

Progress Evaluation - Operations Coordinator

Evaluation Area	Description	Score (1-5)
1. Front Desk Team Leadership	Effectiveness in leading the front desk team, including staff scheduling and conducting thorough performance evaluations.	
2. Standard Operating Procedures	Success in establishing and maintaining effective operating procedures for front desk operations.	
3. KPI Monitoring and Analysis	Ability to monitor, analyze, and report on key performance indicators for the front desk team.	
4. Patient Visit Management	Effectiveness in managing patient visits and meeting overall visit targets.	
5. Total Care Compliance	Success in maintaining high percentage of completed appointments covering all modes of care.	
6. Collections Performance	Effectiveness in optimizing the average amount collected per patient visit.	
7. Policy Compliance	Consistency in ensuring compliance with company policies, regulatory requirements, and industry best practices.	
8. Customer Issue Resolution	Skill in professionally addressing and resolving escalated customer inquiries and complaints.	
9. Cross-Departmental Collaboration	Effectiveness in facilitating collaboration across departments to optimize front desk efficiency.	
10. Quality Control Implementation	Success in designing and implementing effective quality control measures to ensure service excellence.	
Total Score:	/50	

