



Clinic Operations Report

Mangum Medical Clinic

February 2021

Clinic Operations

- Clinic Manager Monthly Meeting highlighted the Referral Process.
 - Referral Information Brochure shared to provide patients with information around process and expectation of referral.
 - Discussion between clinics on successes and challenges faced.
 - Foundation for future trending of referral times.
- Clinic Manager Monthly Education: Nurse Only Visits

Quality Improvement

- Chart Review: 8 Demographic/Registration/Consent Errors:
 - Action item: Education provided and trending improvement
- Review Goals for Equalize Weekly Reports:
 - Insurance AR%>90 days (Goal=<15%)
 - February=61%
 - Identified held claims-no action necessary-will monitor

Visits per Productive Hour=Goal 2.00

Mangum Clinic	21-Jan	feb	mar	apr	may	jun	20-Jul	20-Aug	20-Sep	20-Oct	20-Nov	20-Dec	YTD Average
Visits	235.00	185.00	0.00	0.00	0.00	0.00	254.00	212.00	261.00	242.00	192.00	202.00	148.58
Provider hours	154.2	156.5	0.0	0.0	0.0	0.0	167.5	119.5	157.0	168.9	127.0	131.0	98.46
Vists per Productive Hr	1.52	1.18					1.52	1.77	1.66	1.43	1.51	1.54	1.51