

January 2024

### 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 Fry rescinded her contract to work at Mangum Clinic.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.

### Summary :

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.*