

## Algoma Nurse Practitioner-Led Clinic 2022-2023 Dashboard Report

		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Key Performance Indicators	Access	1. Total Number of Active Clients												
		2574	2598	2612	2634	2664	2722	2727	2734					
		2. Total Number of Client Visits Per Month												
		527	529	706	562	703	525	636	753					
		3. Total Number of Client Visits Per Provider Group Per Month												
		NP - 355	NP - 335	NP - 489	NP - 432	NP - 482	NP - 339	NP - 430	NP - 476	NP -	NP -	NP -	NP -	NP -
		RN - 0	RN - 0	RN - 0	RN - 0	RN - 0	RN - 2	RN - 25	RN - 8	RN -	RN -	RN -	RN -	RN -
	RPN - 109	RPN - 107	RPN - 154	RPN - 89	RPN - 142	RPN - 114	RPN - 101	RPN - 170	RPN -	RPN -	RPN -	RPN -	RPN -	
	RSW - 70	RSW - 65	RSW - 44	RSW - 22	RSW - 59	RSW - 52	RSW - 48	RSW - 61	RSW -	RSW -	RSW -	RSW -	RSW -	
	PH - 22	PH - 22	PH - 19	PH - 19	PH - 20	PH - 18	PH - 32	PH - 38	PH -	PH -	PH -	PH -	PH -	
	4. Total Number of Phone Follow-Ups Per Provider Group Per Month													
	NP - 43	NP - 44	NP - 41	NP - 30	NP - 52	NP - 21	NP - 31	NP - 65	NP -	NP -	NP -	NP -	NP -	
	RN - 0	RN - 0	RN - 0	RN - 0	RN - 0	RN - 7	RN - 44	RN - 2	RN -	RN -	RN -	RN -	RN -	
	RPN - 226	RPN - 139	RPN - 156	RPN - 96	RPN - 156	RPN - 141	RPN - 64	RPN - 149	RPN -	RPN -	RPN -	RPN -	RPN -	
RSW - 1	RSW - 0	RSW - 1	RSW - 2	RSW - 1	RSW - 10	RSW - 0	RSW - 2	RSW -	RSW -	RSW -	RSW -	RSW -		
PH - 18	PH - 13	PH - 14	PH - 15	PH - 17	PH - 16	PH - 21	PH - 18	PH -	PH -	PH -	PH -	PH -		
5. Total Number of Clients Not Able to Access Care Within Three (3) Days of Requested Date														
3	4	7	4	3	13	0	24	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)														
559 - 7/30/18	569 - 7/30/18	585 - 7/30/18	607 - 7/30/18	650 - 07/30/18	650 - 07/30/18	675 - 7/30/18	697 - 07/30/18							
8. Total Number of Patient Intakes														
24	14	45	57	66	45	56	71							
9. Total Number of Staff Complaint Received by Leadership Team														
0	0	0	0	0	0	0	0	0	0	0	0	0		
10. Total Number of New Hires (Funded FTE's)														
0	0	0	0	0	1	0	0	0	0	0	0	0		
11. Total Number of Team Member Departures (Funded FTE's)														
0	0	0	0	2	1	0	1	0	0	0	0	0		
12. Total Number of Staff Vacancies (Funded FTE's)														
0	0	0	0	1	0	0	1	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	1	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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