



# Clinic Operations Report

Mangum Family Clinic

March 2022

## Clinic Operations

- New Clinic Manager abruptly resigned. Tried to change her mind but to no avail. Interviewing started immediately.
- Significant EMR training provided to Tiffany Forster.

## Quality Report

- RHC Managers were tasked with reviewing policies and protocols for:
  - Physical Plant Safety. Policy 200
  - Required and Preventative Maintenance. Policy 210
  - Building Sanitation Cleanliness. Policy 215
- No chart deficiencies noted, no reportable events.

## Outreach

- Preparing marketing plan for the upcoming Rattle Snake Days. Need to get Tiffany out in the public eye.
- Several Covid Test Kits remain.

## Summary

- New provider plus snow days account for a decrease in visits.
- Perfect storm of new provider and departure of manager leaves unanswered stats.

	Jan	Feb	Mar	Apr	May	June	July	YTD Avg
Total Clinic Visits	154	97						127
Total Clinic Productive Hours	NA	128						128
Total Visits per Productive Hour		.76						.76
New Patient Clinic Encounters	13	12						12.5
Walk-Ins	29	18						23.5
Nurse Only Visits	11	3						7
Telehealth Visits Completed	0	0						0
Annual Well Visits	0	1						.5
No Shows	22	28						25

	<b>Feb21</b>	<b>Feb22</b>					
Total Clinic Visits	<b>185</b>	<b>97</b>					
Total Clinic Productive Hours	<b>156</b>	<b>128</b>					
Total Visits per Productive Hour	<b>1.19</b>	<b>.76</b>					
New Patient Clinic Encounters	15	12.5					
Walk-Ins	100	23.5					
Nurse Only Visits	17	7					
Telehealth Visits Completed	5	0					
Annual Well Visits	1	.5					
No Shows	26	25					

Providers by the number: February 2022

Brand: 5

Forster: 92

Lagniappe:

- Good working relationship between hospital and clinic developing.