

Clinic Operations Report

Mangum Family Medical Clinic

May 2022

Clinic Operations

- ECW implementation initiated with tentative go live date of August 1st.
- Next Available: New= next day; Established = same day

Quality Report

- 4 patient satisfaction surveys returned, all excellent
- All quality metrics noted as compliant

Outreach

- Multi school physicals performed or set to be performed.
- Media blitz including paper and social media

Summary

- Numbers trending in right direction.
- Staff working to improve "no show" rate of 18%

	Jan	Feb	Mar	Apr	May	June	July	YTD Avg
Total Clinic Visits	154	97	150	160	180			148
Total Clinic Productive Hours	NA	128	133	135	140			134
Total Visits per Productive Hour		.76	1.13	1.19	1.28			1.10
New Patient Clinic Encounters	13	12	27	22	39			22.6
Walk-Ins	29	18	24	31	80			36.4
Nurse Only Visits	11	3	0	0	3			3.4
Telehealth Visits Completed	0	0	0	0	0			0
Annual Well Visits	0	1	0	0	0			.2
No Shows	22	28	22	23	33			25.6

Year At A Glance	May 21	May 22
Total Clinic Visits	202	180
Total Clinic Productive Hours	127.55	140
Total Visits per Productive Hour	1.58	1.28
New Patient Clinic Encounters	15	39
Walk-Ins	93	80
Nurse Only Visits	13	3
Telehealth Visits Completed	0	0
Annual Well Visits	2	0
No Shows	14	33

Providers by the number:

Forster: 180 19 days = 9.5 pts per day