



# Clinic Operations Report

Mangum Medical Clinic

June 2021

## Clinic Operations (encompassing Quality Improvement and Community Outreach)

Cohesive Clinic Manager Meeting at Cohesive Corporate Office/Shawnee:

- Cohesive Clinic Operations Presentations:
  - Managing PTO (Manager Tool)
    - Identifying gaps in Staff and Provider coverage and how to manage needs of community with resources.
  - Medical Necessity Education (Take-Back Exercise)
    - Tutorial PowerPoint presentation to share with Clinic Teams
    - Tip Sheet for Common Lab Testing along with covered diagnosis codes
  - RHC Rounding Tool (Manager Tool)
    - Checklist for regulatory items within the clinic to maintain ongoing compliance.
  - RHC Program Evaluation Workbook (Take-Back Exercise)
    - Annual Review of Clinic to assess if community needs are being met and to set focus for future goals.
      - Next Steps assigned:
        - Formation of Committee-Review of who should be included.
        - Kickoff Meeting-Review of purpose and structure.
- Clinic Manager Presentations:
 

(Successful application of previously shared tools)

  - Process Improvement using daily graph and “why exercise”-No Show Appointment trends.
  - Patient Satisfaction Portal-How to increase surveys and how to act on results.
  - Waiting Room Binder-Required and helpful community resources.
  - Clinic and QAPI Meeting Organization for Teams Upload-Agenda/Sign in sheet and how to organize them.
- Brainstorming Session:
  - Community Vaccine Events (Flu or additional COVID vaccines needed): Idea-gathering to reach the community with vaccines and education quickly and efficiently.

## 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	20-Jul	20-Aug	20-Sep	20-Oct	20-Nov	20-Dec
Visits	235.00	185.00	213.00	218.00	202.00	286.00	254.00	212.00	261.00	242.00	192.00	202.00
Provider hours	154.2	156.5	168.0	144.0	136.6	175.0	167.5	119.5	157.0	168.9	127.0	131.0
Vists per Productive Hr	1.52	1.18	1.27	1.51	1.48	1.63	1.52	1.77	1.66	1.43	1.51	1.54
Increase/Decrease prior month			START	19%	-2%	10%						
Increase/Decrease overall				19%	17%	27%						