



OUTCOMES FRAMEWORK

Outcomes & KPI framework

How ARKA proves it's working — and keeps proving it. A shared scorecard reviewed at pilot checkpoints and monthly at scale.

REVENUE

KPI	DEFINITION	BASELINE	ARKA TARGET	REPORTED VIA
Imaging denial rate	Denied advanced-imaging claims ÷ submitted	20–40%	Material reduction	ROI dashboard
First-pass clean-claim rate	Claims paid without rework ÷ submitted	Payer-specific	Improvement	RCM feed
Recovered revenue	\$ converted from would-be denials	\$0	~\$3.5M/yr*	ROI dashboard

EFFICIENCY

KPI	DEFINITION	BASELINE	ARKA TARGET	REPORTED VIA
Auto-clear rate	Orders that clear without a review queue	0%	35–40%	CDS logs
Prior-auth turnaround	Order-to-decision time	Days	Faster / compliant	PAS status
Rework touches / denial	Staff actions per denied claim	Multiple	Fewer	RCM feed

CLINICAL / ADOPTION

KPI	DEFINITION	TARGET	VIA
Clicks added	Extra clicks for the ordering clinician	0	Workflow audit
Guideline-concordant orders	Orders matching evidence	Higher	Evidence library
Override / feedback rate	Clinician responses to cards	Monitored	Validation dash

COMPLIANCE

KPI	TARGET	VIA
CMS-0057-F decision-time conformance	100%	PAS status
Decisions within required windows		
Specific-denial-reason completeness	100%	PAS status
Denials with a required reason		

Reporting cadence: weekly during the pilot, monthly at scale — delivered to the CFO, CMIO, and UM lead. The pilot success threshold is drawn from these KPIs. *Modeled; your results will differ.