the metric will break down the data by each office in a table under the metric graph. If you see particularly low metrics in one individual office, you can click on the clinic name to view the metrics for each of the clinicians in that clinic location.

Clinic	Active Clinicians		Intakes/Clinician		Discharges+Status/Clinician		Avg Days Between Status & Discharge	
	Last Month	This Month	Last Month	This Month	Last Month	This Month	Last Month	This Month
<a href="#">Trish's Physical Therapy - TPT1</a>	4	0	3.3	0.0	2.5	0.0	15.4	0.0
<a href="#">Trish's Physical Therapy - TPT2</a>	21	10	8.8	0.9	5.5	0.8	3.7	0.0
<a href="#">Trish's Physical Therapy - TPT3</a>	2	1	11.5	1.0	11.5	0.0	3.7	0.0

- ▶ If you are a single site organization, the table under the metric graph on each tab surfaces the clinician statistics for review.

<a href="#">Go back</a>	Active Clinicians		Intakes/Clinician		Discharges+Status/Clinician		Avg Days Between Status & Discharge	
Clinician	Last Month	This Month	Last Month	This Month	Last Month	This Month	Last Month	This Month
<a href="#">10506</a>	1	1	13.0	1.0	9.0	2.0	0.0	0.0
<a href="#">10806</a>	1	1	17.0	1.0	10.0	1.0	2.3	0.0
<a href="#">10812</a>	1	0	3.0	0.0	1.0	0.0	0.0	0.0
<a href="#">11435</a>	1	0	8.0	0.0	3.0	0.0	6.3	0.0
<a href="#">288488098</a>	1	1	18.0	3.0	8.0	0.0	0.5	0.0


In addition to the Table Detail tab (above), which opens all clinics and/or all clinicians in the table, you can choose to make filter selections by using the drop down field in the header of the metric screen.

Outcomes Process Metrics for TRISH'S PHYSICAL THERAPY

- Trish's PT Clinic 1
- Trish's PT Clinic 2
- Trish's PT Clinic 3

Outcomes Process Metrics for TRISH'S PHYSICAL THERAPY

- Trish's Physical Therapy
- Clinician 001
- Clinician 002
- Clinician 003
- Clinician 010

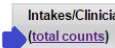
These tables can be sorted in ascending/descending order by using the  arrows in the column header.

Clinic	Active Clinicians		Intakes/Clinician (total counts)		Discharges+Status/Clinician (total counts)		Avg Days Between Status & Discharge	
	Last Month	This Month	Last Month	This Month	Last Month	This Month	Last Month	This Month

You can opt to view the Average Intakes and Average Complete Discharged Episodes Per Clinician in these tables /or/ view the Total Number of Intakes and Complete Discharged Episodes for the Office by using the toggle links in these columns.

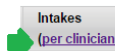
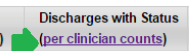
Reflects the Average Intakes or Complete Discharged episodes per clinician in Office

Clinic	Active Clinicians		Intakes/Clinician (total counts)		Discharges+Status/Clinician (total counts)		Avg Days Between Status & Discharge	
	Last Month	This Month	Last Month	This Month	Last Month	This Month	Last Month	This Month
Clinic Sample Practice A	4	4	5.8	3.0	3.0	0.8	3.5	0.0
Clinic Sample Practice B	21	19	11.2	2.5	5.4	1.6	2.5	1.9
Clinic Sample Practice C	2	2	12.5	1.0	8.5	0.5	2.4	0.0

Click on   to surface the office total numbers.

Reflects the Total # of Intakes or Complete Discharged Episodes in the Office Site

Clinic	Active Clinicians		Intakes (per clinician counts)		Discharges with Status (per clinician counts)		Avg Days Between Status & Discharge	
	Last Month	This Month	Last Month	This Month	Last Month	This Month	Last Month	This Month
Clinic Sample Practice A	4	4	23	12	12	3	3.5	0.0
Clinic Sample Practice B	21	19	236	47	114	31	2.5	1.9
Clinic Sample Practice C	2	2	25	2	17	1	2.4	0.0

Click on   to return to the Average by Clinician view.

**View data table by filtered criteria.** You can filter the search in your table using the Filter Boxes in the top row of the table. You may find this particularly helpful if you have set internal process criteria within your organization, such as capturing a status assessment on the last date of service, etc. The example shows the data sorted as follows:

- ▶ Less than 10 complete intakes
- ▶ Less than 10 complete discharged episodes
- ▶ More than 7 days between the most recent Status and the Last Visit Date in the Staff DC screen.

		Active Clinicians		Intakes/Clinician (total counts)		Discharges+Status/Clinician (total counts)		Avg Days Between Status & Discharge	
Clinician	Last Month	This Month	Last Month	This Month	Last Month	This Month	Last Month	This Month	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<10	<input type="text"/>	<10	>7	<input type="text"/>	
<a href="#">32</a>	1	1	8.0	6.0	6.0	2.0	9.3	1.5	
<a href="#">7208</a>	1	1	14.0	0.0	3.0	3.0	11.7	4.7	
<a href="#">8587</a>	1	0	0.0	0.0	1.0	0.0	13.0	0.0	
<a href="#">9096</a>	1	1	15.0	3.0	7.0	1.0	7.7	7.0	

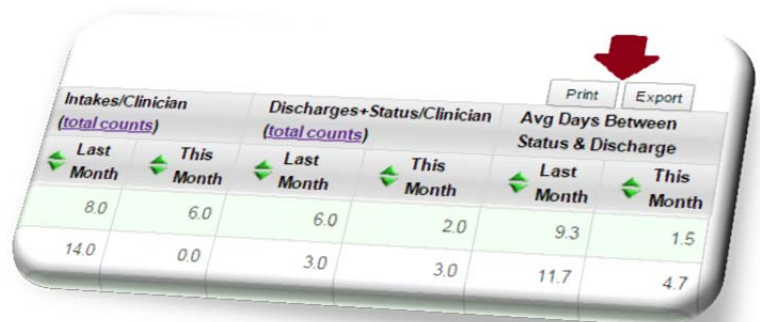
The Filter Key is as follows:	Description	Example
Text	Any text entered in field will MATCH text found within the column	<input type="text" value="abc"/> (finds any reference containing query such as "abc", "abcd", "abcde", etc.) <input type="text" value="Aaron"/> (finds "Aaron" and "Phillip Aaron Smith")
> >= < <=	Find alphabetical or numeric values less than (<), greater than (>) or equal to (=) the filtered query.	<input type="text" value="&gt;=10"/> (finds values greater than or equal to 10) <input type="text" value="&lt;10"/> (finds values less than 10)
<input type="text" value="-"/> or <input type="text" value="to"/>	Range of values (be sure to add a space before and after the dash (or the word to)).	<input type="text" value="10 - 30"/> or <input type="text" value="10 to 30"/> (matches values between 10 and 30 in the column)
<input type="text" value=""/> or <input type="text" value="="/>	Use to exactly match the search query	<input type="text" value="abc"/> or <input "="" type="text" value="abc="/> (exactly match "abc") <input type="text" value="John"/> or <input "="" type="text" value="John="/> (exactly match "John")
<input type="text" value=" "/> or <input type="text" value="OR"/>	Logical or (Vertical bar) to filter the column for content that matches text from either side of the bar.	<input type="text" value="Alex Peter"/> (Find text that contains either "Alex" or "Peter")

- ▶ To remove a filter from the table, simply click on the X button in the Filter Field.

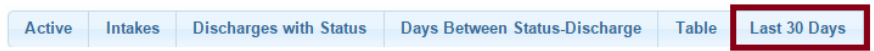


**Printing Options** for the Metrics Table are available.

- ▶ Select PRINT buttons to send the metric table to your printer
- ▶ Select EXPORT to download the data into an Excel Worksheet.



A **QUICK LOOK** at your metrics can be accessed from the Last 30 Days tab in Process Metrics.

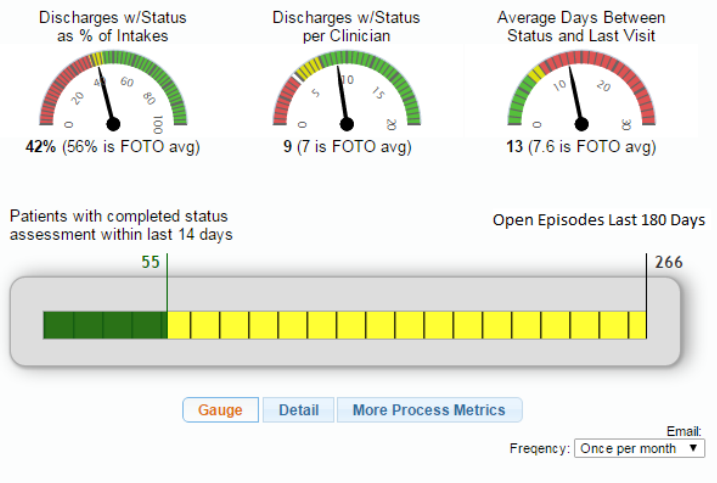


This will surface gauges for the:

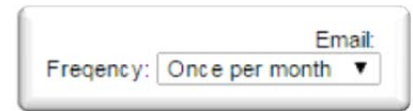
- Completion Rate (% of Complete Discharged Episodes to Intakes).
- Average number of Complete Discharged Episodes Per Clinician.
- Average days between Status and Last Visit.

Additionally, the number of patient episodes that contain a Status Assessment captured within the last 14 calendar days compared to the number of OPEN Episodes in your database for the **Last 180 Days** will surface to assist you in monitoring the frequency and consistency of Status Assessment collection to maximize your outcome FS scores.

## FOTO Process Metrics Last 30 Days



An email will be distributed to each Report Portal Recipient on a monthly basis with a link to this Quick Look Metric. You do have the option to change the frequency of this email notification by using the Frequency field located at the bottom of this metric screen.



Please contact your FOTO Provider Representative if you have any questions or would like additional information on utilization of the Process Metrics  
**1.800.482.3686**