

# 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								
	2. Total Number of Client Visits Per Month											
	568	547	674	600								
	3. Total Number of Client Visits Per Provider Group Per Month											
	NP - 396	NP - 379	NP - 423	NP - 399	NP -	NP -	NP -	NP -	NP -	NP -	NP -	NP -
	RN - 18	RN - 34	RN - 26	RN - 31	RN -	RN -	RN -	RN -	RN -	RN -	RN -	RN -
	RPN - 101	RPN - 102	RPN - 164	RPN - 99	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -
	RSW - 48	RSW - 31	RSW - 58	RSW - 68	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -
	PH - 5	PH - 1	PH - 3	PH - 3	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 - 126	NP - 141	NP -	NP -	NP -	NP -	NP -	NP -	NP -	NP -
	RN - 55	RN - 57	RN - 48	RN - 58	RN -	RN -	RN -	RN -	RN -	RN -	RN -	RN -
RPN - 321	RPN - 222	RPN - 218	RPN - 205	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	RPN -	
RSW - 4	RSW - 2	RSW - 1	RSW - 4	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	RSW -	
PH - 7	PH - 3	PH - 4	PH - 3	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	393 - 07/18	426 - 07/18									
8. Total Number of Patient Intakes												
19	13	11	19									
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*	0	0	0	0	0	0	0	0	
11. Total Number of Team Member Departures (Funded FTE's)												
1**	0	1**	0	0	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	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 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