INSPIRING CHANGE

Rhode Island
What’s Rhode Island Doing?

DASHBOARDS

LEAN PROCEDURES
Why Dashboards?

- Performance data kept in different locations and formats
- Management had difficulty using the data to impact performance
- Staff unaware how their performance aligned with operation’s performance
Creating a Dashboard

- Gather data elements into one excel document
- Create pivot tables to summarize data
- Create summary page with meaningful information and eye catching graphics
## Managing Performance

### Call Center

<table>
<thead>
<tr>
<th>Individualized Performance</th>
<th>Operational Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 1&lt;sup&gt;st&lt;/sup&gt; Payment Timeliness</td>
<td>• Staffing Assignment Distribution</td>
</tr>
<tr>
<td>• Claim Quality</td>
<td>• Internet Claims Filed</td>
</tr>
<tr>
<td>• First Call Resolution</td>
<td>• Phone Calls Handled</td>
</tr>
<tr>
<td>• Average Call Handle Time</td>
<td>• Claims Processed</td>
</tr>
<tr>
<td>• Attendance</td>
<td>• Average Wait Time</td>
</tr>
</tbody>
</table>
Managing Performance
Central Adjudication Unit

Individualized Performance
• Non Monetary Timeliness
• Non Monetary Quality
• Decisions Completed
  • Calls Needed per Decision
  • Call Time per Decision
• Average Case Backlog
• Attendance

Operational Performance
• Decisions Completed
  • Non Separations Vs. Separations
  • Issue Codes Addressed
• Unit’s Attendance
• Average Unit’s Backlog
• Decisions Appealed
  • Number Reversed