|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| FNP PROVIDER | STD ENHANCED ROLE RN | CH ENHANCED ROLE RN | RN CLINIC | IMMUNIZATION CLINIC |
| 8:00 PROBLEM | 8:00 STD Assessment | 8:00 PREVENTION | 8:00 RN VISIT | 8:00 |
| 8:15 PROBLEM | 8:15 | 8:15 | 8:15 RN VISIT | 8:15 |
| 8:30 PREVENTION | 8:30 | 8:30 | 8:30 RN VISIT | 8:30 |
| 8:45 | 8:45 STD Assessment | 8:45 | 8:45 NEW OB | 8:45 |
| 9:00 PREVENTION | 9:00 | 9:00 | 9:00 OB ENROLLMENT | 9:00 |
| 9:15 | 9:15 | 9:15 PREVENTION | 9:15 OB ENROLLMENT | 9:15 |
| 9:30 PREVENTION | 9:30 STD Assessment | 9:30 | 9:30 OB ENROLLMENT | 9:30 |
| 9:45 | 9:45 | 9:45 | 9:45 OB ENROLLMENT | 9:45 |
| 10:00 PREVENTION | 10:00 | 10:00 | 10:00 RN VISIT | 10:00 |
| 10:15 | 10:15 STD Assessment | 10:15 | 10:15 RN VISIT | 10:15 |
| 10:30 PREVENTION | 10:30 | 10:30 PREVENTION | 10:30 RN VISIT | 10:30 |
| 10:45 | 10:45 | 10:45 | 10:45 NEW OB | 10:45 |
| 11:00 PREVENTION | 11:00 STD Assessment | 11:00 | 11:00 OB ENROLLMENT | 11:00 |
| 11:15 | 11:15 | 11:15 | 11:15 OB ENROLLMENT | 11:15 |
| 11:30 PROBLEM/WI | 11:30 | 11:30 | 11:30 OB ENROLLMENT | 11:30 |
| 11:45 Documentation | 11:45 Documentation | 11:45 Documentation | 11:45 OB ENROLLMENT | 11:45 |
| 12:00 LUNCH | 12:00 LUNCH | 12:00 LUNCH | 12:00 LUNCH | 12:00 LUNCH |
| 1:00 PREVENTION | 1:00 STD Assessment | 1:00 PREVENTION | 1:00 RN VISIT | 1:00 |
| 1:15 | 1:15 | 1:15 | 1:15 RN VISIT | 1:15 |
| 1:30 PREVENTION | 1:30 | 1:30 | 1:30 RN VISIT | 1:30 |
| 1:45 | 1:45 STD Assessment | 1:45 | 1:45 RN VISIT | 1:45 |
| 2:00 PREVENTION | 2:00 | 2:00 | 2:00 NEW OB | 2:00 |
| 2:15 | 2:15 | 2:15 PREVENTION | 2:15 OB ENROLLMENT | 2:15 |
| 2:30 PREVENTION | 2:30 STD Assessment | 2:30 | 2:30 OB ENROLLMENT | 2:30 |
| 2:45 | 2:45 | 2:45 | 2:45 OB ENROLLMENT | 2:45 |
| 3:00 PREVENTION | 3:00 | 3:00 | 3:00 OB ENROLLMENT | 3:00 |
| 3:15 | 3:15 STD Assessment | 3:15 | 3:15 RN VISIT | 3:15 |
| 3:30 PREVENTION | 3:30 | 3:30 PREVENTION | 3:30 RN VISIT | 3:30 |
| 3:45 | 3:45 | 3:45 | 3:45 RN VISIT | 3:45 |
| 4:00 PROBLEM/WI | 4:00 Documentation | 4:00 | 4:00 RN VISIT | 4:00 |
| 4:15 PROBLEM/WI | 4:15 Documentation | 4:15 | 4:15 RN VISIT | 4:15 |
| 4:30 PROBLEM/WI | 4:30 Documentation | 4:30 | 4:30 RN VISIT | 4:30 |
| 4:45 Documentation | 4:45 Documentation | 4:45 Documentation | 4:45 RN VISIT | 4:45 |
| **Total/Day = 18**  **12 Prevention**  **6 Problem**  **Total/Week = 90** | **Total/Day = 9**  **Total/Week = 45** | **Total/Day = 6**  **Total/Week = 30** | **Total/Day = 20**  **3 New OB Visits**  **17 Nurse Only Visits**  **Total/Week = 100** | **Total/Day = 32**  **Immunization Only Visits**  **Total/Week = 160** |
| **Capacity = 90 visits/wk X**  **48 wk/yr = 4,320/yr** | **Capacity = 45 visits/wk X 48 wk/yr = 2,160/yr** | **Capacity = 30 visits/wk X 48 wk/yr = 1,440/yr** | **Capacity = 100 visits/wk X 48 wk/yr = 4.800/yr** | **Capacity = 160 visits/wk X 48 wk/yr = 7,680/yr** |

Newborn Home Visit Schedule

|  |  |
| --- | --- |
| **TRAVEL TIME** | **APPOINTMENT TIME/TYPE** |
| 8:00 – 8:30 | Pack Supplies |
| 8:30 - 9:00 am | 9:00 – 10:00 NBA |
| 10:00 – 10:30 | 10:30 – 11:30 NBA |
|  | 11:30 – 12:00 Charting |
| 12 – 1 | Lunch |
| 1:00 – 1:30 | 1:30 – 2:30 NBA |
| 2:30 – 3:00 | 3:00 – 4:00 NBA |
| 4:00 – 4:30 | 4:00 – 4:30 Return to Work |
| 4:30 – 5:00 | 4:30 – 5:00 Charting |

General Notes

* 4 NBA/Day = $360.00/Day @ $90.00 per NBA
* Post-partum and Newborn Home Assessments can be combined.

**Table Showing Staff Capacity and Potential Revenue Based on Scheduling**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **PROVIDERS** | **STD ENHANCED ROLE RN** | **CH ENHANCED ROLE RN** | **RN CLINIC** | **IMMUNIZATION** |
| **Total/Day = 18**  **12 Prevention**  **6 Problem**  **Total/Week = 90** | **Total/Day = 9**  **Total/Week = 45** | **Total/Day = 6**  **Total/Week = 30** | **Total/Day = 20**  **3 New OB Visits**  **17 Nurse Only Visits**  **Total/Week = 100** | **Total/Day = 32**  **Immunization Only Visits**  **Total/Week = 160** |
| **Capacity = 90 visits/wk X**  **48 wk/yr = 4,320/yr** | **Capacity = 45 visits/wk X 48 wk/yr = 2,160/yr** | **Capacity = 30 visits/wk X 48 wk/yr = 1,440/yr** | **Capacity = 100 visits/wk X 48 wk/yr = 4,800/yr** | **Capacity = 160 visits/wk X 48 wk/yr = 7,680/yr** |
| **Potential Revenue Based on a 99213:**  **$134.00 X 4,320 = $578,880** | **Potential Revenue Based on a T Code ($75.00/4 Units) X 2,160=**  **$162,00** | **Potential Revenue Based on a Prevention Visit @ $90.00 X 1,440 = $129,600** | **Potential Revenue Based on a 99211:**  **$40.00 X 4,800 = $192,000** | **Potential Revenue Based on a 90471: 30.00 X 7,680 = $230,400** |

General Questions that Needed Further Clarification/Planning

1. NBHV #: Review data to determine need.
2. Immunizations #: Review data to determine need.
3. CH Lead #: Review data to determine need.
4. CH Referrals #: Review data to determine need.
5. NCIR Data Entry: NCIR entry provided by a processing assistant.
6. Pap – Who manages approximately? Determine number of pap tests/month and identify number of abnormal paps.
7. NCEDDS: DPH Consultants will determine a benchmark for staffing the CD Clinic and provide measures for: HIV, TB, STD and General CD.
8. Nursing Assignments: ( use this table to distribute RN FTE to assure all RN FTEs are used and to assure clinic schedule is adequately supported.)

|  |  |  |  |
| --- | --- | --- | --- |
| **PROVIDERS RN SUPPORT** | **RN SCHEDULE** | **ERRN CH** | **ERRN STD 1** |
| (Determine number of RN FTE needed to support providers. It is usually a 1:1 ratio if there are interpreters or MOAs that can provider intake.) | (Determine who will staff the RN schedule. Consider having the RN Clinic nurse be responsible for NCEDSS TB/CD.) | (Determine who will staff the CH schedule.) | (Determine who will staff the STD schedule. Consider having STD ERRN be responsible for NCEDSS STD.) |
|  |  |  |  |

**General Notes**

(Add notes that describe how staff FTEs are to be used. For Example:

* WH – 1 RN provides clinic management during MH clinic
* STD – 1 ERRN
* CH – 1 CH
* IMM – 1 RN
* GEN RN – 1 (Functions as triage nurse and supports clinic operations when needed.)
* Under the new plan, there is no unused nursing FTE. Vacations will need to be spaced to minimize impact on clinical services. Clinic Management will need to assess when/if there is available RN FTE that can be temporarily reassigned to other clinical areas as the need arises. If there is no FTE available, then consider hiring additional RN FTE.)

|  |  |  |  |
| --- | --- | --- | --- |
| **Actual Patient Visits/Year Compared to Capacity of Patient Visits/Year with New Scheduling**  **(Enter date range)** | | | |
| **Program** | **Actual Patient Visits** | **Visit Capacity Based on the New Schedule**  **(Enter the capacity data from page 1)** | **Revenue Generating Capacity**  **(Enter the estimated revenue data from page 1)** |
| CH |  |  |  |
| MH |  |  |  |
| FP |  |  |  |
| STD |  |  |  |
| IMM |  |  |  |
| AH |  | (Depends on how clinic is structured.) |  |
| PC |  | (Depends on how clinic is structured.) |  |
| NBHV |  | TBD |  |
| TB |  | TBD |  |
| Total |  | Add the total capacity (NBHV and TB TBD) |  |

|  |  |  |
| --- | --- | --- |
| **No Show Rate – (Enter date range)** | | |
| Program | Current Situation (Percentages) | Target in Percentages (Target no show rates are based on current situation with an ultimate goal of less than or equal to 10%. Add any notes that describe external impacts such as staff vacancies, turnover, etc.) |
| CH |  |  |
| FP |  |  |
| MH |  |  |
| AH |  |  |
| STD |  |  |
| TB |  |  |
| PC |  |  |
| NBHV |  |  |
| IMM |  |  |

Notes:

1. Data for the tables above can be found in the PM Clinical Workbook. It may be helpful to transfer this data here to best manage the number of documents.
2. Define: what services are in AH and PC; the TB burden; the need for NBHV.
3. All schedules have the capacity to accommodate same day visits so this should help reduce no show rates.
4. Determine time patients spend in clinic as a method for reducing no show rates. Visit time benchmarks are as follows:

* Provider Problem Visits in minutes: 15 (registration) + 15 (provider) = 30 minutes
* Provider Prevention Visits in minutes: 15 (registration) + 60 (30 for history and 30 for exam) = 75 minutes
* Nurse Only Visits in minutes: 15 (registration) + 15 (nurse) = 30 minutes
* CH ERRN in minutes: 15 (registration) + 75 (CH ERRN) = 90 minutes
* STD ERRN in minutes: 15 (registration) + 45 (STD ERRN) = 60 minutes