

Cancer Program Access Metric Dashboard

Helping Diagnose and Track Your Access Goals

Instructions: Cancer programs can use this resource as a starting point to consider which metrics they want to track to evaluate patient access. These metrics can be applied across the medical oncology clinic, infusion center, and radiation therapy center. For each metric, the table provides a definition and any available benchmarks. The benchmark column can also be used to document specific cancer program targets for each metric. This is not intended to be an exhaustive list of access metrics.

| Measure | Definition | Benchmark (if available) or Target | Benchmark Source |
|--|--|---|---|
| Scheduler Capacity and Efficiency | | | |
| <i>Metrics designed to measure scheduler volumes and efficiency allocating available appointments with patient demand; most appropriate for network or centralized scheduling system</i> | | | |
| Call answer speed | Average speed to answer calls | Best Observed: 18 seconds | Marketing and Planning Leadership Council, Develop a Centralized Scheduling Model |
| Online request answer speed | Average speed to respond to online scheduling request | | |
| Call handle time | Average call length (in minutes) | Best Observed: 2 minutes and 38 seconds | Marketing and Planning Leadership Council, Develop a Centralized Scheduling Model |
| Online request handle time | Average time spent scheduling an appointment submitted via online request | | |
| Call abandonment rate | Percentage of inbound phone calls that are abandoned by patient before speaking to scheduler | Best Observed: 2% | Marketing and Planning Leadership Council, Develop a Centralized Scheduling Model |
| Call volume | Number of calls per scheduler per time period | | |
| Number of appointments scheduled | Number of appointments scheduled per scheduler per time period | | |
| Total call scheduling time | Average of time spent on phone scheduling with an individual patient plus additional staff time spent scheduling appointment outside of direct conversation with patient | Best Observed: 4 minutes and 15 seconds | Marketing and Planning Leadership Council, Develop a Centralized Scheduling Model |
| Scheduling workload | Percentage of staff work hours spent scheduling patients | Sample Target: 88% or more of staff time spent assisting patients on the phone or logged into system waiting for call | Marketing and Planning Leadership Council, Develop a Centralized Scheduling Model |
| Intra-scheduler time utilization | Percentage of scheduler time spent talking to other schedulers | | |

Source: 2014 Medical Group Access Metrics Pick-List, Medical Group Strategy Council, The Advisory Board Company; Marketing and Planning Leadership Council, [Develop a Centralized Scheduling Model](#), Washington, DC: The Advisory Board Company, 2011; [Medical Oncology Clinic Benchmark Generator](#); [Infusion Center Benchmark Generator](#); Dana-Farber Cancer Institute, Boston, MA; Oncology Roundtable interviews and analysis.

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| Metric | Definition | Benchmark (if available) or Target | Benchmark Source |
|--|---|--|---|
| Appointment Capacity and Efficiency | | | |
| <i>Metrics designed to measure appointment volumes, convenience, availability, and efficiency; most of these metrics can be segmented by new patients, returning patients, or all patients</i> | | | |
| Total appointment volume (medical oncology, radiation therapy) | Number of appointments scheduled per provider per time period | Median: 16.0 daily patients per oncologist in medical oncology clinic, Median: 10.0 daily patients per AP in medical oncology clinic | Medical Oncology Clinic Benchmark Generator |
| Total appointment volume (infusion center) | Number of appointments scheduled per chair and/or bed per time period | Median: 1.8 daily patients per chair and bed in infusion center | Infusion Center Benchmark Generator |
| No-show/cancellation rate | Percentage of no-shows/cancellations per time period | Median: 7.5% in medical oncology clinic | Medical Oncology Clinic Benchmark Generator |
| New patient ratio | Percentage of new patients seen out of total patients seen | | |
| Time to next appointment | Time (in days) to next available new patient appointment | Median: 5.0 days in medical oncology clinic | Medical Oncology Clinic Benchmark Generator |
| Same-day availability | Number of same-day appointments scheduled | | |
| Same-day appointment efficiency | Yield rate for same-day appointment requests | | |
| Next-day availability | Number of new patient or returning patient slots available on the following day | Sample Target: at least one new patient slot available per disease group | Dana-Farber Cancer Institute |
| Five-day availability | Number of new patient or returning patient slots available over the next five days | Sample Target: enough slots available to accommodate 50% of the expected number of new patients for each disease group | Dana-Farber Cancer Institute |
| 30-day availability | Percentage of days in the past 30 days for which at least one new patient or returning patient slot was available | Sample Target: each disease group had 80% of days with at least one new patient slot available | Dana-Farber Cancer Institute |
| Open-access scheduling | Number of appointments available using access scheduling, a scheduling strategy that leaves appointment slots open for same-day, walk-in, or other patients | | |
| Extended availability | Number of appointments available beyond normal business hours | | |
| Extended availability utilization | Yield rate for extended availability appointment requests | | |
| Referral leakage | Percentage of referrals lost to providers outside the cancer program | | |

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|--|---|---|---|
| Surgical Oncologist Capacity | | | |
| <i>Metrics designed to measure appropriate utilization of surgical oncologist expertise and time; low performance on this metrics indicates surgical oncologist time not being used effectively and that there is potential to maximize their capacity</i> | | | |
| Surgical conversion rate | Percentage of surgical consult patients receiving surgery as an immediate next step in treatment | | |
| Surgical retention rate | Percentage of patients staying in the system after surgical consult | | |
| Complete record rate | Percentage of cases in which surgeon has complete medical records and pathology reports | | |
| Top of license practice | Percentage of patients receiving a procedure that could only be performed by a surgeon | | |
| Practice Site Operational Efficiencies | | | |
| <i>Metrics designed to measure practice site capacity and operational efficiencies</i> | | | |
| Patient capacity | Patients per room, chair, or bed per time period | Median: 3.5 daily patients per exam room in medical oncology clinic; Median: 2.0 average daily patients per infusion chair; Median: 1.8 average daily patients per infusion chair and bed | Medical Oncology Clinic Benchmark Generator ; Infusion Center Benchmark Generator |
| Cycle time | Amount of time (in minutes) that a patient spends at appointment from arrival to departure | | |
| Pre-registration efficiency | Percentage of patients registered in advance of appointment | | |
| Average wait times | Amount of time (in minutes) spent in waiting room from completed registration to start of appointment | Median: 17.5 minutes in medical oncology clinic; Median: 30.0 minutes in infusion center | Medical Oncology Clinic Benchmark Generator ; Infusion Center Benchmark Generator |
| Patient processing time | Time (in minutes) to process patient registration, verify insurance, and collect billing | | |

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