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?
• 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?

Click to add graph/image
• 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?

Click to add graph/image
Residents Per Provider

- 15 Responses
- Average of 1.33 residents per provider
- 2 Respondents average 3 residents per provider
How many rooms do you provide your provider?

Click to add graph/image
Rooms Per Provider

- 14 Responses
- Average of 3 rooms per provider
How many nurses do you provide your provider?

Click to add graph/image
Nurses

• 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

Institution

[Bar chart showing the number of nurses per clinic for different institutions]
How many visits are scheduled in each clinic?

Click to add graph/image
• 7 total responses
• Visits = scheduled visits
• Average 14.50 visits
Visits Per Clinic w/o Residents

![Bar chart showing visits per clinic without residents. The x-axis represents institutions from 1 to 15, and the y-axis represents total visits. The chart indicates varying numbers of visits across different institutions, with some institutions having significantly more visits than others.]
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?
Total Visits in Clinic with Residents

![Bar chart showing total visits in clinic with residents across different institutions.](chart.png)
Additional Visit Considerations…

Click to add graph/image
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…

Click to add graph/image
## Individual Responses

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

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

• http://www.capterra.com/infographics/top-emr-software
Thank You!

Click to add graph/image