

Algoma Nurse Practitioner-Led Clinic 2016-2017 Dashboard Report

		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Key Performance Indicators	Access	1. Total Number of Active Clients													
		1543	1540												
		2. Total Number of Client Visits Per Month													
		399	641												
		3. Total Number of Client Visits Per Provider Group Per Month													
		NP - 189	NP - 247	NP -	NP -	NP -	NP -	NP -	NP -	NP -	NP -	NP -	NP -	NP -	NP -
		RN - 60	RN - 80	RN -	RN -	RN -	RN -	RN -	RN -	RN -	RN -	RN -	RN -	RN -	RN -
		RPN - 123	RPN - 223	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -
		RSW - 55	RSW - 90	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -
		PH - 1	PH - 1	PH -	PH -	PH -	PH -	PH -	PH -	PH -	PH -	PH -	PH -	PH -	PH -
		4. Total Number of Phone Follow-Ups Per Provider Group Per Month													
		NP - 64	NP - 101	NP -	NP -	NP -	NP -	NP -	NP -	NP -	NP -	NP -	NP -	NP -	NP -
RN - 40	RN - 36	RN -	RN -	RN -	RN -	RN -	RN -	RN -	RN -	RN -	RN -	RN -	RN -		
RPN - 108	RPN - 82	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -		
RSW - 3	RSW - 13	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -		
PH - 2	PH - 7	PH -	PH -	PH -	PH -	PH -	PH -	PH -	PH -	PH -	PH -	PH -	PH -		
5. Total Number of Clients Not Able to Access Care Within Three (3) Days of Requested Date															
0	0														
6. Total Number of Patient Complaints Received															
0	0														
Human Resources	7. Total Number of Staff Complaints Received by Leadership Team														
	0	0													
	8. Total Number of New Hires (Funded FTE's)														
	0	0													
	9. Total Number of Team Member Departures (Funded FTE's)														
	0	0													
	10. Total Number of Staff Vacancies (Funded FTE's)														
	1	1													
	11. Total Number of Days the Clinic Was Closed (not incl. weekends or stat holidays)														
	0	0													
H&S	12. Total Number of Incident Reports Completed														
	0	0													

Legend for Algoma Nurse Practitioner-Led Clinic 2016-2017 Dashboard Report

Total Number of Active Clients	Total number of registered patients with the EMR status 'active'
Total Number of Client Visits Per Month	Total number of individual patient visits for all provider groups for the month
Total Number of Client Visits Per Provider Group Per Month	Total number of individual patient visits per provider for the month
Total Number of Phone Follow-Ups Per Provider Group Per Month	Total number of phone follow-ups for individual patients per provider group in the month (> 5min)
Total Number of Clients Not Able to Access Care Within Three (3) Days of Requested Date	Total number of patient requests unable to be seen within three (3) days
Total Number of Patient Complaints Received	Total number of written complaints from patients received by the Leadership Team
Total Number of Staff Complaint Received by Leadership Team	Total number of written complaints from team members received by the Leadership Team
Total Number of New Hires (Funded FTE's)	Total number of newly hired team members for the month
Total Number of Staff Departures (Funded FTE's)	Total number of team members who have been terminated, quit, or began a long-term leave
Total Number of Staff Vacancies (Funded FTE's)	Total number of unfilled position in clinic
Total Number of Days the Clinic Was Closed (not incl. weekends or stat holidays)	Total number of days clinic was closed where patients were not scheduled
Total Number of Incident Reports Completed	Total number of written incident reports received during the month