



# PRODUCTIVITY DRIVERS

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# POINTS OF CONVERSATION

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- ☐ What's your productivity story?
- ☐ Revenue cycle wheel
- ☐ Operational metrics
- ☐ Scheduling guidelines
- ☐ Provider template structure
- ☐ Template management

# WHAT IS YOUR PRODUCTIVITY STORY?

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- Seeing plenty of patients!
- Need to see more patients....
- Don't know





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- Patient Registration & Scheduling
  - Patient Check In
  - The Patient Visit
  - Visit Documentation & Coding

## METRICS – WHAT OPERATIONAL METRICS DO YOU REVIEW?

Qualitative and Quantitative: Both  
Important!

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Daily Encounters by provider

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Encounters / Hr or Day

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No Show Rate

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Unfilled or Open Appointment Rate

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3<sup>rd</sup> next available / New Patient

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Provider Panel Sizes

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Patient Satisfaction re: Scheduling

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Scheduler Feedback – ease of scheduling appointments

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Provider / MA Feedback – scheduling errors

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# QUESTIONS AND DISCUSSION

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# SCHEDULING

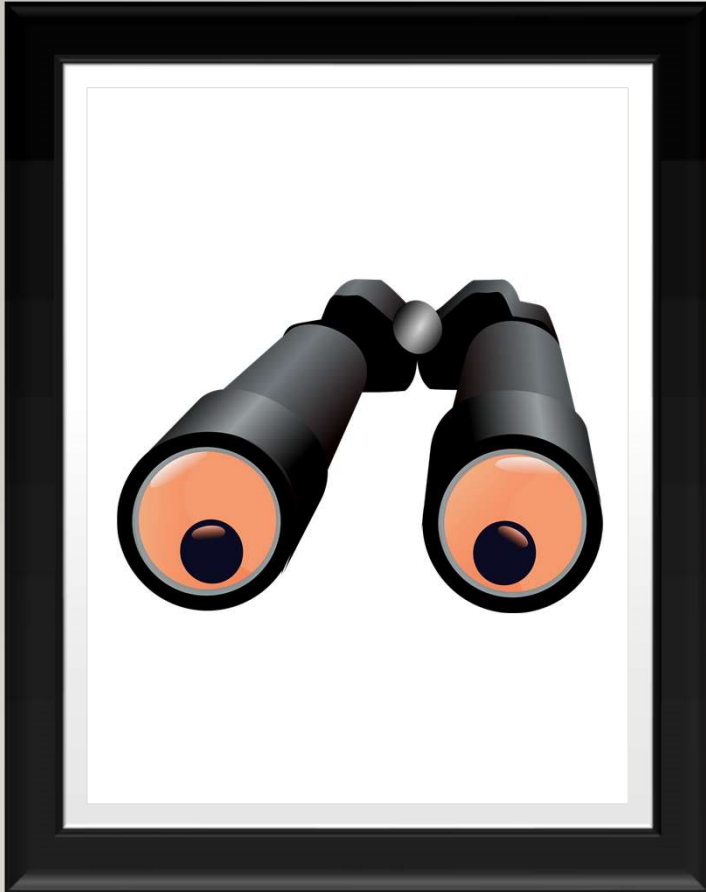
## HOW DO PATIENTS SCHEDULE?

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- By calling into the clinic
- Online through a portal
- Before they leave the clinic
- Come into the clinic







# SCHEDULING GUIDELINES

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- COMPLEX OR SIMPLE
  - Guidelines – provider specific / same across the border
  - Units of time – few or many
  - Templates – specific or open
  - Provider Privileges – need binoculars or easily accessible
  - Number of Appointment Types – Few or Many
  - Call Queue – Lots of transfers or ability to answer and help on first ring
  - Online Scheduling Option or No
  - MAs Schedule upon exit for follow ups

# TEMPLATE STRUCTURE

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- Specific to appointment type?
- Expectations vary by provider?
- Structured to meet productivity expectations?
- Open for patient convenience?
- Meet demand?





## TEMPLATE MANAGEMENT

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- Who has the control?
- Who can block or freeze or ask to have appointments rescheduled?



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# QUESTIONS AND DISCUSSION