

Clinic Operations Report

Mangum Family Medical Clinic

August 2022

Clinic Operations

- ECW go live on Sept. 12th. Asked to decrease schedule that week.
- Excited to have new EMR to increase workflow and efficiency.

Quality Report

Metrics continue to be monitored. All within good standing

Outreach

- Continue with "free" Covid screening kits.
- Continue to advertise in local paper and on social media.

Summary

- Significant increase in volume. Expect Sept to decrease due to EMR implementation.
- "no show" percentage decreased from 17% to 12.5%

| | Aug | Sept | Oct | Nov | Dec | YTD Avg |
|----------------------------------|-----|------|-----|-----|-----|---------|
| Total Clinic Visits | 262 | | | | | 165 |
| Total Clinic Productive Hours | 158 | | | | | 140 |
| Total Visits per Productive Hour | 1.7 | | | | | 1.2 |
| New Patient Clinic Encounters | 48 | | | | | 28 |
| Walk-Ins | 47 | | | | | 38 |
| Nurse Only Visits | 9 | | | | | 4 |
| Telehealth Visits Completed | 0 | | | | | 0 |
| Annual Well Visits | 0 | | | | | 0 |
| No Shows | 33 | | | | | 28 |
| | | | | | | |

| Year At A Glance | Aug 21 | Aug 22 |
|----------------------------------|--------|--------|
| Total Clinic Visits | 248 | 262 |
| Total Clinic Productive Hours | 174 | 158 |
| Total Visits per Productive Hour | 1.4 | 1.7 |
| New Patient Clinic Encounters | 37 | 48 |
| Walk-Ins | 82 | 47 |
| Nurse Only Visits | 26 | 9 |
| Telehealth Visits Completed | 4 | 0 |
| Annual Well Visits | 18 | 0 |
| No Shows | 20 | 33 |
| | | |

Providers by the number:

Forster: 259 22 days = 12 pts per day