

## 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						
		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 -	NP -	NP -	NP -	NP -	NP -
		RN - 18	RN - 34	RN - 26	RN - 31	RN - 24	RN - 1	RN - 4	RN -	RN -	RN -	RN -	RN -	RN -
		RPN - 101	RPN - 102	RPN - 164	RPN - 99	RPN - 147	RPN - 189	RPN - 201	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -
		RSW - 48	RSW - 31	RSW - 58	RSW - 68	RSW - 18	RSW - 77	RSW - 54	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -
		PH - 5	PH - 1	PH - 3	PH - 3	PH - 7	PH - 10	PH - 7	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 - 82	NP - 80	NP -	NP -	NP -	NP -	NP -	NP -
		RN - 55	RN - 57	RN - 48	RN - 58	RN - 69	RN - 6	RN - 25	RN -	RN -	RN -	RN -	RN -	RN -
		RPN - 321	RPN - 222	RPN - 218	RPN - 205	RPN - 237	RPN - 235	RPN - 178	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -
	RSW - 4	RSW - 2	RSW - 1	RSW - 4	RSW - 2	RSW - 0	RSW - 0	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	
	PH - 7	PH - 3	PH - 4	PH - 3	PH - 5	PH - 6	PH - 5	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	0	
	6. Total Number of Patient Complaints Received													
	0	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							
	8. Total Number of Patient Intakes													
	19	13	11	19	65	28	46							
	9. Total Number of Staff Complaint Received by Executive Director													
	0	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	0	
	11. Total Number of Team Member Departures (Funded FTE's)													
	1**	0	1**	0	1	1	0	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	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	0	
	14. Total Number of Incident Reports Completed													
	0	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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