

## Algoma Nurse Practitioner-Led Clinic 2021-2022 Dashboard Report

		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Key Performance Indicators	Access	1. Total Number of Active Clients											
		2127	2136	N/A	N/A	2246	2296	2351					
		2. Total Number of Client Visits Per Month											
		568	547	674	600	643	513	604	845				
		3. Total Number of Client Visits Per Provider Group Per Month											
		NP - 396	NP - 379	NP - 423	NP - 399	NP - 447	NP - 298	NP - 338	NP - 432	NP -	NP -	NP -	NP -
		RN - 18	RN - 34	RN - 26	RN - 31	RN - 24	RN - 1	RN - 4	RN - 11	RN -	RN -	RN -	RN -
		RPN - 101	RPN - 102	RPN - 164	RPN - 99	RPN - 147	RPN - 189	RPN - 201	RPN - 335	RPN -	RPN -	RPN -	RPN -
		RSW - 48	RSW - 31	RSW - 58	RSW - 68	RSW - 18	RSW - 77	RSW - 54	RSW - 67	RSW -	RSW -	RSW -	RSW -
		PH - 5	PH - 1	PH - 3	PH - 3	PH - 7	PH - 10	PH - 7	PH - 7	PH -	PH -	PH -	PH -
		4. Total Number of Phone Follow-Ups Per Provider Group Per Month											
		NP - 122	NP - 134	NP - 126	NP - 141	NP - 123	NP - 82	NP - 80	NP - 100	NP -	NP -	NP -	NP -
		RN - 55	RN - 57	RN - 48	RN - 58	RN - 69	RN - 6	RN - 25	RN - 7	RN -	RN -	RN -	RN -
		RPN - 321	RPN - 222	RPN - 218	RPN - 205	RPN - 237	RPN - 235	RPN - 178	RPN - 243	RPN -	RPN -	RPN -	RPN -
	RSW - 4	RSW - 2	RSW - 1	RSW - 4	RSW - 2	RSW - 0	RSW - 0	RSW - 1	RSW -	RSW -	RSW -	RSW -	
	PH - 7	PH - 3	PH - 4	PH - 3	PH - 5	PH - 6	PH - 5	PH - 3	PH -	PH -	PH -	PH -	
	5. Total Number of Clients Not Able to Access Care Within Three (3) Days of Requested Date												
	3	1	0	0	0	0	0	0	0	0	0	0	
	6. Total Number of Patient Complaints Received												
	0	0	0	0	0	0	0	0	0	0	0	0	
	7. Total Number of Patients on Waiting List (Including longest date)												
	589 - 07/18	552 - 07/18	393 - 07/18	426 - 07/18	470 - 07/18	458 - 07/18	457 - 07/18	426 - 07/18					
	8. Total Number of Patient Intakes												
	19	13	11	19	65	28	46	48					
	9. Total Number of Staff Complaint Received by Executive Director												
	0	0	0	0	0	0	0	0	0	0	0	0	
	10. Total Number of New Hires (Funded FTE's)												
	1*	1	0	1*	1	1*	1	0	0	0	0	0	
	11. Total Number of Team Member Departures (Funded FTE's)												
	1**	0	1**	0	1	1	0	0	0	0	0	0	
	12. Total Number of Staff Vacancies (Funded FTE's)												
	1	0	1*	0	0	1	0	0	0	0	0	0	
	13. Total Number of Days the Clinic Was Closed (not incl. weekends or stat holidays)												
	1	1	1	1	1	1	1	0	0	0	0	0	
	14. Total Number of Incident Reports Completed												
	0	0	0	0	0	0	0	0	0	0	0	0	

Approved Date: May 9, 2016  
Updated Date: September 8, 2020;  
October 13, 2020

\*Temporary NP covering maternity leave

\*\*NP on maternity leave

### Legend for Algoma Nurse Practitioner-Led Clinic 2021-2022 Dashboard Report

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