

SAMPLE WEEKLY DASHBOARD

Current
Week
Ending:

9/13/2014

Site 1 - Primary Caree

Site 1 PCP Measures	Topic	Summary / Data								
Last Weeks Action Items Complete?	Yes or No (mark Y or N):	Yes								
Budgeted Volumes	Weekly Visits (this period)	Pre-Booked:	225	Target:	190	Variance:	35	Prior Week Actual:	300	
	(one week out)		188		190		-2	No Show Rate:	12%	
	(three weeks out)		160		190		-30			
	Medicaid Enrollment Applications		30		25		5			
Patient Access	Third Next Available (within 3 days) for Same Day	YES?	Y	FU EP	0	NP	11	Same Day	0	
	EP	-	0	-	0	NP 1	1	MD 1	5	
	NP	-	0	-	0	NP 1	1	MD 1	10	
	Same Day	-	0	-	0	NP 1	0	MD 1	0	
	Cycle Time	-	0	-	0	NP 1	45	MD 1	65	
	Panel Size	-	0	-	0	NP 1	1365	MD 1	2690	
	NP Wait List Count		0							
	Phone Abandonment Rate < 3%	Yes or No (mark Y or N):	Y	Comments:	1.89					
	MD Days Not in Clinic			0			MD	2	NP	1
							-	0	-	0
	Cycle Time Average < 60 Mins	Yes or No (mark Y or N):	Y	Comments:	45					
Clinic Quality/Support	eRx Utilization	-	98%	-	95%					
	OverDue Results (>3 days)	-		-		MD	8	NP	0	
	Unsigned Ecounters (>3 days)	-	0	-	0	MD	44	NP	25	
Staff Concerns	Turnover Risk/Issues/Teamwork (last week)	None								
	Recruitment/Onboarding Progress (last week)	None								
Patient Concerns/Compliments	Patient Complaints/Praise (last week)	None								
	Phone Average Time to Answer	Yes or No (mark Y or N)	Y	Comments:	0:00:15					
Key Project Updates	Market Development:	Outreach with public housing developments underway. Scheduling joint health fairs.								
	Other:	None								
To Ensure Weekly Goals Are Met:										
Medical Leader Action Items	Review quality dashboards with staff.									
Lead/VPO Action Items	None									

Site 1 - PCP Department Detail

Current Week
Ending:

9/13/2014

Site 1 -PCP Measures	Topic		Summary / Data						
Last Week	OUT (# Days)		Providers out for Labor Holiday						
Current Week	OUT (# Days)		None						
Next Week	OUT (# Days)		None						
2 Weeks Out	OUT (# Days)		None						
3 Weeks Out	OUT (# Days)		None						
Other Opportunities			None						
Scheduling			None						
Phone Service Levels			None						
	# of Clinic Days	GOAL #	GOAL RVU	Last Week	This Week	Next Wk	+ 3 Wks		FTE
MD -1	5.00	100	120	190	125	100	90		1.00
NP -1	4.5	90	90	110	100	88	70		0.90
Total RVU Estimate		190	210	300	225	188	160		1.90
To Ensure Weekly Goals Are Met:									
Medical Leader Action Items	Ensure recall is being accomplished. Check quality metrics.								
Lead/VPO Action Items	Staff to self-report number of patients scheduling appointments for study.								
<i>Checklist - Department Specific for Dept. Specific Measures</i>									