

# **Clinic Operations Report**

### **Mangum Family Clinic**

## April 2024

Monthly Stats	April 2023	April 2024
Total Visits	166	140
Provider Prod	143	92
RHC Visits	147	129
Nurse Visits	2	2
Televisit	0	0
Swingbed	17	9

Provider Numbers	RHC	TH	SB
Barnes	87		3
Chiaffitelli			3
Langley	41		
other			4

Payor Mix	
Medicare	38
Medicaid	38
Self	3
Private	60

Visits per Geography	
Mangum	118
Granite	5
Duke	4

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	<u>Total</u>
Visits	177	178	150	140									

#### **Clinic Operations:**

- Volume decreased as Mary Barnes experienced a tragic loss and was unable to attend scheduled clinic days. Minimal replacements found despite great effort to cover.
- Nelson Ogembo scheduled to start 5/8/24
- 47 referrals back to hospital ancillary depts..
- Dr. Langley is covering for April and into May if needed.

#### **Quality Report:**

Improvement Measure	Actual	Goal	Comments
Reg Deficiencies	0	0	12 audited
Patient Satisfaction	0	5	7-excellent
New Patients	11	10	Extremely impressive given the circumstances
No Show	6.9%	<12%	12 no shows for the month
Expired Medications	0	0	None noted.

#### Outreach:

• Nothing specific to report. Clinic continues to support the community by providing quality compassionate care.

#### **Summary:**

Mangum Clinic has been in standby awaiting Nelson Ogembo to start and be in the clinic consistently. As noted, May 8<sup>th</sup>, he is set to start and orient to the clinic and be there full time. Volume this month was directly affected by the number of days the clinic was open. It should be noted that the clinic staff continues to be strong and supportive of the community. Better statistical days in the near future is expected. It should be noted that the clinic staff and administration continues to support Ms. Barnes in her recent loss and wishes her nothing but strength and healing.

"You love, you serve, and you show people you care. It's the simplest, most powerful, greatest, success model of all time." Joe Gordon.