

Advanced Access

Summary of Key Measures

		Measure Name	What it Means	Why It's Important	Who Calculates	When to Calculate	How to Calculate
DELAY	1	Third Next Available Appointment	The wait time for an appointment. This measures the wait time until there is "space" on the schedule.	This helps you to see how well and how close you've balanced supply and demand	Scheduler or office manager	Same time and day of the week each week (e.g., Wed. at 10 AM)	Select 1-2 appt. types (e.g., physical exam). Count the number of days from Wednesday until the 3 rd next available appt.
	2	Future Open Appointments	Percent of the total number of appointment slots that are open in a month.	A more sensitive indicator of access and potential space as you reduce your third-next available appointment	Scheduler or office manager	Calculate once the third next available is stable at a single day.	Count total number of slots in the month (A). Count how many of those are open (B). Divide open slots (B) by total slots (A). Record as a percentage.
DEMAND	3	True Demand	The number of patients who call today and get booked for any type of appointment either for today or for the future, plus walk-ins and other returns.	This tells us just how much work was generated each day.	Scheduler	Collect daily for each provider and for the practice as a whole.	Tally the total number of people that called for and received an appointment each day + walk-ins + deflections to urgent care, another provider, etc. Total of these is the external demand. Then add return visits or internal demand.
	4	Panel Size	The number of unique patients assigned or linked to a provider, measured over 12-18 months.	This helps the practice anticipate demand and divides the workload	Office manager using the computer	Every month and look for changes	For most, panel size is the number of lives covered by all of the insurance plans the practice is contracted with and then drilled down to the individual. This works in a completely "enrolled" population.

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SUPPLY	5	Provider Full-Time Equivalents for Clinical Care	The measure of provider supply	This tells you how many providers you have to meet demand	Office manager	Once a month	Count daily, weekly, and monthly physician FTEs – compare to demand
	6	Target Panel	The proportion of the practice that each provider would be accountable for if the work was shared in proportion	Helps us understand if providers do their "share"	Office manager	Monthly	Divide unique patients for the practice by the clinical FTE.
	7	Appointment Supply	How many appointment slots each provider can offer each day and each week	This tells you how many patient visits can take place	Scheduler or Computer	Monthly or weekly until stable	Slots/hr x hrs/day = appts/day Appts/day x days/wk = appts/wk Appts/wk x weeks/yr = appts/yr
	8	Productivity	The measure of provider productivity	This tells you how much work each provider did.	Computer or Billing System	Monthly	Calculation to be determined by each practice as part of the project – many choose RVUs Visits not valuable as a measure
CONTINUITY	9	Patient-Provider Match	The likelihood that patients will see their own provider when requesting care.	Better match rates = lower demand & better outcomes	Scheduler or Computer	Monthly	Number of Provider X's patients who saw Provider X divided by the total number of Provider X's patients' visits to the system
WASTE	10	No-Shows	The no-show rate	No-shows are wasted supply	Scheduler or Computer	Daily or Weekly	Number of no-shows divided by total number of appointments (either daily or weekly)
PATIENT FLOW	11	Cycle Time	How long are patients in your office from check-in to check out	This helps us ensure the practice is as efficient as possible.	The clerk in the registration and/or check-out areas can record each person's name (or identifier) and time.	Pick the busiest time of day each day of one week per month. Measure 6 patients per physician per day.	Randomly select 30 patients per provider. Record check-in and check out times (in minutes) for each patient. If patient arrives early, time starts at scheduled time of appointment.