Rethinking Metrics, Dashboards, and Appointments After COVID-19

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Speaker confirms they do not have a conflict of interest at time of presentation.

Learning Objectives

- Breakdown ways practices are changing how, when, and what they measure in response to COVID-19

- Analyze remote employees' productivity as they were before the pandemic.

- Rearrange patient schedules to ensure limited appointment slots fill with surgery, procedure, or ancillary businesses.
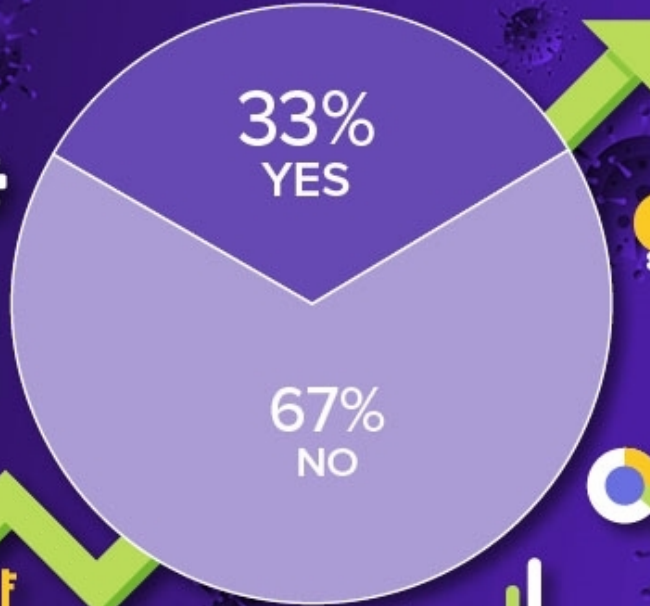
Medical Practice
Excellence
PATHWAYS
Conference

MGMA.

Text **EXCEL** to
33550
to participate

Source: *Is your practice changing its KPIs/metrics amid COVID-19?:* 2020. Used with permission from MGMA, www.mgma.com. © MGMA 2020.

MGMA Stat Responses

% of telehealth visits

Number of preregistration intakes per day for contactless payments and data collection: calls per day per site trended weekly; daily cash on hand.

Tracking weekly clinic patient volume and surgeries compared to average weekly volumes in 2019. Tracking lost revenue due to Covid 19.

Tracking pre- current- post- volumes and telemedicine volumes

Care gaps remaining open after outreach

As an ER group, we are tracking RVU/pt more closely because we are seeing more acute patients than pre-COVID. This metric has risen to the top of the staffing KPI

MGMA Stat Responses

Productivity adjusted for provider as well as billers

Productivity, payer mix, expense increase due to PPE and elongated visit times, etc.

Ignoring productivity
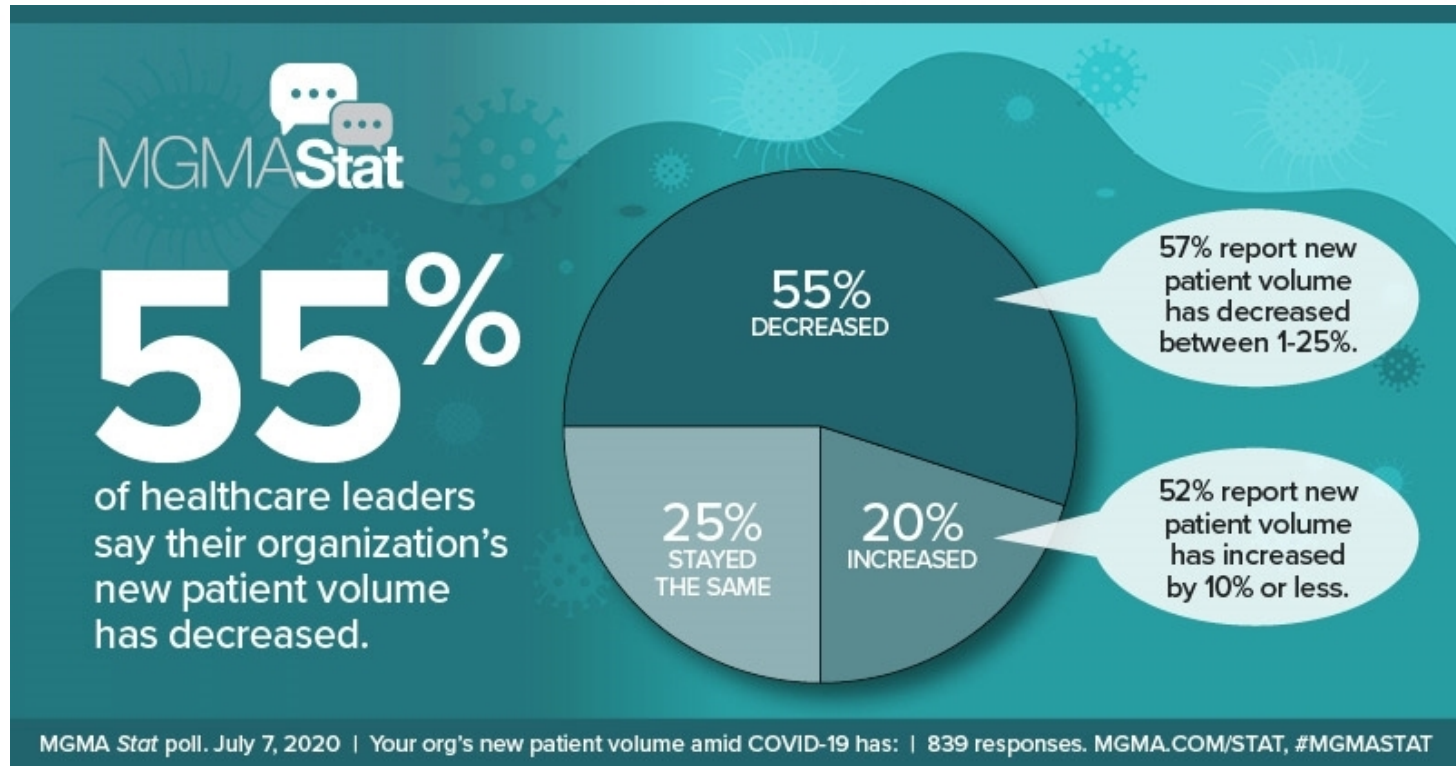
Source: *Your org's new patient volume amid COVID-19 has:* 2020. Used with permission from MGMA, www.mgma.com. © MGMA 2020.

Text **EXCEL** to
33550
to participate

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MGMA Stat Responses – Above

March 2021 was our busiest month ever. Volumes and charges are up more than 10%

More patients are feeling comfortable to come into the office and new patient numbers are increasing as well.

Due to other physicians in the area retiring early during pandemic and picking up those new patients is a big part of increase

We have a surge in IP volume with more acute admissions

We can't keep up with the referral volumes in neuro

Up 15-20%

OBGYN very busy

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MGMA Stat Responses – Average

Just starting to outpace pre-COVID in the last couple months

Still doing a few telehealth visits, but patients have returned to the office

We only saw our volume drop for a few weeks March 2020. We've been back to normal since.

Surgical volumes are back to normal, but the existing comorbidities are worse since patients didn't see their physicians during COVID.

Telehealth visits are a huge help to keeping volume levels up.

We're getting there But not quite yet

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MGMA Stat Responses – Below

Q1 patient numbers were lower than any prior Q1 in history. April is starting to see an uptick in new patients.

Well visits are about the same; sick visits are down 25-30%

We are just under pre pandemic volumes, but the biggest change is that we are not booked out as far as we used to be. Used to be booked out 4-6 weeks, now we regularly have same day availability

Many of our elderly patients are still afraid to get out, more so is their family afraid for them to come in.

Income levels have not returned. Still seeing hesitancy from patients for appointments. Expect improvement by the end of the year

Every month is getting better but we're still not where we were.

Down 25-30%

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Track Canceled Appointments

Appt Start	Acct Num	Patient Name	Facility	Resource	Appt Status	Appt Type	Appt Last Modify Date	Rescheduled	Next Appt	Next Appt Facility	Next Appt Resource
4/15/20 7:45 AM					Cancel - Doctor	Recheck 15	3/26/2020	N			
4/15/20 7:45 AM					Cancel - Doctor	Recheck 15	3/26/2020	N			
4/15/20 8:30 AM					Cancel - Doctor	Recheck 15	3/26/2020	N			
4/15/20 8:30 AM					Cancel - Doctor	New Patient 15	3/27/2020	N			
4/15/20 8:30 AM					Cancel - Doctor	Recheck 15	3/26/2020	N			
4/15/20 9:00 AM					Cancel - Doctor	Recheck 15	3/25/2020	N			
4/15/20 9:00 AM					Rescheduled	Recheck 15	3/13/2020	N			
4/15/20 9:15 AM					Cancel - Patient	Recheck 15	3/26/2020	N			
4/15/20 9:15 AM					Cancel - Doctor	Recheck 15	3/26/2020	N			
4/15/20 9:15 AM					Cancel - Doctor	Recheck 15	3/31/2020	N			
4/15/20 9:45 AM					Cancel - Doctor	Recheck 15	3/17/2020	N			
4/15/20 10:00 AM					Cancel - Doctor	New Patient 15	3/26/2020	N			
4/15/20 10:00 AM					Cancel - Doctor	Recheck 15	3/24/2020	N			
4/15/20 10:15 AM					Rescheduled	Recheck 15	3/17/2020	N			
4/15/20 10:30 AM					Surg Cancel/Physician	Post Op 15	3/20/2020	N			
4/15/20 11:00 AM					Cancel - Doctor	Recheck 15	3/31/2020	N			
4/15/20 11:00 AM					Cancel - Doctor	Recheck 15	3/31/2020	N			
4/15/20 12:45 PM					Cancel - Doctor	Recheck 15	3/26/2020	N			
4/15/20 1:00 PM					Cancel - Doctor	Recheck 15	3/26/2020	N			
4/15/20 1:00 PM					Rescheduled	Recheck 15	3/26/2020	N			
4/15/20 1:15 PM					Cancel - Doctor	Recheck 15	3/27/2020	N			
4/15/20 1:30 PM					Cancel - Doctor	Post Op 15	3/24/2020	N			
4/15/20 2:00 PM					Cancel - Doctor	New Patient 10	3/25/2020	N			
4/15/20 2:15 PM					Cancel - Doctor	Recheck 15	3/26/2020	N			
4/15/20 2:20 PM					Cancel - Doctor	New Patient 10	3/25/2020	N			
4/15/20 2:30 PM					Cancel - Patient	Recheck 15	3/6/2020	N			
4/15/20 2:30 PM					Cancel - Doctor	Recheck 15	3/26/2020	N			
4/15/20 3:00 PM					Cancel - Doctor	Recheck 15	3/26/2020	N			
4/15/20 3:15 PM					Cancel - Doctor	Recheck 15	3/26/2020	N			

Email Canceled Appointments

Yesterday's Cancelled Appointments as of 8/31/2017

Appt Start	Facility	Appt Type
9/5/2017 8:30:00 AM		Established Patient(P) - 15
9/27/2017 10:30:00 AM		New Patient (P) - 30
9/5/2017 9:40:00 AM		Botox (P) - 20
9/5/2017 3:00:00 PM		Established Patient(P) - 20
9/5/2017 3:00:00 PM		Established Patient(P) - 20
9/1/2017 1:00:00 PM		Established Patient(P) - 15
9/27/2017 9:15:00 AM		New Patient (P) - 45

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Open Appointment Slots

Open Appointment Slots Today and Tomorrow as of 8/31/2017

Appt Start	Facility	Category	Type
8/31/2017 8:30:00 AM			WORK-IN (P) - 15
8/31/2017 3:15:00 PM			TRIAGE Work-In (P) - 45
8/31/2017 4:00:00 PM			TRIAGE Work-In (P) - 45
8/31/2017 8:30:00 AM			New Sleep Patient - 30
8/31/2017 11:15:00 AM			WORK-IN (P) - 15
9/1/2017 11:15:00 AM			WORK-IN (P) - 15
9/1/2017 3:15:00 PM			TRIAGE Work-In (P) - 45
9/1/2017 4:00:00 PM			TRIAGE Work-In (P) - 45
9/1/2017 1:00:00 PM			Established Patient(P) - 15

No Shows and Cancels Without Future Appointment

MOHS No Shows and Cancels Without Future Appt as of 9/2/2017

Appt	Acct Num	Provider
No show		
8/1/2017 7:30 AM	3062967	
Cancel		
6/7/2017 8:00 AM	2334476	
6/12/2017 9:00 AM	10227	
6/20/2017 9:00 AM	3099925	
6/20/2017 9:00 AM	3178823	
6/22/2017 9:00 AM	2346318	
6/26/2017 8:00 AM	3061869	
7/17/2017 7:30 AM	3023675	
7/19/2017 1:00 PM	3170159	
7/25/2017 7:30 AM	2345716	
7/25/2017 7:30 AM	3179505	

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Available Appointments

Available Cancelled Appointments as of 8/31/2017 3:08 PM

Open Appointment	Loc	Appt Category	Prior Acct	Prior Patient	Last Change Date
8/31/2017 4:30 PM		Procedure/Filler	3063187		8/31/2017 9:37:33 AM
9/1/2017 9:15 AM		Established	2340552		8/31/2017 1:12:00 PM
9/5/2017 7:45 AM	▮	Established	3128928		8/31/2017 2:55:02 PM
9/6/2017 8:30 AM		MOHS Surgery	211286		8/29/2017 11:24:20 AM
9/6/2017 10:45 AM		Nurse Only	3157078		8/31/2017 11:36:27 AM
9/1/2017 10:00 AM	▮	Established	5199		8/30/2017 1:50:20 PM
9/1/2017 10:15 AM	▮	Established	3064967		8/30/2017 1:33:05 PM
9/1/2017 10:30 AM	▮	Established	3174319		8/30/2017 11:27:00 AM
9/1/2017 10:30 AM	▮	Established	3174319		8/30/2017 11:27:00 AM
9/1/2017 1:15 PM		Established	3067201		8/31/2017 1:45:03 PM

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Ask the Experts

Are you seeing fewer established patient in-person visits (patients reluctant to come in for a follow up appointment) as result of COVID-19?

Track Rescheduled Patients

Appt Start	Acct Num	Patient Name	Facility	Resource	Appt Status	Appt Type
3/23/2020					Rescheduled	Recheck 15
3/23/2020					No Show	Recheck 15
3/23/2020					No Show	New Patient or Recheck 15
3/23/2020					Cancel - Patient	Recheck 15
3/23/2020					No Show	Recheck 15
3/23/2020					Cancel - Patient	Recheck 15
3/23/2020					Cancel - Patient	Recheck 15
3/23/2020					Cancel - Text / Email	Recheck 15
3/23/2020					Rescheduled	Recheck 15
3/23/2020					Cancel - Doctor	Recheck 15
3/23/2020					Cancel - Doctor	Recheck 15
3/23/2020					Cancel - Doctor	Recheck 15
3/23/2020					Cancel - Text / Email	Recheck 15
3/23/2020					Cancel - Patient	Recheck 15
3/23/2020					Rescheduled - Text/Email	Recheck 15
3/23/2020					Rescheduled	Recheck 15
3/23/2020					Cancel - Doctor	Recheck 15
3/23/2020					Cancel - Doctor	Injection Only 15
3/23/2020					Rescheduled	Recheck 15
3/23/2020					Rescheduled	Recheck 15
3/24/2020					Cancel - Patient	New Patient or Recheck 15
3/24/2020					Cancel - Patient	Recheck 15
3/24/2020					Cancel - Doctor	Recheck 15
3/24/2020					Rescheduled	Recheck 15
3/24/2020					Cancel - Patient	Work Comp Recheck
3/24/2020					Cancel - Text / Email	Recheck 15
3/24/2020					Rescheduled	Recheck 15
3/24/2020					Cancel - Doctor	Recheck 15

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Try This

Do you need to confirm patients differently?

- More frequently
- Better instructions

What do I need to do differently in pre-auth?

Track Canceled Surgeries

Appt Start	Acct Num	Patient Name	Patient Age	Precert Status	Facility	Resource	Canceled	Appt Status
3/9/2020			83	Medicare			Y	Surg Cancel/Patient
3/9/2020			59				Y	Coding Duplicate ticket
3/10/2020			45				N	CBO/Auth Approval
3/10/2020			80	Medicare			N	CBO/Auth Approval
3/10/2020			74	Medicare			Y	Surg Cancel/Patient
3/10/2020			72	Medicare			N	Scheduled
3/10/2020			52				N	CBO/Auth Approval
3/10/2020			59				N	CBO/Auth Approval
3/10/2020			44				N	CBO/Auth Approval
3/10/2020			68				N	CBO/Auth Approval
3/10/2020			60	Medicare			N	CBO/Auth Approval
3/10/2020			50	Auth Extended			N	CBO/Auth Approval
3/10/2020			79				N	CBO/Auth Approval
3/10/2020			49				N	CBO/Auth Approval
3/10/2020			57				N	Scheduled
3/10/2020			63				N	CBO/Auth Approval
3/10/2020			70	Medicare			N	CBO/Auth Approval
3/10/2020			43				N	Scheduled
3/10/2020			55				N	CBO/Auth Approval
3/10/2020			51				N	Scheduled
3/11/2020			41				N	CBO/Auth Approval
3/11/2020			54				N	CBO/Auth Approval
3/11/2020			73	Medicare			N	CBO/Auth Approval
3/11/2020			67				N	CBO/Auth Approval
3/11/2020			60				N	CBO/Auth Approval
3/11/2020			54				Y	Surg Cancel/Insurance

Appointment Scrubber

Appt Date	Acct Num	Location	Provider	Repeated	Appt Reason	Appt Memo	Schd By
Aetna Medicare HMO Plan							
9/7/2017	3181666			Repeat - Scheduled 08/21/2017	Other	PEELING SKIN ON FINGER// A FEW MOLES ON BACK OF HEAD // INS CONF. BB 08/21/17	
9/7/2017	3183861			New	Skin Check	INS VERIFIED, AWARE REF IS IN PROCESS/ AWARE @ LC. DNH	
Filler Appointment without Deposit							
9/22/2017	207665			Repeat - Scheduled 07/25/2017	Dermal Filler	PER KP. KV 07-25-17	
10/19/2017	3016548			Repeat - Scheduled 08/15/2017	Dermal Filler	botoxs	
PA with Medicare Patient DIFFERENT Appointment Reason							
9/5/2017	222752			Repeat - Scheduled 08/30/2017	Spot(s)	SPOT ON HEAD/NO INS CHANGES/AWARE@ /CT	
9/6/2017	222647			New	Itchy	INJ FOR HIVES// PT STATED SHE USUALLY SEES NURSE FOR SHOT, AND DR. WILL COME IN FOR AFEW MINS. BB 09/01/17	
9/11/2017	3061069			Repeat - Scheduled 08/14/2017	Follow Up	1mo f/u eyelid dermatitis	
10/16/2017	3017321			Repeat - Scheduled 08/25/2017	Skin Check		
Patient in Collections with Appointment							
9/21/2017	60154			Repeat - Scheduled 08/10/2017	Skin Check	SKIN CHECK// INS VERIFIED. BB 08/10/17	

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MGMAStat

74% NO

Over 1 in 4 healthcare leaders have seen a change in their practice's payer mix amid COVID-19.

26% YES

Which payer mix area has had the largest growth?

41% Medicaid
24% Self-pay
20% Commercial
13% Medicare
2% Other

MGMA Stat poll. July 14, 2020 | Have you seen a change in your practice's payer mix amid COVID-19? | 589 responses. MGMA.COM/STAT, #MGMASTAT

Source: *Have you seen a change in your practice's payer mix amid COVID-19?* 2020*. Used with permission from MGMA, www.mgma.com. © MGMA 2020.

Revised Weekly Dashboard

	Last Week	2 Weeks Ago	Rolling 4 Weeks	Rolling 4 Weeks PY	YTD Avg	PYTD Avg
Charges	$30,252	$2,375	$11,033	$89,303	$69,659	$104,565
Payments	$14,266	$12,012	$13,001	$36,292	$22,668	$27,143
Total Visits	22	21	25	58	45	61
New Patients	1	0	1	36,292	3	5
Est Patients	3	0	2	40	29	44
Surgeries	1	0	0	3	2	4
Telemed	15	18	18	0	5	0

Practice Totals

	Last Week	2 Weeks Ago	Rolling 4 Weeks	Rolling 4 Weeks PY	YTD Avg	PYTD Avg
Charges	$430,533	$377,600	$453,314	$1,835,383	$1,381,972	$1,855,114
Payments	$260,461	$257,098	$259,474	$497,189	$433,501	$481,898
Total Visits	590	597	596	1,161	924	1,113
New Patients	77	66	66	219	161	213
Est Patients	264	262	236	700	513	666
Surgeries	16	9	17	64	58	76
Telemed	122	170	172	0	51	0

Revised Weekly Dashboard

Weekly Appointment Dashboard
as of 8/4/2020

	Month YOY	Current MTD	Average Daily Visits MTD	Projected Month
Office Visits				
	4,395	305	305.0	6,405
	1,248	68	68.0	1,428
	652	15	15.0	315
	0	2	2.0	42
OV Totals	6,295	390	390.0	8,190
Urgent Care				
	167	12	12.0	276
	69	0		
	32	0		
Urgent Care Totals	268	12	12.0	276
MRI	693	44	22.0	506
Injections	201	12	12.0	252
Surgeries	264	16	16.0	336
Physical Therapy				
	2,007	96	96.0	2,208
	2,144	79	79.0	1,817
	1,295	46	46.0	1,058
	0	1	1.0	23
PT Totals	5,446	222	222.0	5,106

Ask the Experts

What metrics have you added and removed from your dashboards as a result of COVID-19?

Try This

Automating your dashboards does not just save you time, automating allows you report more often.

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Try This

More of my practices than ever are tracking costs on dashboards starting this year.

MGMAStat

82%

of healthcare leaders report that some or all of their providers' compensation has been impacted amid COVID-19.

62% YES FOR ALL

20% YES FOR SOME

19% NO

MGMA *Stat* poll. May 19, 2020 | Has your organization's provider compensation been impacted amid COVID-19? | 1,032 responses. MGMA.COM/STAT, #MGMASTAT

Source: *Has your organization's provider compensation been impacted amid COVID-19?* 2020. Used with permission from MGMA, www.mgma.com. © MGMA 2020.

Hit Rate

| | | | New Patient Begin Date --> | 1/1/2019 | | |
| | | | New Patient End Date --> | 7/31/2019 | | |

Refresh

| Row Labels	Had Surgery	New Patients	Surgery %	Avg Days to First Surgery	Had Injection	Injection %	Avg Days To First Injection
	111	527	21.1%	128.9	22	4.2%	165.1
	76	402	18.9%	99.7	4	1.0%	210.3
	34	322	10.6%	82.0	3	0.9%	138.0
	73	614	11.9%	136.3	9	1.5%	168.4
	55	593	9.3%	101.2	13	2.2%	140.2
	39	609	6.4%	96.3	4	0.7%	144.5
	48	423	11.3%	99.3	7	1.7%	185.0
	55	382	14.4%	110.9	5	1.3%	148.4
	17	249	6.8%	131.4	1	0.4%	165.0
	70	330	21.2%	100.7	23	7.0%	151.8
	46	379	12.1%	130.0	4	1.1%	161.0
Grand Total	624	4,830	12.9%	112.3	95	2.0%	159.4

Try This

If it takes 3 new patient visits on average to generate 1 procedure and about a month to schedule patients, you need 45 new patient visits this month to fill 15 procedure slots next month
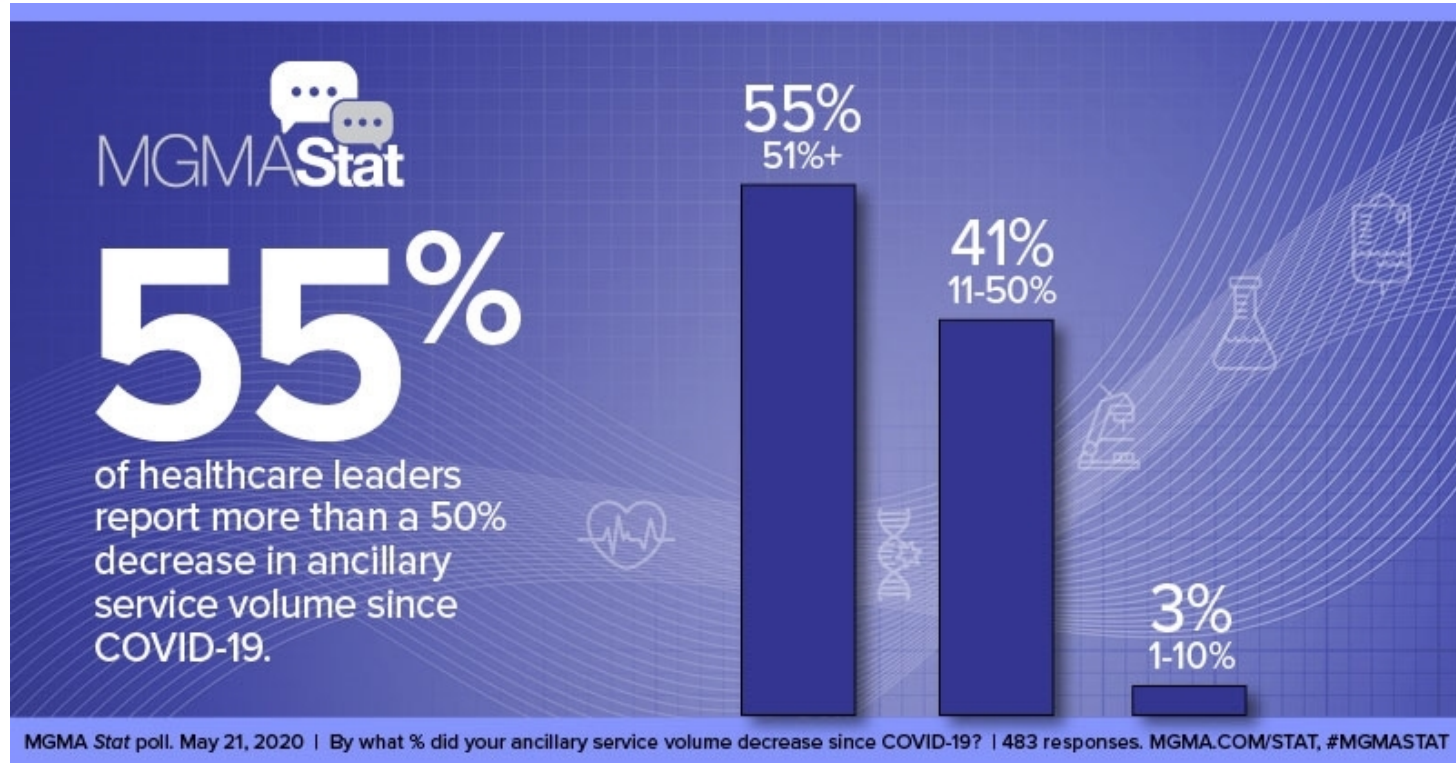
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Percentage of Charges Collected by Week

Column Labels	2018	2019											
	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
f CumPmtsWeek0	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
f CumPmtsWeek1	0.0%	0.1%	0.2%	0.4%	0.5%	0.3%	0.6%	0.7%	0.6%	0.9%	0.7%	0.9%	0.6%
f CumPmtsWeek2	0.0%	0.5%	1.7%	2.5%	2.8%	2.4%	4.0%	4.6%	4.8%	5.6%	6.1%	6.4%	6.0%
f CumPmtsWeek3	0.0%	1.8%	5.1%	6.0%	6.3%	6.4%	7.8%	10.4%	9.2%	10.9%	10.0%	9.6%	10.5%
f CumPmtsWeek4	0.0%	3.8%	7.3%	8.9%	8.3%	8.8%	11.5%	12.6%	11.9%	13.2%	11.9%	12.2%	12.6%
f CumPmtsWeek5	1.5%	6.7%	8.8%	10.4%	9.5%	10.2%	13.3%	13.6%	13.4%	14.3%	13.5%	13.8%	13.6%
f CumPmtsWeek6	1.8%	9.2%	10.1%	11.5%	11.1%	11.3%	14.2%	14.1%	14.0%	14.7%	14.4%	14.6%	14.1%
f CumPmtsWeek7	3.1%	10.7%	10.8%	12.1%	12.1%	11.9%	14.7%	14.5%	14.5%	15.0%	14.8%	15.1%	14.6%
f CumPmtsWeek8	6.4%	12.0%	11.2%	12.4%	12.6%	12.3%	15.1%	14.8%	14.8%	15.3%	15.1%	15.3%	14.8%
f CumPmtsWeek9	7.9%	12.8%	11.4%	12.7%	12.9%	12.6%	15.3%	15.0%	15.0%	15.5%	15.5%	15.5%	14.9%
f CumPmtsWeek10	9.2%	12.9%	11.9%	13.0%	13.2%	13.0%	15.4%	15.1%	15.2%	15.6%	15.6%	15.6%	15.0%
f CumPmtsWeek11	9.4%	13.4%	12.3%	13.3%	13.5%	13.1%	15.5%	15.3%	15.3%	15.8%	15.8%	15.7%	15.1%
f CumPmtsWeek12	9.7%	13.8%	12.4%	13.6%	13.6%	13.2%	15.6%	15.4%	15.4%	15.9%	15.9%	15.8%	15.2%
f CumPmtsWeek13	11.2%	14.0%	12.7%	13.7%	13.7%	13.3%	15.9%	15.6%	15.6%	16.0%	16.0%	16.0%	15.3%
f CumPmtsWeek14	11.2%	14.2%	12.9%	13.9%	13.9%	13.5%	16.1%	15.7%	15.7%	16.0%	16.0%	16.1%	15.3%
f CumPmtsWeek15	11.8%	14.4%	13.1%	14.0%	14.1%	13.5%	16.3%	15.7%	15.7%	16.1%	16.1%	16.2%	15.4%
f CumPmtsWeek16	11.9%	14.7%	13.4%	14.2%	14.2%	13.6%	16.4%	15.8%	15.8%	16.2%	16.2%	16.3%	15.4%
f CumPmtsWeek17	12.1%	15.0%	13.6%	14.3%	14.2%	13.6%	16.4%	15.8%	15.8%	16.2%	16.3%	16.3%	15.5%
f CumPmtsWeek18	12.2%	15.2%	13.6%	14.4%	14.3%	13.7%	16.5%	15.9%	15.8%	16.3%	16.3%	16.4%	15.5%
f CumPmtsWeek19	12.4%	15.4%	13.8%	14.5%	14.3%	13.8%	16.6%	15.9%	15.9%	16.3%	16.3%	16.5%	15.5%
f CumPmtsWeek20	12.5%	15.6%	13.9%	14.5%	14.3%	13.8%	16.6%	16.0%	15.9%	16.3%	16.3%	16.5%	15.5%
f CumTotalPayments	15.8%	16.5%	14.3%	15.1%	15.1%	14.1%	17.2%	16.5%	16.4%	16.7%	16.6%	16.7%	15.6%

Trend AR Over 120 Days
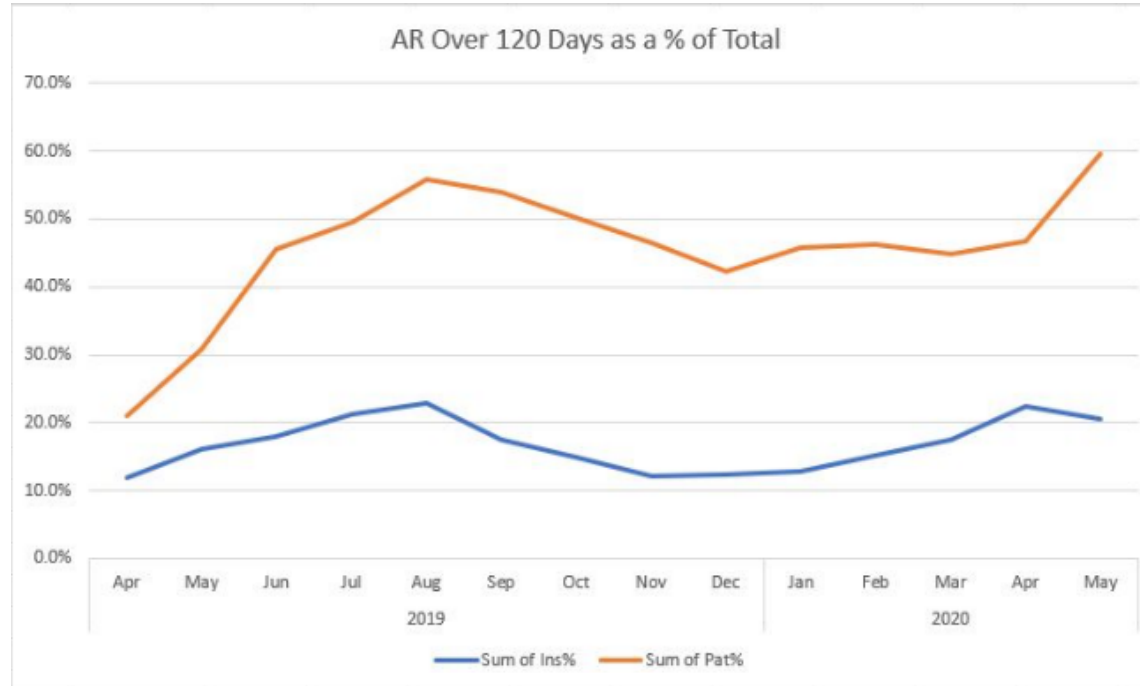
Ask the Experts

How have you changed appointment templates due to COVID-19?

Source: *By what % did your ancillary service volume decrease since COVID-19?* 2020. Used with permission from MGMA, www.mgma.com. © MGMA 2020.

Which Providers Generate More Ancillary Business
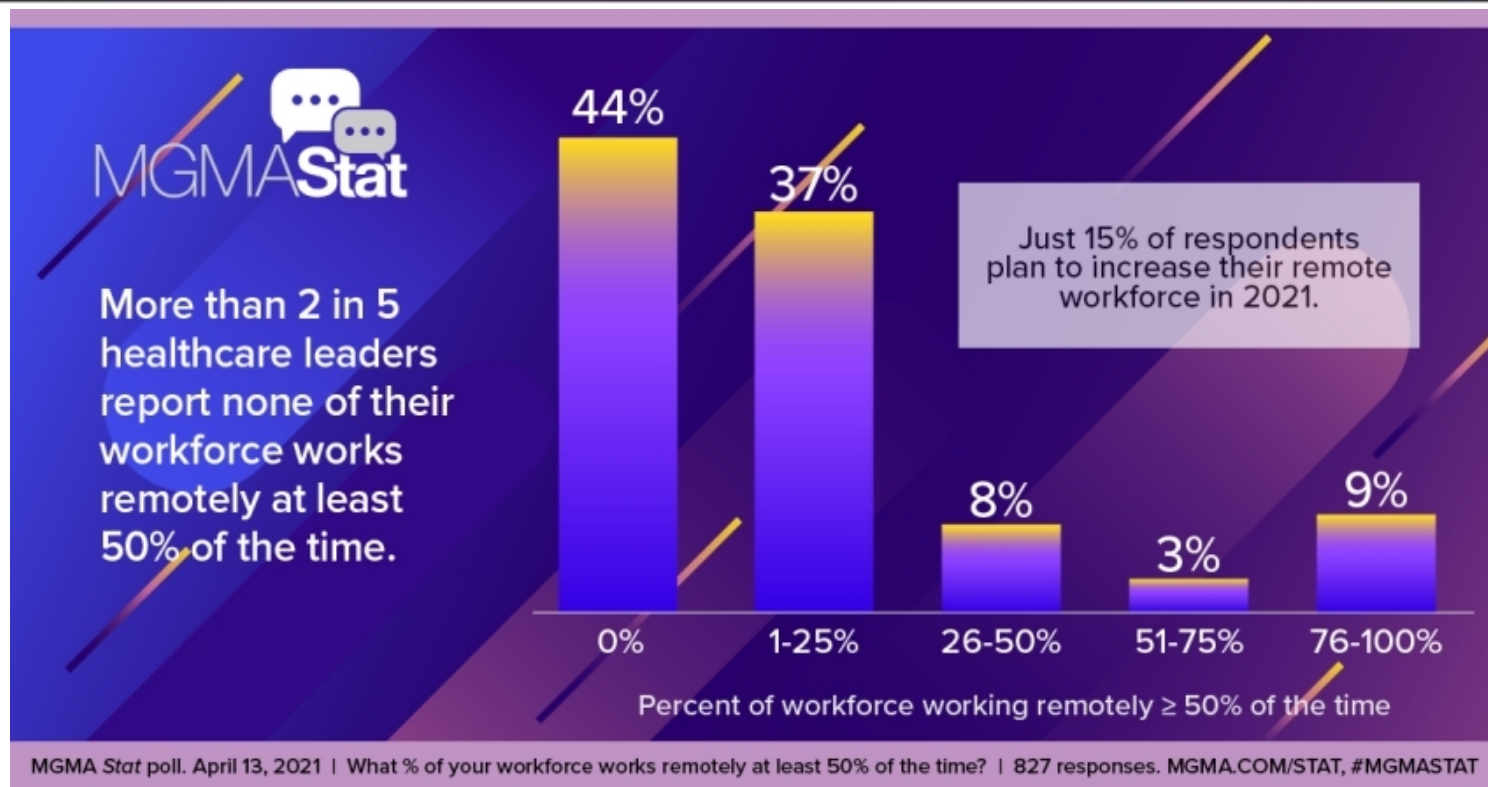
Try This

If your practice is reducing available appointment slots due to COVID-19, discover and then prioritize patient appointment slots that will generate procedures and ancillary revenue

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Which Subspecialty is Filling Appointment Slots?

Facility	(All)
Appt Type	(All)

Count of Resource — Column Labels

| Row Labels	3/16/2020 - 3/22/2020 Filled	Not Filled	3/16/2020 - 3/22/2020 Total	3/23/2020 - 3/29/2020 Filled	Not Filled	3/23/2020 - 3/29/2020 Total	3/30/2020 - 4/5/2020 Filled	Not Filled	3/30/2020 - 4/5/2020 Total	4/6/2020 - 4/12/2020 Filled	Not Filled	4/6/2020 - 4/12/2020 Total	4/13/2020 - 4/17/2020 Filled	Not Filled	4/13/2020 - 4/17/2020 Total	Grand Total
Specialty A	266	167	433	124	79	203	63	25	88	78	33	111	78	112	190	1,025
Specialty B	268	107	375	82	10	92				63	2	65	41	27	68	600
Specialty C	312	226	538	117	73	190	74	81	155	164	79	243	116	128	244	1,370
Specialty D	285	275	560	83	154	237	36	32	68	59	212	271	41	278	319	1,455
Specialty E	330	242	572	184	106	290	132	70	202	152	225	377	139	246	385	1,826
Specialty F	141	150	291	56	62	118	42	30	72	39	74	113	15	195	210	804
Specialty G	112	46	158	106	50	156	63	8	71	55	8	63	103	56	159	607
Jones	24	18	42	25	17	42	19		19	16	1	17	19	17	36	156
Young				8	1	9	7	2	9	5		5				23
Taylor	46	9	55	20	5	25				24	7	31	20	4	24	135
Monson	7	5	12	6	4	10	12		12				11		11	45
Hinckley	29	10	39	38	21	59	18	6	24				43	35	78	200
Nelson	6	4	10	9	2	11	7		7	10		10	10		10	48
Grand Total	1,714	1,213	2,927	752	534	1,286	410	246	656	610	633	1,243	533	1,042	1,575	7,687

Source: *What % of your workforce works remotely at least 50% of the time?* 2021. Used with permission from MGMA, www.mgma.com. © MGMA 2021.

Work From Home Productivity by Week

Goal = 250 per week

| Row Labels	Count of TicketNumber
12/30/2019	120
1/6/2020	328
1/13/2020	286
1/20/2020	271
1/27/2020	283
2/3/2020	212
2/10/2020	303
2/17/2020	175
2/24/2020	287
3/2/2020	253
3/9/2020	221
3/16/2020	247
3/23/2020	244
4/6/2020	219
4/13/2020	113
4/20/2020	150
4/27/2020	225
5/4/2020	212
5/11/2020	182
5/18/2020	219
5/25/2020	149
6/1/2020	172
6/8/2020	215
Grand Total	**5,086**

Work From Home Productivity
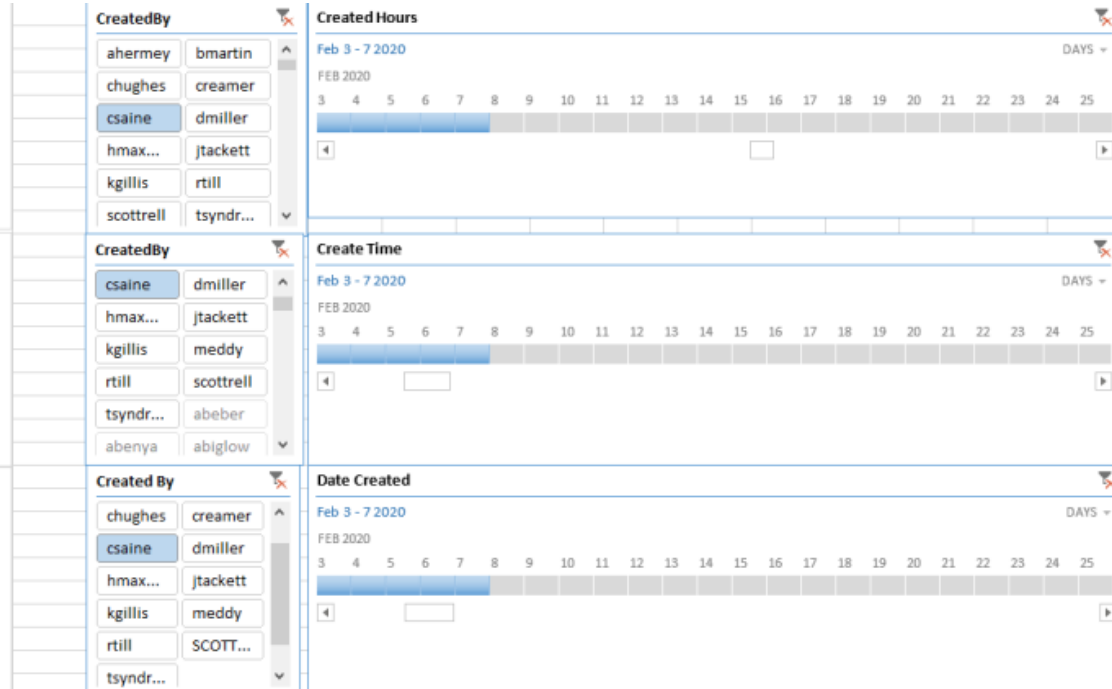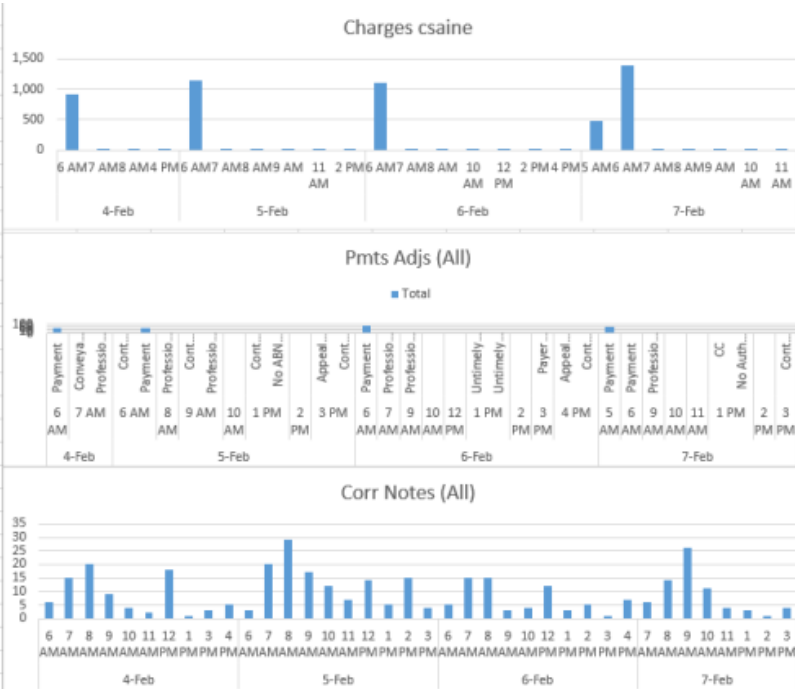
Try This

Good news! Historical productivity data is
likely in your practice management
system. Mine that data as a benchmark
for employees working from home.
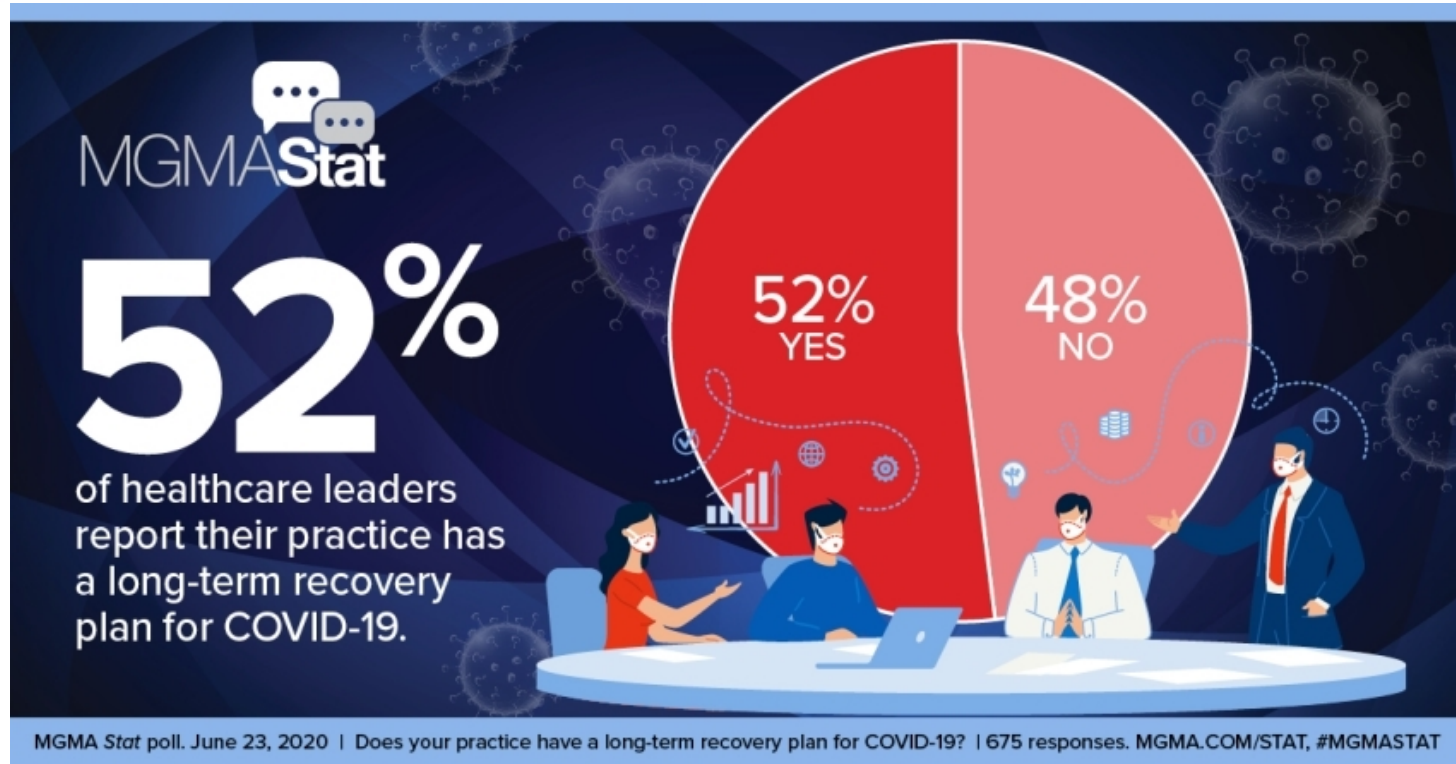
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Source: *Does your practice have a long-term recovery plan for COVID-19?* 2020. Used with permission from MGMA, www.mgma.com. © MGMA 2020.

Try this at home.

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your
path

FINANCE | OPERATIONS | DATA