

Clinic Operations Report

Mangum Family Clinic

January 2024

Monthly Stats	January 2023	January 2024
Total Visits	167	177
Provider Prod	148	108
RHC Visits	162	158
Nurse Visits	5	0
Televisit	0	0
Swingbed	n/a	19

Provider Numbers	RHC	TH	SB
Barnes	121		
Chiaffitelli			
Sims			
other	56		

Payor Mix	
Medicare	38
Medicaid	60
Self	6
Private	73

Visits per Geography	
Mangum	132
Granite	13
Altus	5
Duke	2

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

Clinic Operations:

- Mary Barnes, C-NP is standing in the clinic gap as the main provider and doing a splendid job!
- Clinic covered with ER providers for "urgent" only on Wednesday and Fridays, otherwise consistent coverage provided.
- Ms. Fry rescinded her contract to work at Mangum Clinic. Actively advertising and interviewing applicants.

Quality Report:

Improvement Measure	Actual	Goal	Comments			
Reg Deficiencies	1	0	10 audited			
Patient Satisfaction	21	5	17-excellent; 4-good			
New Patients	22	10	Extremely impressive given the circumstances			
No Show	9.3%	<12%	25 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.

<u>Summary</u>:

Despite provider issues, the clinic remains committed to seeing patients which is indicated by the 158 RHC visits for the month. Mary Barnes continues to champion the clinic as does our clinic staff. Unknown personal reasons for Ms. Frye was a determining factor to her inability to work for Mangum Clinic. Again, HR is actively recruiting for a provider and interviews are occurring. Optimism abounds! Until a permanent provider is found, the Clinic will continue to stay open as coverage allows.

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