

Clinic Operations Report

Mangum Family Clinic

May 2022

Clinic Operations

- Community Education with a booth set up at Mangum Snake Derby.
- Hired experience LPN for provider.
- Manager, Brittany Wilson is graduating from nursing school with her RN degree.
- Exploring the option of adding ECW as EMR to increase productivity and workflow.

Quality Report

- No chart deficiencies noted, no reportable events.
- Initiation of opioids audits to ensure proper visitation is occurring.

Outreach

- Mangum Derby Days was a success. Increased provider awareness significantly.
- Intro to JCMH flight team.

Summary

- Provider out 1 additional day for personal reasons. All patients rescheduled for the next day or two.
- Moderate increase in volume indicates adjusting provider.
- 14% No Show rate. Goal is 7%

	Jan	Feb	Mar	Apr	May	June	July	YTD Avg
Total Clinic Visits	154	97	150	160				140.25
Total Clinic Productive Hours	NA	128	133	135				132.0
Total Visits per Productive Hour		.76	1.13	1.19				1.02
New Patient Clinic Encounters	13	12	27	22				18.50
Walk-Ins	29	18	24	31				25.50
Nurse Only Visits	11	3	0	0				3.5
Telehealth Visits Completed	0	0	0	0				0
Annual Well Visits	0	1	0	0				.25
No Shows	22	28	22	23				23.75

	Apr 21	Apr 22
Total Clinic Visits	255	160
Total Clinic Productive Hours	167	135
Total Visits per Productive Hour	1.52	1.19
New Patient Clinic Encounters	20	22
Walk-Ins	141	31
Nurse Only Visits	11	0
Telehealth Visits Completed	1	0
Annual Well Visits	10	0
No Shows	13	23

Providers by the number: April 2022

Forster: 160 visits in 19 working days.

No Show percentage = 14%

Cohesive Healthcare's

Patient Education Plan

Policy:

A necessary part to the success of any healthcare clinic is a well thought out and a well-planned strategic Patient Education plan. Not only advertising in local "hot spots" but committing oneself to be involved in the community is an investment that reaps dividends for all parties involved. The following is a list of areas in which "patient education" is suggested and encouraged.

- Monthly/Quarterly Civic Meetings. Attending and Presenting
- School meetings and school sponsorships. (Biannual)
- School athletic events like games, award ceremonies, Physicals (PRN)
- Banners hung at sporting events. Little league thru high school. (PRN)
- Yearly community events (PRN)
- Community Speaking, civic, schools, churches, SR. Citizens Center (Quarterly)
- Local Newspapers (Quarterly)
- Frequent updates to site's Website page. (Monthly)
- Frequent changes to Social Media outlets. (weekly/monthly)
- Native American Opportunities (PRN)
- Nursing Home Education (PRN)