

# FINANCIALS AND OPERATIONS DATA SET

The MGMA DataDive Financials and Operations data set empowers your organization to achieve holistic success, both operationally and financially. By merging the strengths of the Cost and Revenue and Practice Operations data sets, this combined benchmarking tool helps improve performance across revenue, expenses, efficiency and experience.

Whether tracking profitability or improving scheduling efficiencies, this data set offers the most comprehensive view available and is rooted in real, actionable benchmarks from thousands of practices.

The MGMA DataDive Financials and Operations platform will enable you to:

- **Strengthen your bottom line**

Understand all factors impacting financial performance, from payer mix and net income to staffing ratios, IT spend and clinical productivity. Benchmark against over 4,300 organizations to pinpoint where to reduce costs or drive revenue.

- **Increase operational efficiency**

Identify what separates top-performing practices from the rest. Measure key operational metrics such as billing claims, denial rates, scheduling throughput, call volumes and cycle times to find meaningful ways to work smarter.

- **Enhance the patient experience**

Benchmark office wait times, appointment availability, and patient portal features to drive satisfaction and retention. Evaluate real patient-centered metrics to improve access and communication.

- **Demonstrate performance to stakeholders**

Build confidence with your board or physicians by showing data-backed performance across finances, operations and outcomes.

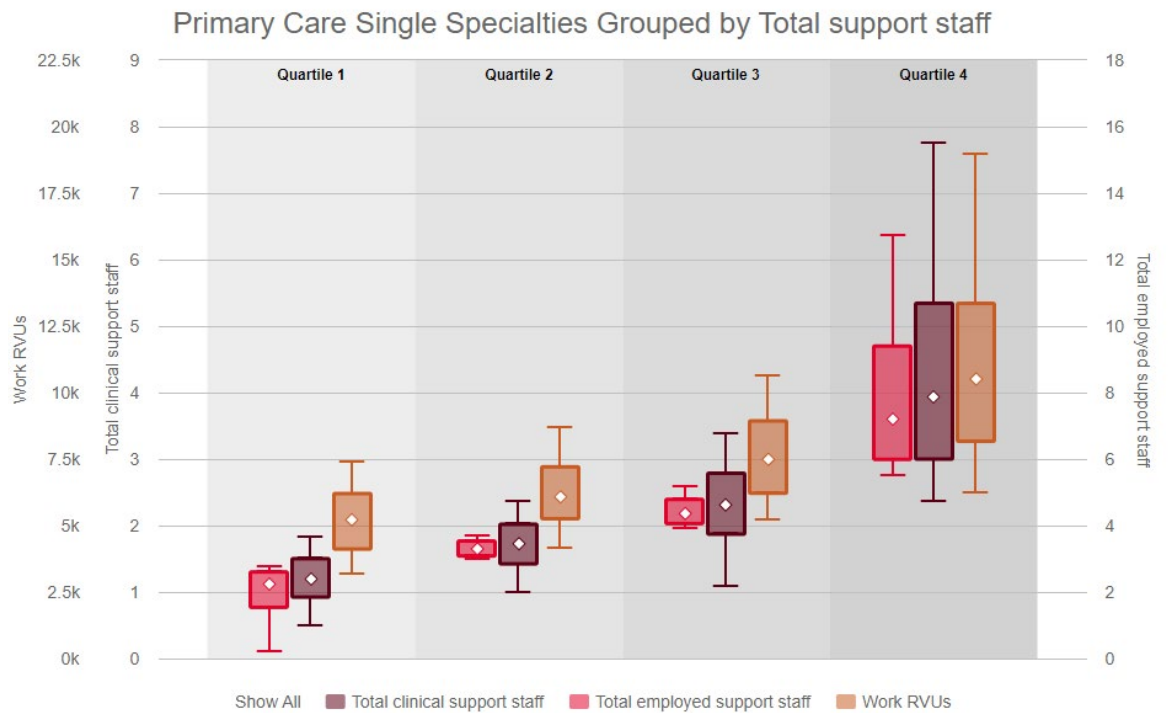
# PRO TOOLS

## PRO REPORT BUILDER

For the data gurus, this tool allows you to get into the weeds and search very fine data points, like five-year data trends, and roll up specialties. It also lets you compare your organization’s data side by side with MGMA data!

## QUARTILE TOOL

View data partitioned by highest/lowest performers and the corresponding values of up to three additional benchmarks, like staffing, revenue and expenses. Data is displayed by quartile in a table and interactive graph.



View expense, revenue and staffing data partitioned by highest/lowest performers and the corresponding values of up to three additional benchmarks. Data is displayed by quartile in a table and interactive graph.

## BENCHMARKS

### EXPENSES

- Physicians, APPs and Provider Cost
- Support Staff Cost – Detailed by Type of Staff
- General Operating Cost, i.e. IT, Building and Occupancy, Furniture

### A/R, COLLECTIONS, PAYER MIX

### STAFFING

- FTE Staffing Ratios for position included under: Physicians, Support Staff, Business Operations Support Staff, Front Office Support Staff, Clinical Support Staff, Ancillary Support Staff

### CHARGES AND REVENUE

- Total Gross Charges
- Total Medial Revenue
- Total Medical Revenue After Operating Cost
- Net FFS Revenue
- Net Capitation Revenue
- Nonmedical Revenue
- Net Income

### PRODUCTIVITY

- ASA Units
- Patients
- Work RVUs
- Total RVUs
- Total Encounters
- Panel Size
- Square Feet
- Total Procedures
- Number of Exam/Treatment Rooms

### VALUE

- Number of Payer Contracts
- Number of Payer Contracts with Value-Based Reimbursement
- Number of Total Covered Lives
- Number of Covered Lives Attributed to Value-Based Contracts
- Hospital Admission and Readmission Rate
- Emergency Department Utilization Rate
- Post-Operative Infection Rate

### PATIENT PORTAL

- Appointment Scheduling
- Bill Pay
- Test Result Access
- Patient-Provider Communication
- Medical Record Download/Transmission
- Staff Response Time (in Hours)

### BILLING

- Claims Denied on First Submission
- Charge Posting Lag Time

### CALL CENTER

- Call Hold Time
- Call Length
- Call Answer Speed
- Call Abandonment Rate

### SCHEDULING

- Wait Times
- Total Patient Cycle Time/Throughput
- Same Day Appointments
- Appointment Times
- Third Next Available Appointment
- Appointment Slots
- No Show Rate
- Appointment Cancellation Rate
- Copayments Collected at Time of Service
- Patient Due Balances Collected at Time of Service
- Rescheduling Within 30 Days of Cancellation Billing

### TURNOVER & HIRE RATES

- Support Staff, Physician and Advanced Practice Provider Turnover Rate
- Support Staff, Physician and Advanced Practice Provider Hire Rate

**FILTERS**

- All Practices
- Demographic Classification
- Geographic Section
- HHS Region
- Legal Organization
- Level of Government Payer Mix
- Minor Geographic Region
- Number of FTE Physicians
- Organizational Ownership
- Panel Size for Primary Care Practices
- Percent of Primary Care Category
- Practice Utilized Care Team Model (Anesthesiology)
- Practice was Affiliated with Accountable Care Organization
- Practice was Federally Qualified Health Center
- Practice was Patient Centered Medical Home
- Practice was Rural Health Clinic
- Practice Specialty
- Ratio of APP to FTE Physician FTE
- Rent vs. Own Practice Space
- Total Medical Revenue

**DATA CUT**

- Per FTE Physician
- As a % of Total Medical Revenue
- Per FTE Provider
- Per Square Foot
- Per Total RVU
- Per Work RVU
- Per ASA Unit
- Per Patient
- Per Encounter

**ADVANCED TOOLS**

- Custom Group Data
- Custom Specialty Builder
- Percentiles between 10-90
- Quartile Tool
- Trend up to 5 years

To learn more, visit [mgma.com/ddfinops](https://mgma.com/ddfinops) or contact us based on your organization type:



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