

Ambulatory Care Analytics Tool – Metrics Overview

1. Access

Provides an overview of access to care including, patient wait time for appointments, and new patient sources and ratios, for opportunities in optimizing access to care in a timely manner.

2. Booked/Filled Rate

Provides an overview of slot usage, including appointment availability, available, booked, and filled hours and slots and provider template usage, for opportunities in optimizing practice resources.

3. Cycle Time

Provides an overview of cycle times on day of visit, including visit start to end times and checked in to roomed in times, for identifying potential bottlenecks on day of visit.

4. Population

Provides an overview of patient demographics, including breakdown by age, insurance, and geography, to better understand patient population.

5. Scheduling/Volume

Provides an overview of volume and scheduling, including visit volume breakdown and distribution, and patient arrival patterns, to understand dynamics in scheduling.

6. Utilization

Provides an overview of space utilization, including required number of rooms and average room utilization by time of day, to identify potential space constraints or opportunities.