

Algoma Nurse Practitioner-Led Clinic 2021-2022 Dashboard Report

Key Performance Indicators

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Access	1. Total Number of Active Clients											
	2127	2136	N/A	N/A	2246							
	2. Total Number of Client Visits Per Month											
	568	547	674	600	643							
	3. Total Number of Client Visits Per Provider Group Per Month											
	NP - 396	NP - 379	NP - 423	NP - 399	NP - 447	NP -	NP -	NP -	NP -	NP -	NP -	NP -
	RN - 18	RN - 34	RN - 26	RN - 31	RN - 24	RN -	RN -	RN -	RN -	RN -	RN -	RN -
	RPN - 101	RPN - 102	RPN - 164	RPN - 99	RPN - 147	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -
	RSW - 48	RSW - 31	RSW - 58	RSW - 68	RSW - 18	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -
	PH - 5	PH - 1	PH - 3	PH - 3	PH - 7	PH -	PH -	PH -	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 -	NP -	NP -	NP -	NP -	NP -	NP -
	RN - 55	RN - 57	RN - 48	RN - 58	RN - 69	RN -	RN -	RN -	RN -	RN -	RN -	RN -
RPN - 321	RPN - 222	RPN - 218	RPN - 205	RPN - 237	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	
RSW - 4	RSW - 2	RSW - 1	RSW - 4	RSW - 2	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	
PH - 7	PH - 3	PH - 4	PH - 3	PH - 5	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	393 - 07/18	426 - 07/18	470 - 07/18								
8. Total Number of Patient Intakes												
19	13	11	19	65								
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	0	0	0	0	0	0	0	
11. Total Number of Team Member Departures (Funded FTE's)												
1**	0	1**	0	1	0	0	0	0	0	0	0	
12. Total Number of Staff Vacancies (Funded FTE's)												
1	0	1*	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	1	1	1	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 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 patients on waiting list including longest date on list

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

Total Number of patient intakes

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

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