

# Clinic Performance Dashboard Overview

This report provides a high-level view of clinic operational performance, focusing on appointment activity, patient engagement, provider productivity, FM+ billing performance, and potential missed care opportunities.

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- Missed Care Opportunities - patients with chronic conditions who may be overdue for follow-up appointments.

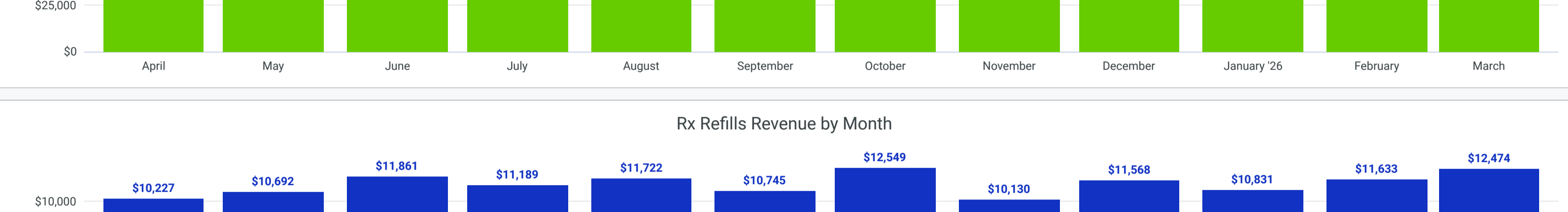
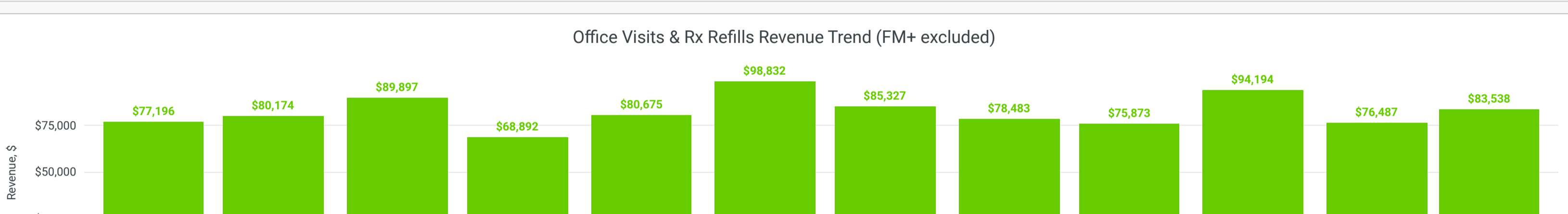
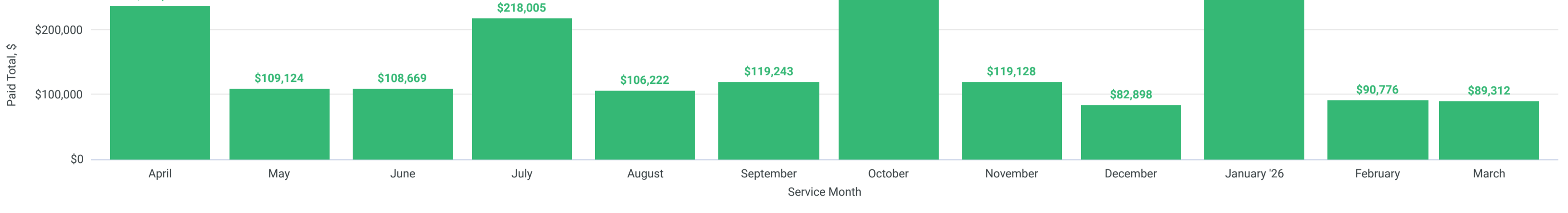
## Key KPIs Overview



## Appointment Analysis

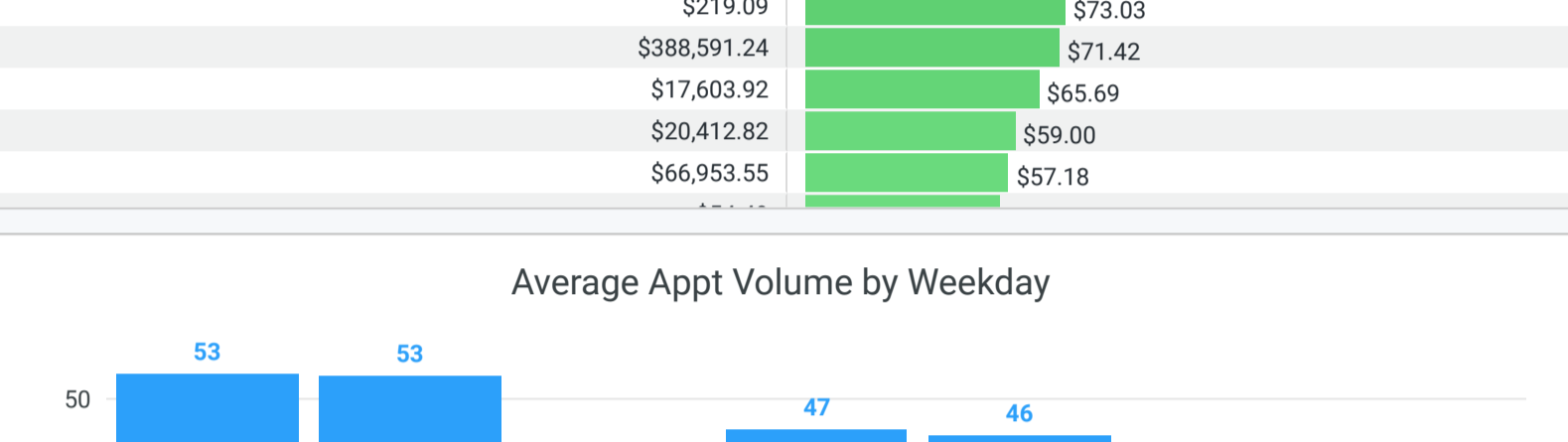
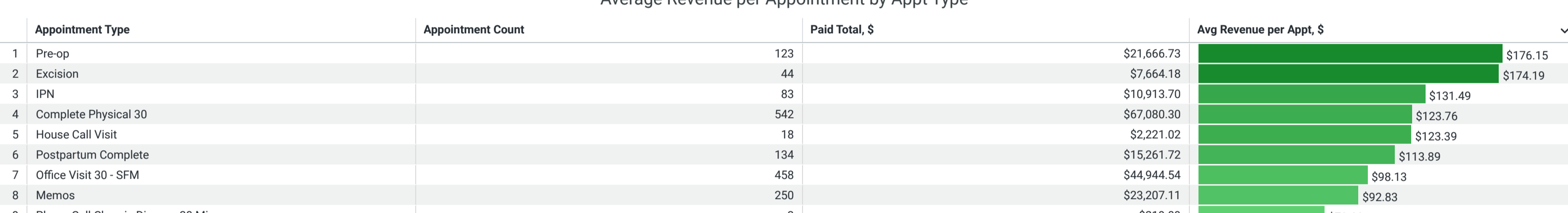
This section analyzes appointment activity and scheduling performance. It highlights trends in appointment volume and revenue, identifies no-show patterns, and evaluates patient access to care through wait time metrics. These insights help identify scheduling inefficiencies and opportunities to improve clinic utilization.

### Appointment Revenue & Volume



**Average Revenue per Appointment by Appt Type**

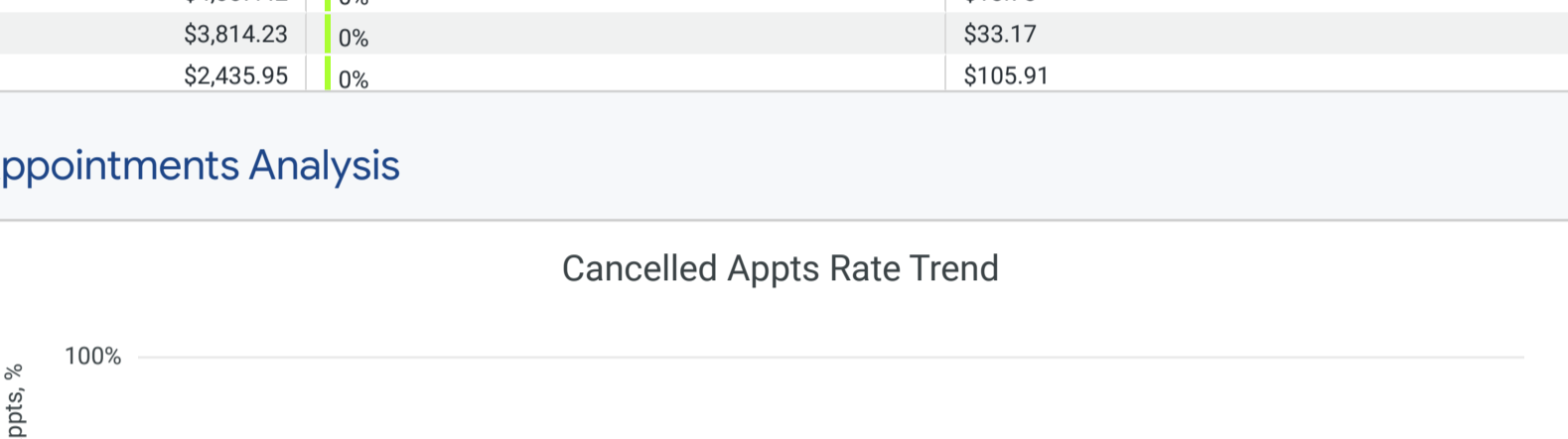
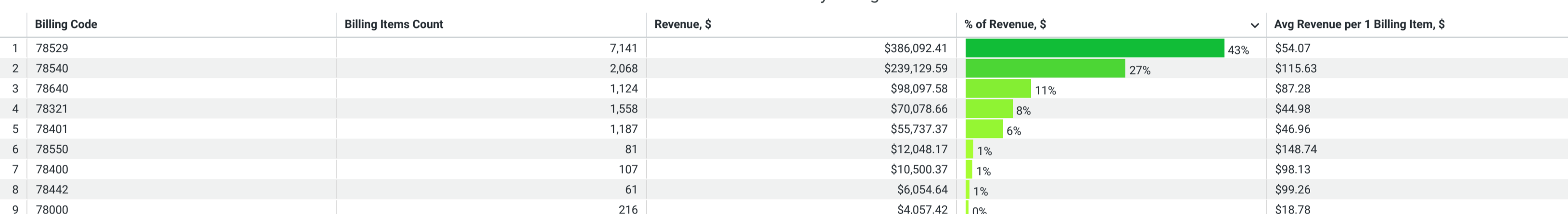
Appointment Type	Appointment Count	Paid Total, \$	Avg Revenue per Appt, \$
1 Pre-op	123	\$21,666.73	\$176.15
2 Excision	44	\$7,664.18	\$174.19
3 IPN	83	\$10,913.70	\$131.49
4 Complete Physical 30	542	\$67,080.30	\$123.76
5 House Call Visit	18	\$2,221.02	\$123.39
6 Postpartum Complete	134	\$15,261.72	\$113.89
7 Office Visit 30 - SFM	458	\$44,044.54	\$98.13
8 Memos	250	\$23,207.11	\$92.83
9 Phone Call Chronic Disease 30 Min	3	\$219.09	\$73.03
10 Office Visit 15	5,441	\$388,591.24	\$71.42
11 Follow Up Physician	268	\$17,603.92	\$65.69
12 Recall	346	\$20,412.82	\$59.01
13 Same Day-15	1,171	\$66,953.55	\$57.18



**Office Visits Revenue by Billing Code**

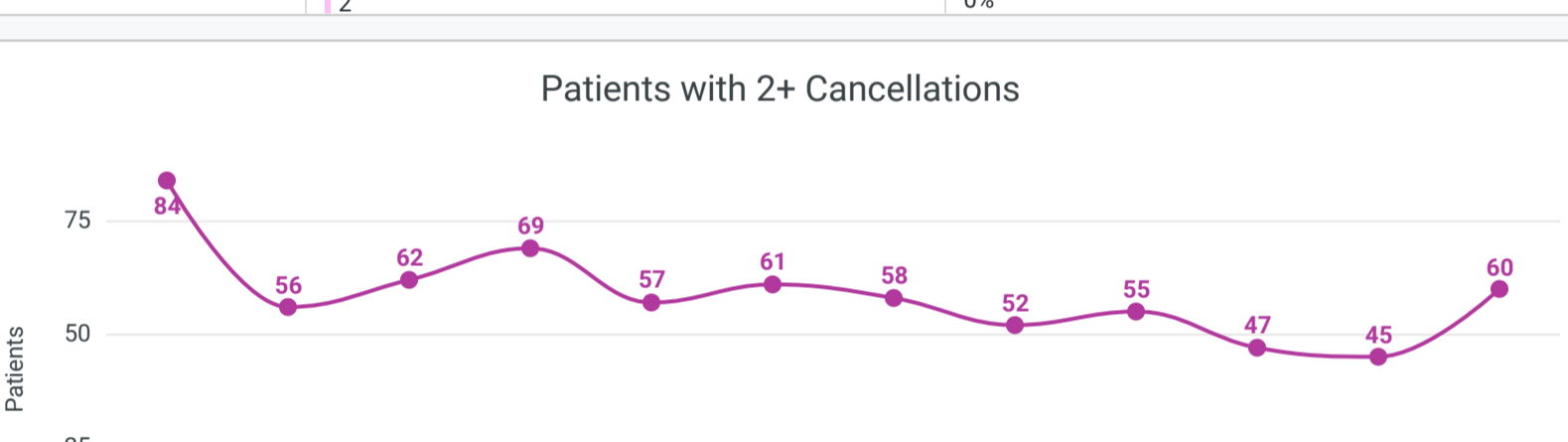
Billing Code	Billing Items Count	Revenue, \$	% of Revenue, \$	Avg Revenue per 1 Billing Item, \$
1 78529	7,141	\$386,092.41	43%	\$54.07
2 78540	2,068	\$239,129.59	27%	\$115.63
3 78640	1,124	\$98,097.58	11%	\$87.28
4 78321	1,558	\$70,078.66	8%	\$44.98
5 78401	1,187	\$55,737.37	6%	\$46.96
6 78550	81	\$12,048.17	1%	\$148.74
7 78400	107	\$10,500.37	1%	\$98.13
8 78442	61	\$6,054.64	1%	\$99.26
9 78000	216	\$4,057.42	0%	\$18.78
10 78509	115	\$3,814.23	0%	\$33.17
11 78459	23	\$2,435.95	0%	\$105.91

## No Shows and Cancelled Appointments Analysis



**No Shows and Cancelled by Appt Type**

Appointment Type	No Shows	Percent of Total No Shows	Cancelled	Percent of Total Cancelled
1 Office Visit 15	195	58%	405	55%
2 Excision	31	9%	130	18%
3 Phone Visit	29	9%	23	3%
4 Office Visit 30 - SFM	19	6%	38	5%
5 Follow Up Physician	12	4%	18	2%
6 Recall	12	4%	16	2%
7 Complete Physical 30	7	2%	25	3%
8 Postpartum Complete	6	2%	5	1%
9 Same Day-15	5	1%	5	1%
10 Drivers Medical	5	1%	7	1%
11 Aviation Medical	4	1%	2	0%



## Appointment Wait Time

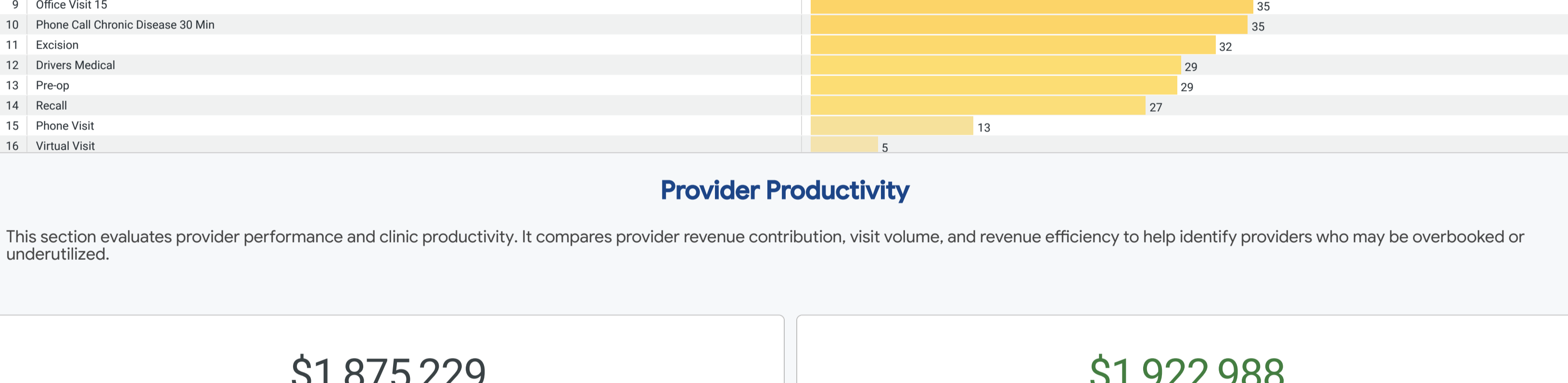
Note: Wait time represents difference between appointment created date and appointment date (i.e. visit date).

**Wait Time in Days by Appt Type**

Appointment Type	Avg Wait Time in Days
1 Prenatal	58
2 Postpartum Complete	55
3 Follow Up Physician	50
4 Aviation Medical	48
5 Memos	42
6 IPN	41
7 Office Visit 30 - SFM	40
8 Complete Physical 30	37
9 Office Visit 15	35
10 Phone Call Chronic Disease 30 Min	35
11 Excision	32
12 Drivers Medical	29
13 Pre-op	29
14 Recall	27
15 Phone Visit	13
16 Virtual Visit	5

## Provider Productivity

This section evaluates provider performance and clinic productivity. It compares provider revenue contribution, visit volume, and revenue efficiency to help identify providers who may be overbooked or underutilized.

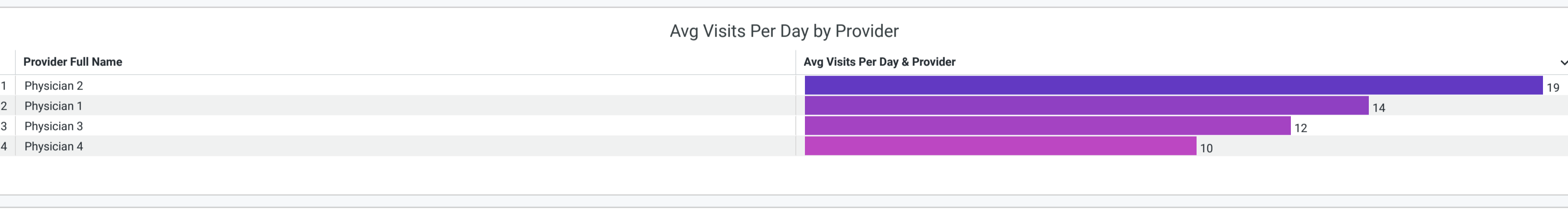


**Paid by Provider**

Provider	Paid Total	% of Total
1 Physician 1	\$568,344.19	32%
2 Physician 2	\$561,275.88	31%
3 Physician 3	\$343,033.42	19%
4 Physician 4	\$314,713.59	18%

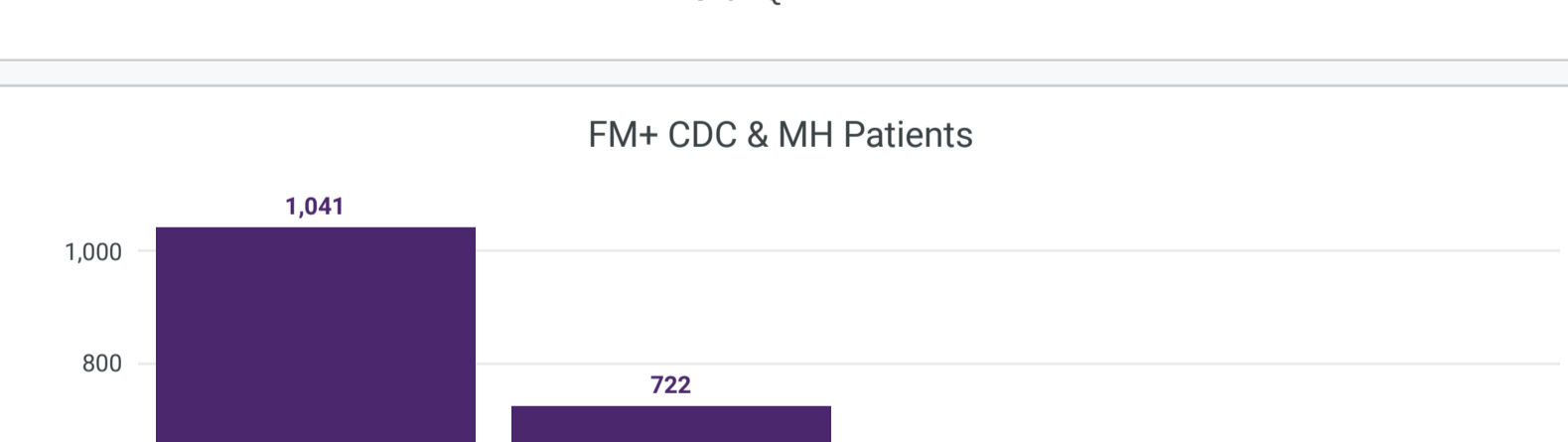
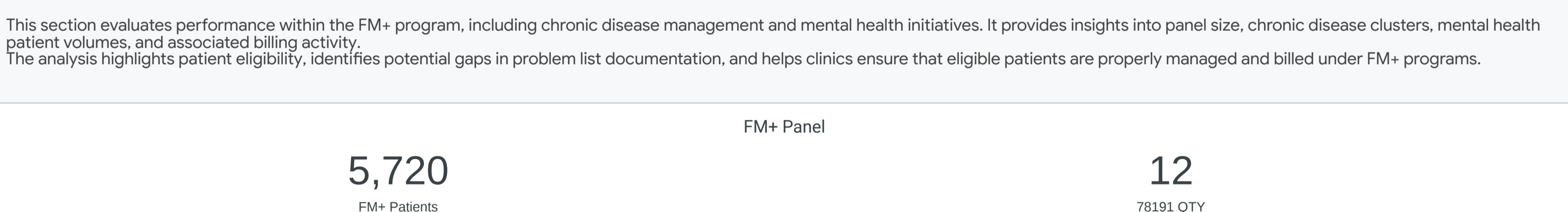
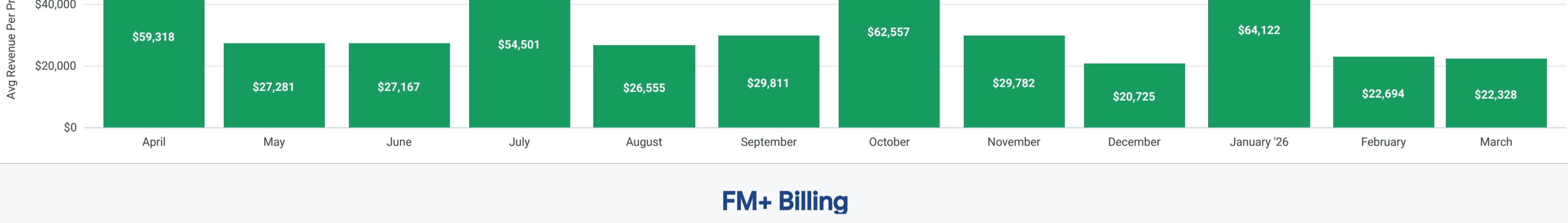
**Avg Visits Per Day by Provider**

Provider Full Name	Avg Visits Per Day & Provider
1 Physician 2	19
2 Physician 1	14
3 Physician 3	12
4 Physician 4	10



## FM+ Billing

This section evaluates performance within the FM+ program, including chronic disease management and mental health initiatives. It provides insights into panel size, chronic disease clusters, mental health patient volumes, and associated billing activity. The analysis highlights patient eligibility, identifies potential gaps in problem list documentation, and helps clinics ensure that eligible patients are properly managed and billed under FM+ programs.

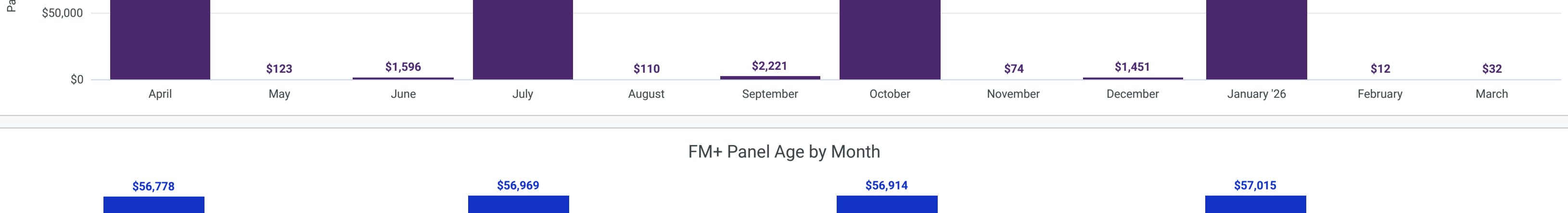
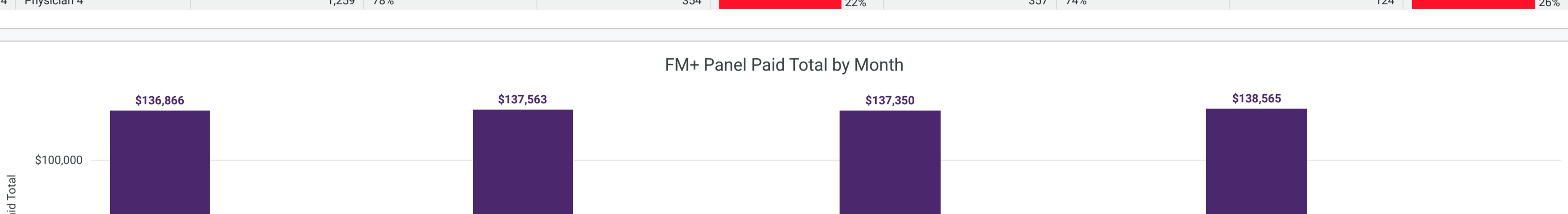
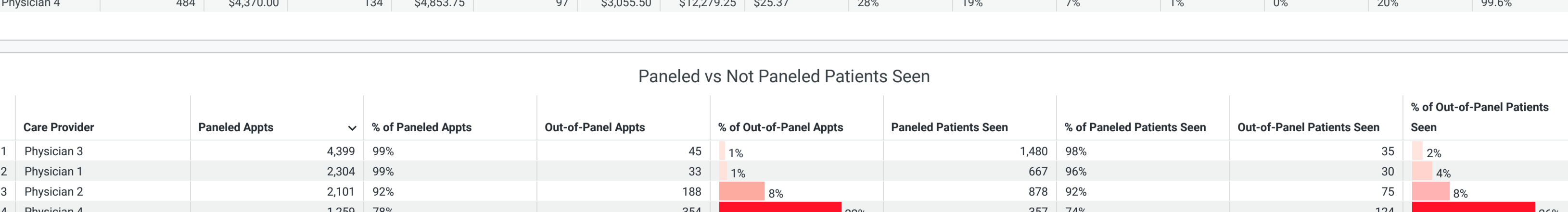


**FM+ Billing & Analysis (Last Quarter)**

Provider	Panel Count	Panel Billing	Chronic Disease Cluster Count	Chronic Disease Cluster Billing	Mental Health Count	Mental Health Billing	Billed Total - Patient	Average Billed Patient	Chronic Disease Cluster %	Chronic Disease Cluster 1 Group %	Chronic Disease Cluster 2 Groups %	Chronic Disease Cluster 3 Groups %	Chronic Disease Cluster 4 Groups %	Mental Health %	Paid %
Physician 2	2227	\$23,330.00	400	\$21,933.75	438	\$13,797.00	\$58,460.75	\$25.12	26%	19%	6%	1%	0%	19%	99.7%
Physician 1	1783	\$14,540.00	322	\$11,520.00	289	\$9,103.50	\$35,163.50	\$19.72	18%	13%	4%	1%	0%	16%	99.8%
Physician 3	1059	\$11,152.50	291	\$10,451.25	195	\$6,142.50	\$27,746.25	\$26.20	27%	20%	7%	1%	0%	18%	99.7%
Physician 4	484	\$4,370.00	134	\$4,853.75	97	\$3,055.50	\$12,279.25	\$25.37	28%	19%	7%	1%	0%	20%	99.6%

**Panelled vs Not Panelled Patients Seen**

Care Provider	Panelled Apts	% of Panelled Apts	Out-of-Panel Apts	% of Out-of-Panel Apts	Panelled Patients Seen	% of Panelled Patients Seen	Out-of-Panel Patients Seen	% of Out-of-Panel Patients
1 Physician 3	4,399	99%	45	1%	1,480	98%	35	2%
2 Physician 1	2,304	99%	33	1%	667	96%	30	4%
3 Physician 2	2,101	92%	188	8%	878	92%	75	8%
4 Physician 4	1,259	78%	354	22%	357	74%	124	26%



## Missed Care Opportunities

The analysis focuses on patients with common chronic conditions, including diabetes, hypertension, asthma, COPD, mental health diagnoses, who may benefit from regular follow-up appointments but have not been seen recently.

### Missed Chronic Conditions or Mental Health Follow-Ups

**176**