

# Algoma Nurse Practitioner-Led Clinic 2020-2021 Dashboard Report

## Key Performance Indicators

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Access	1. Total Number of Active Clients											
	2031	2029	2027	2023	2021	2015	2010	2038	2089			
	2. Total Number of Client Visits Per Month											
	90	617	570	593	834	550	618	1031	838			
	3. Total Number of Client Visits Per Provider Group Per Month											
	NP - 42	NP - 487	NP - 430	NP - 370	NP - 366	NP - 141	NP - 156	NP - 393	NP - 300	NP -	NP -	NP -
	RN - 0	RN - 7	RN - 0	RN - 0	RN - 0	RN - 0	RN - 0	RN - 0	RN - 0	RN -	RN -	RN -
	RPN - 17	RPN - 46	RPN - 45	RPN - 125	RPN - 382	RPN - 310	RPN - 365	RPN - 546	RPN - 469	RPN -	RPN -	RPN -
	RSW - 7	RSW - 56	RSW - 75	RSW - 85	RSW - 76	RSW - 84	RSW - 67	RSW - 79	RSW - 61	RSW -	RSW -	RSW -
	PH - 24	PH - 21	PH - 20	PH - 13	PH - 10	PH - 15	PH - 30	PH - 13	PH - 8	PH -	PH -	PH -
	4. Total Number of Phone Follow-Ups Per Provider Group Per Month											
	NP - 415	NP - 237	NP - 99	NP - 100	NP - 86	NP - 18	NP - 37	NP - 43	NP - 55	NP -	NP -	NP -
	RN - 31	RN - 0	RN - 0	RN - 0	RN - 0	RN - 0	RN - 0	RN - 0	RN - 0	RN -	RN -	RN -
RPN - 76	RPN - 172	RPN - 251	RPN - 416	RPN - 338	RPN - 307	RPN - 340	RPN - 324	RPN - 298	RPN -	RPN -	RPN -	
RSW - 1	RSW - 3	RSW - 2	RSW - 10	RSW - 12	RSW - 10	RSW - 7	RSW - 4	RSW - 5	RSW -	RSW -	RSW -	
PH - 6	PH - 8	PH - 10	PH - 14	PH - 11	PH - 15	PH - 9	PH - 17	PH - 14	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	0	0	0	0			
6. Total Number of Patient Complaints Received												
0	0	0	0	0	0	0	0	0	0			
7. Total Number of Patients on Waiting List (Including longest date)												
						695 - 10/2018		652 - 07/18	652 - 07/18			
8. Total Number of Patient Intakes												
						1	2	5				
Human Resources	9. Total Number of Staff Complaint Received by Leadership Team											
	0	0	0	0	0	0	0	0	0			
	10. Total Number of New Hires (Funded FTE's)											
	0	0	0	0	1	0	1	0	1			
	11. Total Number of Team Member Departures (Funded FTE's)											
	0	0	0	0	1	0	0	1	1			
	12. Total Number of Staff Vacancies (Funded FTE's)											
0	0	0	0	0	0		1	2*				
13. Total Number of Days the Clinic Was Closed (not incl. weekends or stat holidays)												
1	0	2	2	1	1		1	2				

H&S	14. Total Number of Incident Reports Completed											
	0	0	0	0	0	0		0	0			

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

\* 1 Permanent Vacancy Office Administrator & 1 Temp Vacancy RN

## Legend for Algoma Nurse Practitioner-Led Clinic 2020-2021 Dashboard Report

Total Number of Active Clients

Total Number of Client Visits Per Month

Total Number of Client Visits Per Provider Group Per Month

Total Number of Phone Follow-Ups Per Provider Group Per Month

Total Number of Clients Not Able to Access Care Within Three (3) Days of Requested Date

Total Number of Patient Complaints Received

Total Number of patients on waiting list including longest date on list

Total Number of patient intakes

Total Number of Staff Complaint Received by Leadership Team

Total Number of New Hires (Funded FTE's)

Total Number of Staff Departures (Funded FTE's)

Total Number of Staff Vacancies (Funded FTE's)

Total Number of Days the Clinic Was Closed (not incl. weekends or stat holidays)

Total Number of Incident Reports Completed

Total number of registered patients with the EMR status 'active'

Total number of individual patient visits for all provider groups for the month

Total number of individual patient visits per provider for the month

Total number of phone follow-ups for individual patients per provider group in the month ( > 5min)

Total number of patient requests unable to be seen within three (3) days

Total number of written complaints from patients received by the Leadership Team

Total number of patients on waiting list that have not been brought into clinic as new patients, with the date

Total number of new patients that have been taken off of the waiting list for the month

Total number of written complaints from team members received by the Leadership Team

Total number of newly hired team members for the month

Total number of team members who have been terminated, quit, or began a long-term leave

Total number of unfilled position in clinic

Total number of days clinic was closed where patients were not scheduled

Total number of written incident reports received during the month