

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

# Key Performance Indicators

### Access

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
1. Total Number of Active Clients											
2127	2136										
2. Total Number of Client Visits Per Month											
568	547										
3. Total Number of Client Visits Per Provider Group Per Month											
NP - 396	NP - 379	NP -	NP -	NP -	NP -	NP -	NP -	NP -	NP -	NP -	NP -
RN - 18	RN - 34	RN -	RN -	RN -	RN -	RN -	RN -	RN -	RN -	RN -	RN -
RPN - 101	RPN - 102	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -
RSW - 48	RSW - 31	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -
PH - 5	PH - 1	PH -	PH -	PH -	PH -	PH -	PH -	PH -	PH -	PH -	PH -
4. Total Number of Phone Follow-Ups Per Provider Group Per Month											
NP - 122	NP - 134	NP -	NP -	NP -	NP -	NP -	NP -	NP -	NP -	NP -	NP -
RN - 55	RN - 57	RN -	RN -	RN -	RN -	RN -	RN -	RN -	RN -	RN -	RN -
RPN - 321	RPN - 222	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -
RSW - 4	RSW - 2	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -
PH - 7	PH - 3	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											
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										
8. Total Number of Patient Intakes											
19	13										
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	0	0	0	0	0	0	0	0	0
11. Total Number of Team Member Departures (Funded FTE's)											
1**	0	0	0	0	0	0	0	0	0	0	0
12. Total Number of Staff Vacancies (Funded FTE's)											
1	0	0	0	0	0	0	0	0	0	0	0
13. Total Number of Days the Clinic Was Closed (not incl. weekends or stat holidays)											

### Human Resources

	1	1	0	0	0	0	0	0	0	0	0	0
H&S	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

**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