

The financial impact grid helps leaders, managers, and employees understand how issues traditionally considered soft translate to hard financial numbers. It helps leaders connect the dots to the financial impact when improvements are made and makes it easy to see where the external environment impacts financial numbers. The grid also shows the financial impact of implementing tools and techniques aimed at reducing negative metrics and increasing positive ones.

Financial Impact Grid

PILLAR	ROI / ECONOMIC LINKAGE	BASELINE	PERIOD 1	PERIOD 2	PERIOD 3
Service	Risk Mgmt File Openings				
	Rick Mgmt File Expenditures				
	Legal Fees				
	Executive Man-hours Spent on Litigation				
Quality	Length of Stay				
	Re-admits				
	Returns to Surgery w/in 48 hours				
	Returns to ED w/in 48 hours				
	No-show Rate				
	Nosocomial Infections				
	Pressure Ulcers				
	Falls				
	Medication Errors				
	Aspirin w/in 2 hours of AMI				
	ED Door to Doc Time				
	Patients Leaving AMA				
Antibiotics w/in 4 hrs of Pneumonia					
People	Employee Turnover				
	RN Turnover				
	90-Day Turnover				
	Agency Expense				
	PRN Expense				
	Overtime Expense				
	Recruitment Expense				
	Processing Fees				
Finance	Collections				
	Staff Productivity				
	OR Start Times				
	AR Days				
	ED Left Without Being Seen				
	Diversion Hours in ED				
Growth	Advertising Costs				
	Inpatient Admissions				
	Inpatient Revenue				
	Outpatient Visits				
	ED Volume				
	Outpatient Revenue				
	Surgery Cases				
	Surgery Revenue				
	Consults				
	Market Share				
	Revenue per Physician				
Revenue per Top 20 Admitters					
Physician Turnover					
Community	Charitable Giving				
	Volunteer Hours				