

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	1504	1609	1601	1602							
		2. Total Number of Client Visits Per Month												
		399	641	543	527	581	736							
		3. Total Number of Client Visits Per Provider Group Per Month												
		NP - 189	NP - 247	NP - 200	NP - 190	NP - 195	NP - 179	NP -	NP -	NP -	NP -	NP -	NP -	NP -
		RN - 60	RN - 80	RN - 39	RN - 58	RN - 52	RN - 192	RN -	RN -	RN -	RN -	RN -	RN -	RN -
		RPN - 123	RPN - 223	RPN - 235	RPN - 213	RPN - 266	RPN - 289	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -
		RSW - 55	RSW - 90	RSW - 69	RSW - 63	RSW - 66	RSW - 75	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -
		PH - 1	PH - 1	PH - 0	PH - 3	PH - 2	PH - 1	PH -	PH -	PH -	PH -	PH -	PH -	PH -
		4. Total Number of Phone Follow-Ups Per Provider Group Per Month												
		NP - 64	NP - 101	NP - 28	NP - 37	NP - 33	NP - 28	NP -	NP -	NP -	NP -	NP -	NP -	NP -
RN - 40	RN - 36	RN - 31	RN - 32	RN - 25	RN - 37	RN -	RN -	RN -	RN -	RN -	RN -	RN -		
RPN - 108	RPN - 82	RPN - 107	RPN - 76	RPN - 69	RPN - 126	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -		
RSW - 3	RSW - 13	RSW - 25	RSW - 26	RSW - 3	RSW - 27	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -		
PH - 2	PH - 7	PH - 9	PH - 4	PH - 1	PH - 11	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	0	0	0	0									
6. Total Number of Patient Complaints Received														
0	0	0	0	0	0									
7. Total Number of Staff Complaints Received by Leadership Team														
0	0	0	0	0	0									
8. Total Number of New Hires (Funded FTE's)														
0	0	0	0	0	1									
9. Total Number of Team Member Departures (Funded FTE's)														
0	0	0	0	0	0									
10. Total Number of Staff Vacancies (Funded FTE's)														
1	1	1	1	1	0									
11. Total Number of Days the Clinic Was Closed (not incl. weekends or stat holidays)														
0	0	0	0	0	0									
12. Total Number of Incident Reports Completed														
0	0	0	0	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