

Clinic Operations:

- Nelson Ogembo was on PTO for half of January, a few days this month were not covered by a provider.
- Dr. Sanda has seen an increase in patient load during this month.

Quality Report:

Improvement Measure	Actual	Goal	Comments
Reg Deficiencies	0	0	12 audited
Patient Satisfaction	4	5	3 Excellent; 1 good
New Patients	30	10	Extremely impressive
No Show	12.5%	<12%	15 No shows
Expired Medications	0	0	None noted.

Outreach:

- Nothing specific to report. Clinic continues to support the community by providing quality compassionate care.

Summary :

The clinic maintained good coverage while providers were on PTO, ensuring that patient care remained a top priority at Mangum Family Clinic. Nelson Ogembo returned from PTO on January 15th, and the patient load continues to grow. Dr. Sanda has also experienced a significant increase in patient demand. We expect both providers to continue expanding alongside the clinic, delivering compassionate care to our community.

“You love, you serve, and you show people you care. It’s the simplest, most powerful, greatest, success model of all time.” Joe Gordon.