Key Performance Indicators (KPIs) and Calculations

Finance KPIs

Program Revenue (Excluding In-Kind Drug Donations)

Definition: Total revenue collected, excluding all in-kind and in-kind drug donations.

Calculation: Program Revenue = Total Revenue - In-Kind Donations - In-Kind Drug Donations

Total Expenses (Excluding In-Kind Drug Donations)

Definition: Total expenses incurred, excluding all in-kind and in-kind drug donation expenses.

Calculation: Total Expenses = Total Expenses - In-Kind Drug Donation Expense

Days Cash on Hand

Definition: The number of days the organization can operate based on available cash and monthly expenses. In-Kind Donations and In-Kind Drug Donations are excluded from the calculation.

Calculation: Days Cash on Hand = Total Cash on Hand / (Total Expenses / # of Days in Month)

Operations KPIs

Prescriptions Shipped

Definition: Total number of prescriptions shipped.

Calculation: Prescriptions Shipped = Vaccines Volume + Community Pharmacy Volume + HQ Volume

Unique Patients Served

Definition: Patients that have ordered from Rx Outreach in a calendar year.

Calculation: Pulled from IT. Query only counts patient once per period.

New Patients Served

Definition: Patients that are brand new to Rx Outreach or have not ordered in a 24-month timeframe.

Calculation: Pulled from IT. Query only counts patient once per period.

Accuracy Rate

Definition: Errors that are deemed Class I (Potential Clinical Harm) as a percentage of total shipped prescriptions.

Calculation: Accuracy Rate = (Total Prescription Errors / Total Prescriptions Shipped) × 100 - 100

Contact Center Satisfaction Score

Definition: To be defined once implemented.

Non-Control Prescriptions Shipped

Definition: Total number of system-defined non-control prescriptions shipped.

Calculation: Non-Control Rx's Shipped = HQ Non-Controls + Community Pharmacy Scripts + Vaccines

Schedule III-V Prescriptions Shipped

Definition: Total number of system-defined schedule III-V prescriptions shipped.

Calculation: Schedule III-V Rx's Shipped = HQ Schedule III-V shipped

Schedule II Prescriptions Shipped

Definition: Total number of system-defined schedule II prescriptions shipped.

Calculation: Schedule II Rx's Shipped = HQ Schedule II shipped

Community Engagement KPIs

Donated Revenue (Cash)

Definition: Cash received from donors.

Calculation: Donated Revenue = All cash received from donors of all types

New Donors

Definition: Donors that have never given to Rx Outreach or have not donated within a set timeframe.

Calculation: New Donors = New Donor + Reactivated Donor (24-month lapsed period)

Total Unique Donors

Definition: Number of unique donors that have given to Rx Outreach in the defined period.

Calculation: Unique Donors = Total Donors given directly to Rx Outreach or through a donation platform

Absenteeism

Absenteeism Rate

Definition: Total number of shifts that have been called off

Calculation: Absenteeism Rate = (Total Individual Shifts Absent / Total Scheduled Shifts) × 100

Turnover

Definition: Voluntary and involuntary employees who left the company

Calculation: Turnover Rate = (Number of employees who left during the period / Average number of employees during the same period) × 100