



# Clinic Operations Report

Mangum Family Clinic

October 2021

## Clinic Operations

- Grace Smith, LPN has joined Mangum Medical Clinic as Clinic Manager. Grace joins us from the Mangum Hospital team and brings previous leadership experience.
- November Clinic Manager meeting will highlight 2022 growth strategies.
- Clinic Finance Summary is being developed to report clinic-specific financial information.

## Quality Improvement Focus

- Mangum Family Clinic has been selected to participate in the Flex QI project.

### **Project Summary**

- Rural Hospital Flexibility (Flex) Program
- 12-month QI project starting September 2021
- Small group of volunteer Provider-Based RHCs
- Track a set of research-based quality measures (6)
- Select one measure for a targeted project/initiative
- Implement a Plan, Do, Study, Act (PDSA) initiative
- Analyze and document results by August 2022

**Our goal is to improve the quality of care in your communities**



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## Community Outreach

- COVID Boosters began 9-20-21 and are ongoing with direction from the Cohesive COVID Task Force recommendations.
- Flu shots began 10-1-21 and are ongoing.
- Patient Letter sent out November 5<sup>th</sup> to notify patients that Randy is no longer a provider at the clinic and that we have interim coverage in place.

## Visits per Productive Hour=Goal 2.00 (Swingbed visits and time reflected beginning in March)

Mangum Clinic	21-Jan	21-Feb	21-Mar	21-Apr	21-May	21-Jun	21-Jul	21-Aug	21-Sep	20-Oct	20-Nov	20-Dec
Visits	235.00	185.00	213.00	218.00	202.00	286.00	261.00	248.00	226.00	171.00	192.00	202.00
Provider hours	154.2	156.5	168.0	144.0	136.6	175.0	155.0	174.0	163.5	128.5	127.0	131.0
Visits per Productive Hr	1.52	1.18	1.27	1.51	1.48	1.63	1.68	1.43	1.38	1.33	1.51	1.54
2020 Visits per Productive Hr Same Month							1.52	1.77	1.44	1.43		
2020/2021 Variance Visits per Productive Hr							0.16	-0.34	-0.06	-0.1		

**October 2021 Summary:** Clinic Visits per productive hour fell below the goal of 2.00 by .67, and decreased compared to October of 2020 by .10, and decreased compared to September.