

PEOPLESOFT HEALTHCARE SCORECARD



Simplify JCAHO reporting requirements.

Get immediate answers to key questions.

Improve clinical effectiveness.

Healthcare systems around the world are in crisis. Reduced Medicare reimbursement, aging baby boomers, and increased regulatory requirements are requiring healthcare organizations do more with less. In order to survive, these organizations must identify where their money is being spent and how to balance the quality of care with cost-cutting initiatives. This requires executives and department managers to have visibility into financial, clinical, operational, and qualitative information that can be used to make the most effective decisions.

Oracle's PeopleSoft Healthcare Scorecard provides managers with the information they need to spot trends, forecast future performance, estimate whether they are on target to achieve organizational goals, and address situations before they impact the bottom line. With real-time consolidated information delivered directly to their desktops, managers no longer need to search dozens of reports in order to answer key questions such as:

- Are staffing numbers appropriate relative to the daily census levels?
- What is the average length of patient stays?
- What percentage of inpatient revenue is capitated vs. self-pay?
- Are supply costs higher than the expected threshold?

Strategic Performance Measurement

PeopleSoft Healthcare Scorecard enables you to easily communicate your strategy, prioritize initiatives, determine key performance indicators (KPIs), and continuously monitor performance against your organization's goals. Defined tolerance ranges for selected KPIs will trigger notifications and help identify problem areas if actual results move out of the acceptable range. Equipped with this information, you can quickly adjust your tactics and pull the organization back into alignment with your strategic objectives.

- Improve your time-to-value by leveraging a comprehensive set of predefined, industry-specific KPIs based on data from Oracle's PeopleSoft Performance Management Warehouse and other data sources.
- Provide quick and simplified views of your organization's strategic objectives and associated measures, including history, trends, targets, assessment rules, cause-and-effect relationships, free-form comments, and several other analytical and graphical viewing options.
- Easily navigate between PeopleSoft Healthcare Scorecard and PeopleSoft Performance Management Warehouse for detailed analysis.

Scorecard Control Panel - Healthcare - CFO Scorecard - Healthcare CFO (2002, 9 September)

*Page: Strategy
 *Business Unit: HHC01 HealthCare Business Unit
 *Scenario: HHC01 Healthcare Scenario
 *Scorecard: Healthcare - CFO Scorecard - Healthcare CFO

Time: Current Choose
 Year: 2002 Period: 9 September

Save View With Name: Go to View:

Strategy Tree: Healthcare Strategy Tree
 Select Strategic Components to see details at the right.

Left | Right

- Corporate Vision
 - Optimize Revenue
 - Build a Strong Financial Base
 - Grow Targeted Patient Base
 - Deliver Cost Effective Care
 - Maximize Customer Satisfaction
 - Provide Personalized Care
 - Satisfaction with Physician
 - Nurses attention to needs
 - Provide Easy Access
 - Provide Quality Care
 - Provide Outstanding Cust Serv.
 - Keep Patients Informed
 - Streamline Processes
 - Maintained bed occupancy
 - FTE's per adj. occupied bed
 - Surgical Cases Outpatient
 - Surgical Cases Inpatient
 - Average payment period (days)
 - Return To Vendor

Strategy Perspective Ratio

Component Type: Vision
 Perspective: Multiple
 Assessed Using: Worst Case

Strategy Component	Assessed Using	Perspective	Type
Optimize Revenue	Most Freq	Financial	ST
Maximize Customer Satisfaction	Most Freq	Customer	ST
Provide Quality Care	Most Freq	Internal	ST
Train all Medical Staff	Most Freq	Learning	ST

PeopleSoft Healthcare Scorecard

Use a secure web portal to view all the critical clinical and financial information you need to make effective business decisions.

Enterprise-wide Performance Measurement

With performance management and scorecard methodologies growing in popularity, organizations are asking for scorecards that can be used by employees at all levels, not just senior-level management. PeopleSoft Healthcare Scorecard makes it easy to distribute individual scorecards to everyone in the organization, so that all the users can see how they are personally contributing to the overall success of the organization. It leverages the PeopleSoft Performance Management Warehouse foundation tools to ensure a secure, integrated, and scalable infrastructure for deploying scorecards to a large audience.

- Clearly articulate and communicate strategic objectives with strategy maps.
- Drive accountability through your organization by using hierarchical KPIs and user-defined targets to cascade and communicate objectives.
- Ensure a consistent view of performance measures by leveraging and sharing the rich content of the PeopleSoft Performance Management Warehouse.

Personalized Performance Measurement

You may like to view performance in a pie chart, whereas your counterpart in another department prefers a grid. PeopleSoft Healthcare Scorecard provides a friendly way to view and organize KPIs to suit each individual's needs. Two companion features, KPI Dashboards and the Dashlet Wizard, allow non-technical users to select from a rich library of fully customizable chart types and organize

them into a dashboard. As a result, employees can view the KPIs that matter to them, in a way that makes the most sense.

- Enable non-technical users to create a dashboard of metrics that matter to them using a simple, three-step wizard.
- Share dashlets with other users through the PeopleSoft portal or with any other Web Services for Remote Portlets (WSRP)-compliant portal vendor.

Healthcare Metrics and KPIs

PeopleSoft Healthcare Scorecard includes the following industry-specific metrics and KPIs that deliver the information needed to improve the entire decision-making process within a healthcare organization. If additional KPIs are needed, PeopleSoft Healthcare Scorecard can be used with other scorecard products, such as Oracle's PeopleSoft Workforce Scorecard that provides additional HR metrics like benefits compensation ratio, or Oracle's PeopleSoft Supplier Rating System that includes metrics to help manage suppliers more effectively.

- Accounts Receivable for Current Accounting Period
- Accounts Payable and Accrued Expenses
- Admissions Inpatient
- Assets in Current Period
- Assets in Prior Period
- Average Age of Plant
- Average Age of Workforce
- Average Daily and Monthly Census
- Average Hourly Rate
- Average Length of Stay
- Average Payment Period (days)
- Average Time to Fill Positions
- Backorder Percentage
- Bad Debt as Percentage of Net Revenue
- Break Even
- Capital Expenditure Growth Rate
- Case Mix Index
- Cash and Equivalents
- Cash Collected vs. Target
- Percentage of Capital Expenses
- Percentage of Cash Flow to Total Debt
- Percentage of Cash Flow to Total Liabilities
- Percentage of Charitable Revenue
- Percentage of Debt to Capitalization
- Percentage of Fixed Asset Financing
- Percentage of Inpatient Capitated Revenue
- Percentage of Inpatient Commercial Revenue
- Percentage of Inpatient HMO Revenue
- Percentage of Inpatient Revenue
- Percentage of Inpatient Self-Pay Revenue
- Percentage of Medicaid Revenue
- Percentage of Operating Margin
- Percentage of Outpatient Medicare Revenue
- Percentage of Outpatient Revenue

- Cash on Hand (days)
- Current Asset Turnover
- Current Ratio
- Days in Accounts Receivable
- Debt Service Coverage Ratio
- Depreciation Funds
- Depreciation Rate
- Discharges Inpatient
- Due to Third Parties
- Education Funds
- Emergency Visits Outpatient
- Encounters Outpatient
- Equity Financing
- Expenses per Physician FTE
- Fixed Asset Turnover
- Free Operating Cash Flow to Assets
- Free Operating Cash Flow to Revenue
- FTEs per Adjusted Occupied Bed
- Growth Rate on Equity
- Hazardous Materials Usage
- Informed about Delays
- Inventory Ratio
- Inventory Turnover
- Investments at Market Value
- Long-term Debt
- Long-term Investments
- Maintained Bed Occupancy
- Net Assets
- Net Income
- Net Income to Patient Revenue
- Non-Operating Gains
- Number of New Hires per Day
- Percentage of Part-time FTEs of Total FTEs
- Percentage of Voluntary Staff Turnover
- Physician FTE
- PO Quantity Ordered by Department
- Property, Plant, and Equipment
- Total Paid Time Off of FTEs
- Replacement Viability
- Reported Income Index
- Reserve Levels
- Return on Equity
- Return to Vendor
- Revenue per Physician FTE
- Salaries and Benefits
- Satisfaction with Physical
- Short-term Investments
- Source of Hires vs. Cost
- Staff Turnover
- Staff Turnover by Job Code
- Staff Turnover by Location
- Supplies and Services
- Surgical Cases Inpatient
- Surgical Cases Outpatient
- Times Interest Earned
- Total Asset Turnover
- Total Assets
- Total Cash and Investments
- Total Compensation per FTE
- Total Income
- Total Liabilities
- Total Margin
- Total Operating Expenses

- Nurses Attention to Needs
- Operating Income
- Operating Profit Margin
- Operating Revenues
- Other Assets
- Other Liabilities
- Outside Labor as a Percentage of Total
- Overtime Costs
- Paid Time Off Costs at Business Unit Level
- Paid Time Off Costs at Department Level
- Patient Accounts Receivable
- Total PO Dollar Amount
- Total Revenue per FTE
- Total Salary per FTE
- Total Turnover per Manager
- Total Turnover per Tenure
- Total Unrestricted Funds
- Uncompensated Care
- Unrealized Gains
- Vacancy Rate
- Weekly Payroll
- Working Capital Absorption
- Working Capital for Current Accounting Period
- Working Capital for Prior Accounting Period

About PeopleSoft Enterprise Performance Management

PeopleSoft Healthcare Scorecard is part of Oracle's PeopleSoft Enterprise Performance Management (EPM) suite, an integrated suite of analytic applications that enables organizations to drive world-class performance by aligning the right information and resources with strategic objectives. PeopleSoft EPM helps managers formulate strategies for profitable growth, align strategies with operational plans, actively monitor day-to-day operations, and collaborate across the enterprise.

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