

Provider Support Metrics DAAG 2015



Questions

- What is the most effective utilization of nurses per provider?
- What is the most effective utilization of rooms per provider?
- How many residents per provider is optimal?
- How does this effect visits?
- Is there anything else I have not considered?

Survey Questions

- 1. Are you on EPIC?
- 2. How many residents does your average provider have in clinic?
- 3. How many rooms do you provide your provider?
- 4. How many nurses do you provide your provider?
- 5. How many visits are scheduled in each clinic?

About the Responses

- Total Responses: 15
- Responses are not part of any professional study
- Responses are rough averages
- Some responses had ranges, so working from an average

TOP EMR's

- [Epic Rated #7](#)
- [Epic #2 for users](#)

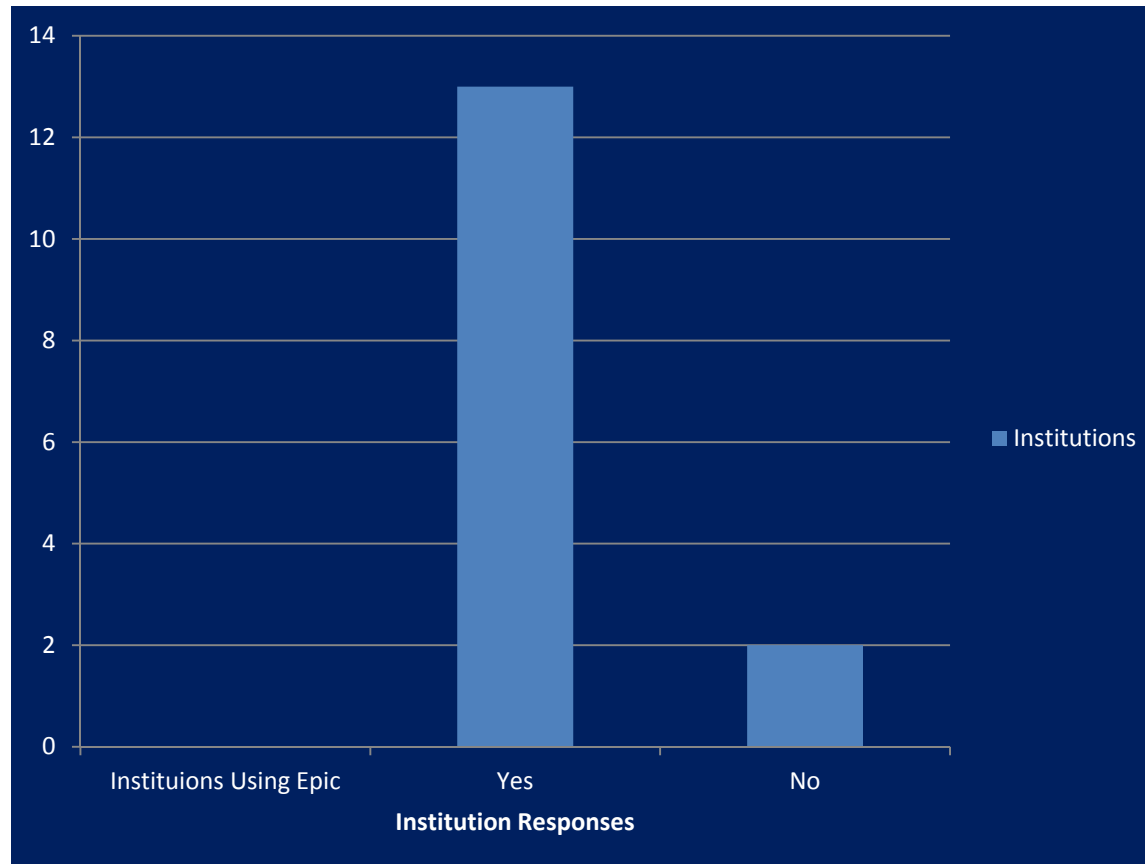
<http://www.capterra.com/infographics/top-emr-software>

Does your EMR = EPIC?

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Respondents Using Epic



- Of 15 responses:
 - Epic: 13
 - Non-Epic: 2
 - Cerner =1
- Epic does not have a dermatology module.

How many residents does
your average provider have in
clinic?

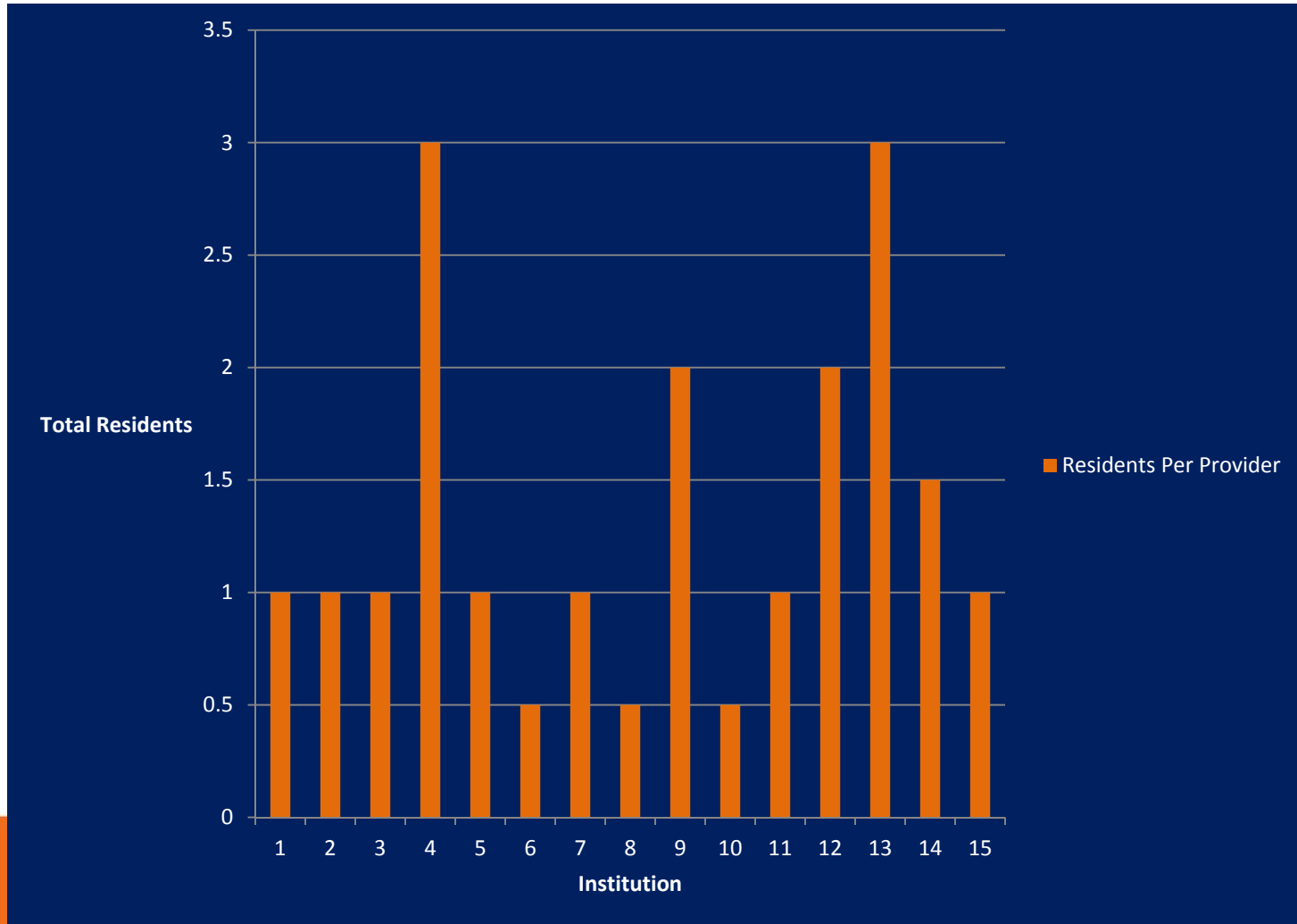
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Residents Per Provider

- 15 Responses
- Average of 1.33 residents per provider
- 2 Respondents average 3 residents per provider

Residents Per Provider



How many rooms do you provide your provider?

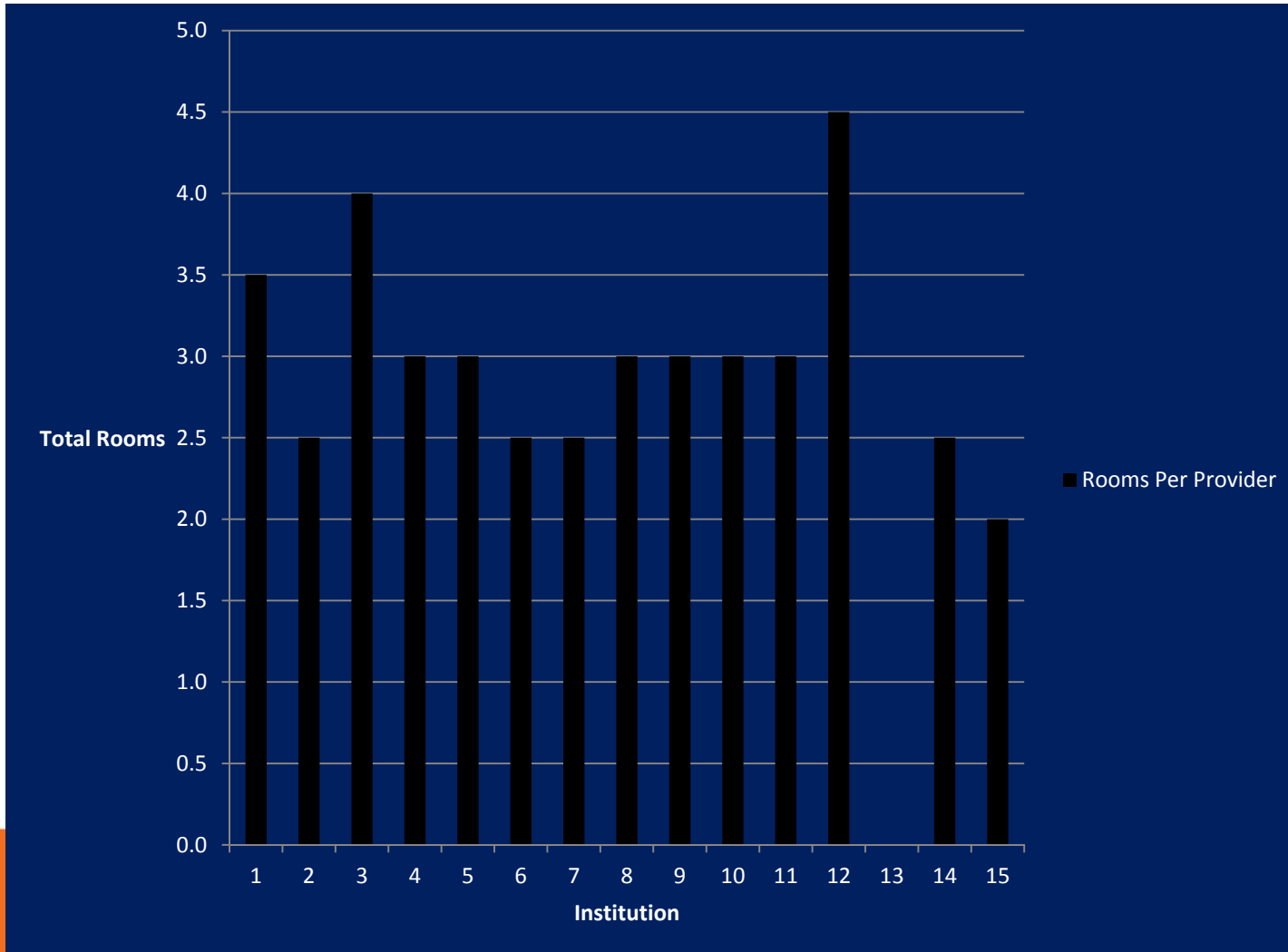
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Rooms Per Provider

- 14 Responses
- Average of 3 rooms per provider

Rooms Per Provider



How many nurses do you provide your provider?

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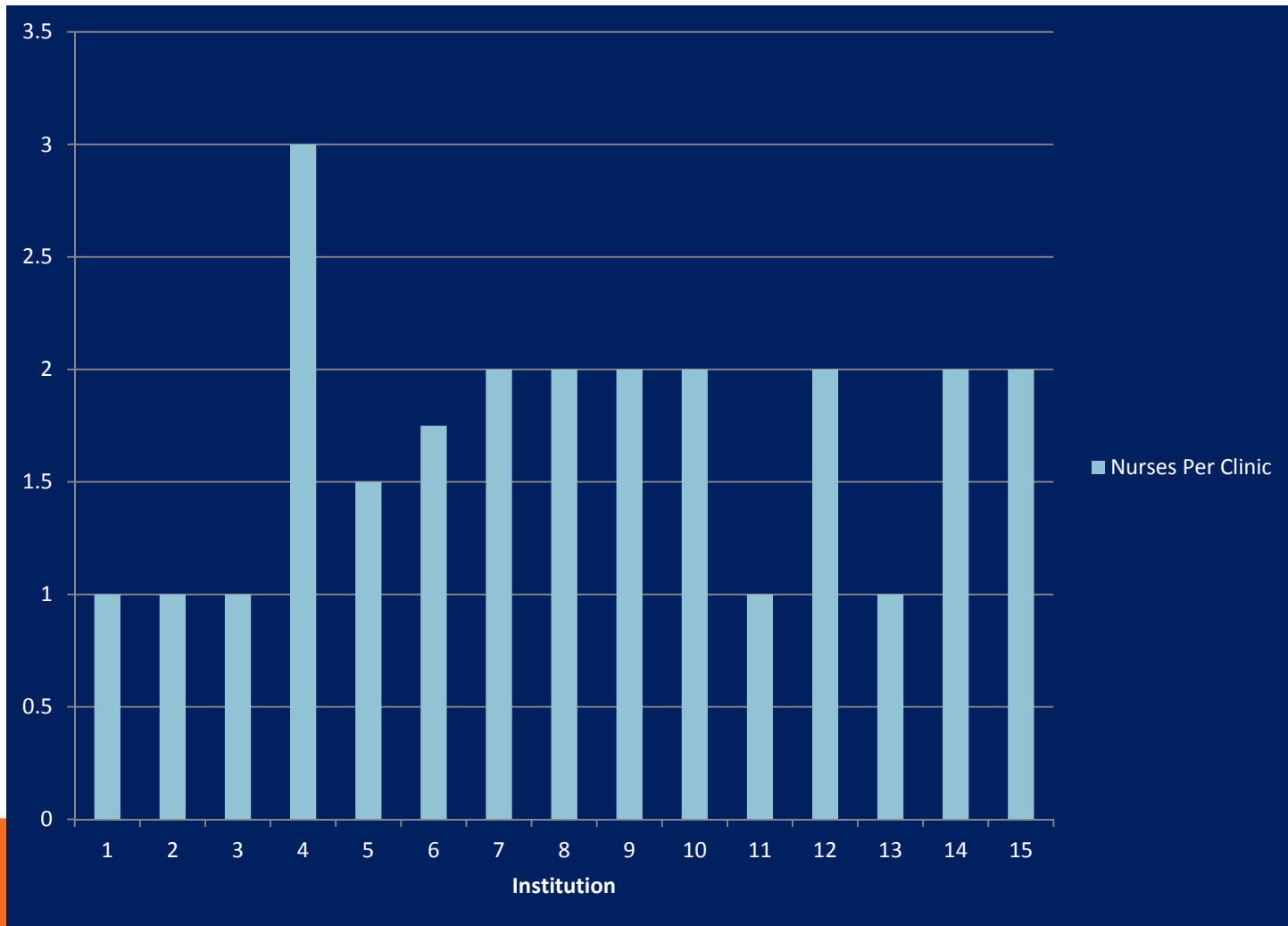


- The percentage of respondents with provider support:
 - MA 100%
 - LPN 75%
 - RN 45%
- Is cost of salaries the only reason for this variance?
- What role do RN's play in your clinics?

Nurses per Provider

- Average 1.94 nurses per provider
- Average 1.46 nurses per resident

Nurses Per Clinic



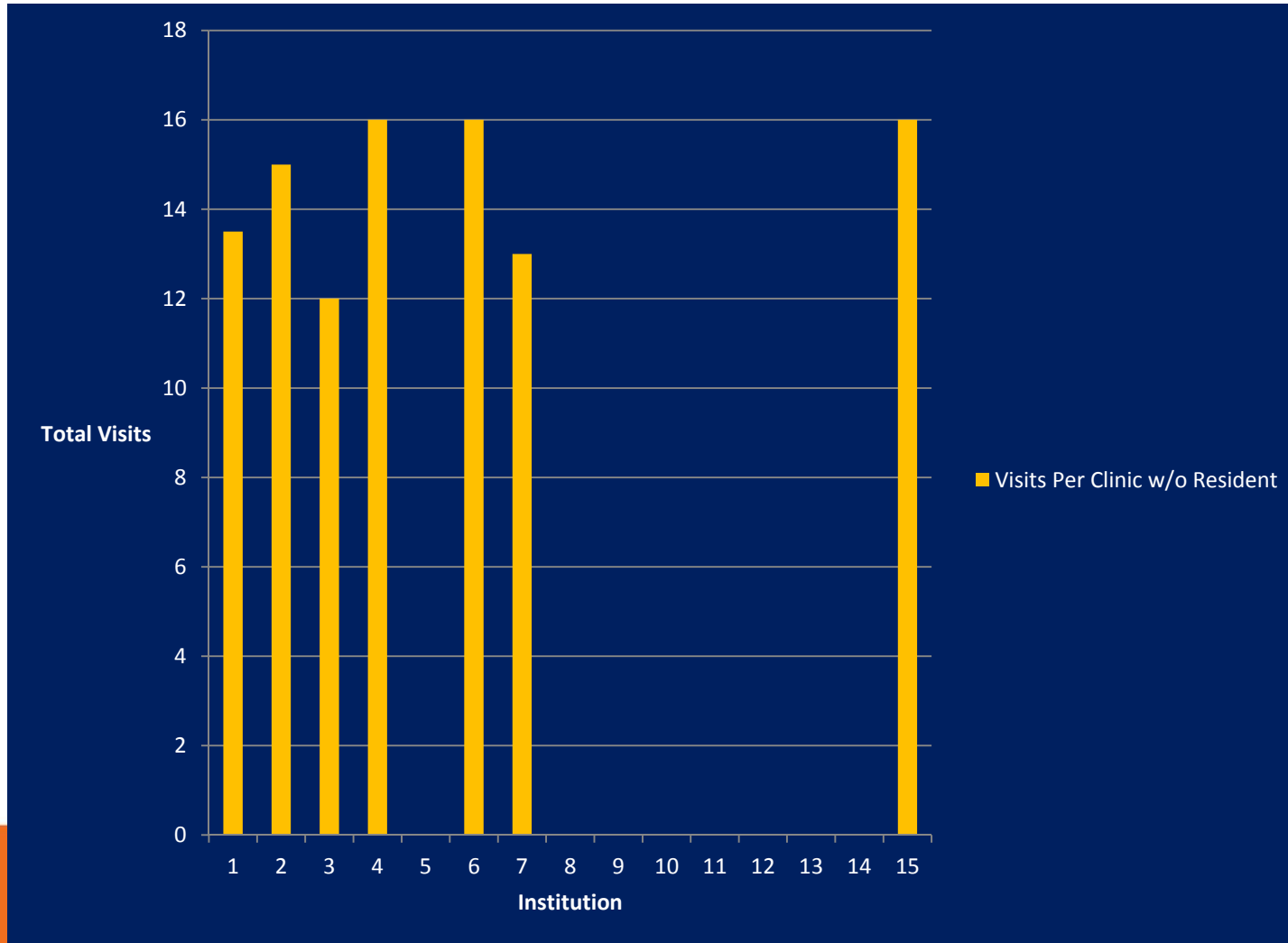
**How many visits are
scheduled in each clinic?**

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- 7 total responses
- Visits = scheduled visits
- Average 14.50 visits

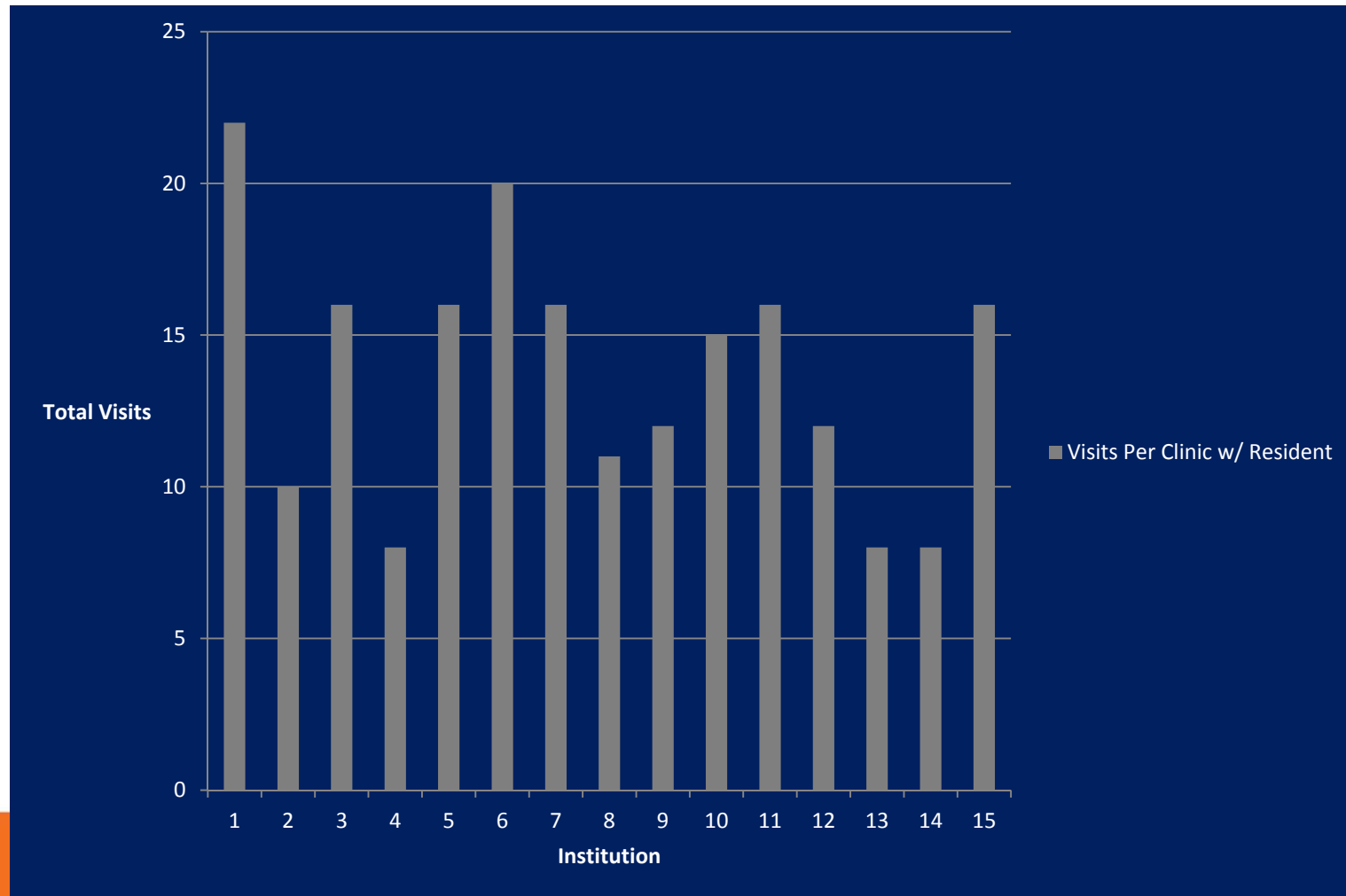
Visits Per Clinic w/o Residents



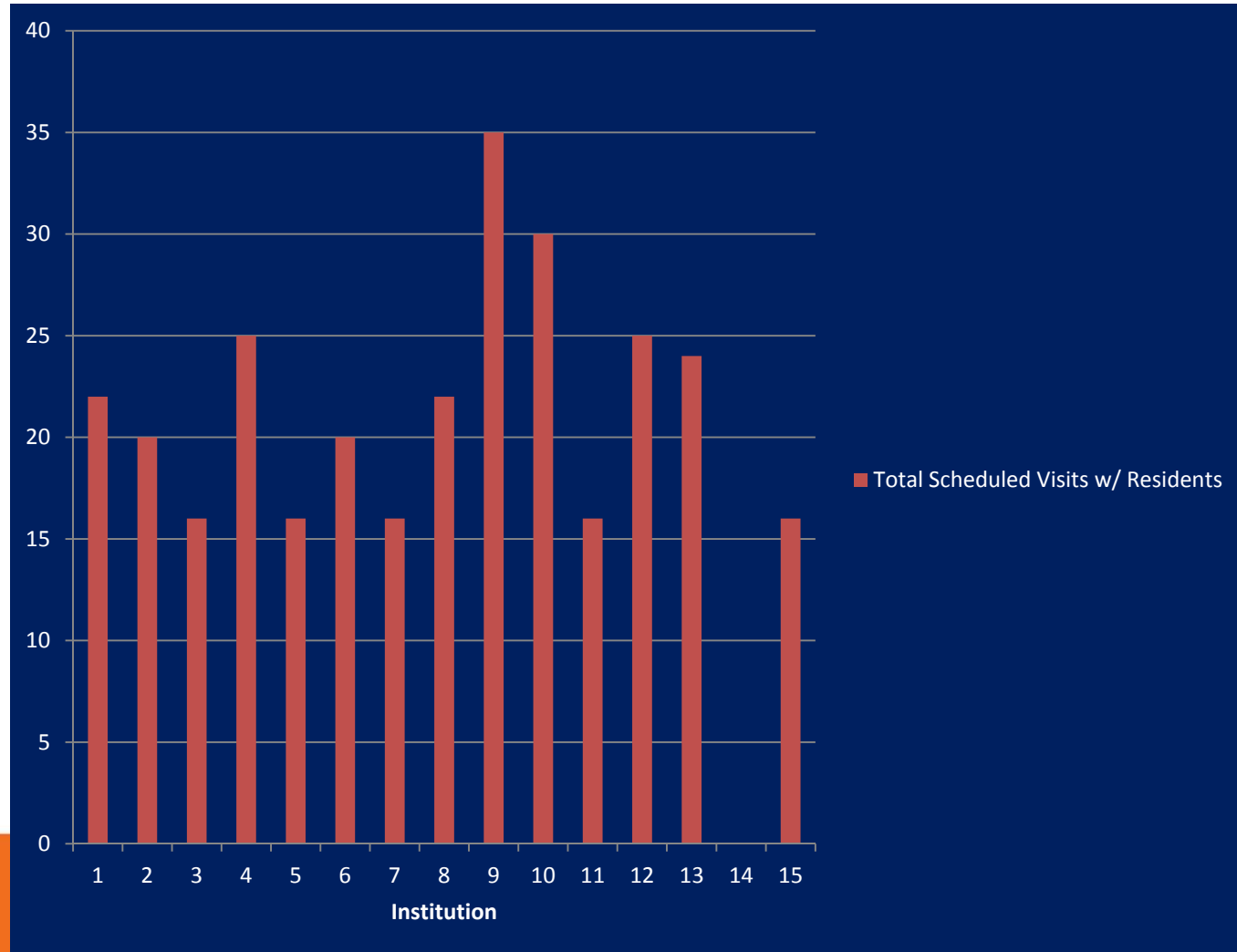
Visits per Clinic with Residents

- 15 Total responses
- Visits = scheduled visits
- Average 13.73 visits per clinic per provider w/ residents
- Epic - 13 of 15 responses
- Responses w/o Epic = 19 scheduled visits per provider
- Responses w/ Epic = 12.92 scheduled visits per provider
- How many visits were scheduled per provider before EMR?

Visits per Clinic with Residents



Total Visits in Clinic with Residents



Additional Visit Considerations...

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No-Show Rates

- Average no-show rate is 13.5%
- Range among respondents: 6-25%
- One response schedules visits to no-show rate
- New vs. Established?
- How can we target lower no-show rates?
 - Phone reminder
 - Text reminder
 - How far out do you schedule annuals/follow-ups?

Scribes

- 4 Respondents stated they use scribes
 - MA (mostly with MA's)
- How do you use scribe in your clinics?
- How has compliance effected the use of scribes?
- At UF, scribes can not be nurses

Putting it all together...

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Individual Responses

Institution	1	2	3	4	5	6	7	8
Epic	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Residents per Clinic	1	1	1	3	1	0.5	1	0.5
Rooms	3.5	2.5	4.0	3.0	3.0	2.5	2.5	3.0
MA	1	1	0	1	1	1	1	1
RN	1	0	0	0	0	1	0	1
LPN	1	0	0	1	0	1	0	1
Scribes	0	0	0	0	1	0	1	0
Nurses per Clinic	1	1	1	3	1.5	1.75	2	2
Resident to Nurse	1	1	1	1	1.5	3.5	2	4
Visits per Provider w/o Residents	13.5	15	12	16		16	13	
Visits in Clinic per Resident	22	10	16	8	16	20	16	11
Visits Per Provider w/ Residents	22	20	16	25	16	20	16	22
Now Show Rate	0.25		0.15		0.06			

Individual Responses

Institution	9	10	11	12	13	14	15
Epic	Yes	Yes	No	Yes	Yes	Yes	Yes
Residents per Clinic	2	0.5	1	2	3	1.5	1
Rooms	3.0	3.0	3.0	4.5		2.5	2.0
MA	1	1	0	1			1
RN	0	0	0	1			1
LPN	1	1	0	1			1
Scribes	1	0	0	0		0.5	0
Nurses per Clinic	2	2	1	2	1	2	2
Resident to Nurse	1	4	1	1	0.33	1.33	2
Visits per Provider w/o Residents							16
Visits in Clinic per Resident	12	15	16	12	8	8	16
Visits Per Provider w/ Residents	35	30	16	25	24		16
Now Show Rate					0.15	0.10	0.10

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Thank You!

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