

1. Guides strategy execution under NC Medicaid Transformation and ensures accountability for patient outcomes, finances, and compliance

## 2. Principles of Strong KPI Selection

- Aligned with strategy
- Clear and standardized
- Balanced (clinical, operational, financial, client focused)
- Reliable and actionable

## 3. Must Include KPI Areas

- **Access:** crisis response, intake wait times
- **Quality & Outcomes:** FUH, depression screening, SDOH
- **Finance:** cost per case, denial rates
- **Workforce:** vacancy, turnover, caseload
- **Client Experience:** satisfaction, complaints

### Important Actions:

- Define each KPI clearly
- Assign an executive owner
- Use consistent visual indicators
- Refresh data regularly
- Review quarterly, update annually