



Aligning Quality Improvement in California's Clinics For Meaningful Use (AQICC-MU)  
Operational Efficiency Measures Survey

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**Clinic Information:**

OSHPD:

Clinic Name:

Clinic Address:

Clinic Parent Name:

Consortium:

**Contact Information:**

Name:

Phone:


**The reporting period is May 1, 2010 to August 31, 2010. Please provide responses for all questions. The core operational efficiency measures are 1) Cycle Time and 2) Third Next Available Appointment (TNAA). Clinics are required to report on at least one of the two measures.**



**Detailed instructions**

*Complete the survey by entering the following information. Do not click your browser's "Back" button while entering data.*

**Contact Information (Required):** Enter your name and phone number, in case we need to contact you about the information in this form.

**Measure Data (Required):** Enter the specified measure data for each indicated month. If no value is available for a particular month, enter "na" (or "n/a") for that month. For additional information about a measure, click the  symbol to the left of the measure name.

**Notes (Optional):** Type any notes that are necessary to explain your data entries.

**Submit:** When you click this button, your responses will be submitted to CPCA. You will not be able to submit if any answers (other than "Notes") are left blank. Please enter "na" or "n/a" for any values that are not available.

**Save:** When you click this button, your responses will be saved so that you can complete the survey and submit your data at a later point in time. This button is not available once data has been successfully submitted using the **Submit** button.

**Discard:** If you click this button, your responses from the current session will be discarded. If you had previously saved or submitted, those responses are not affected.

**Print:** Clicking this button will cause the web page to be printed (same as selecting "Print..." from your web browser). The survey form remains in view after printing.



**Q23. Cycle Time:** Average of all patients' cycle time collected during the selected shift. This

number is calculated in **minutes**.

**Cycle Time:** The amount of time (**in minutes**) a patient spends at a **primary care visit** from **check-in** to **check-out**.

**Exclusions:** Do not include time spent in laboratories or radiology during the primary care visit.

**Primary Care Visits:** Include physicals, routine, return and sick visits; do not include specialty visits.

**Check-in:** The time the patient checks in or registers for their office visit; include early arrivals.

**Check-out:** The time the patient checks out (e.g. at the registration desk or wherever check-out was done).

**Data reported:** Q23 is reported in minutes.

*Instructions for calculating Cycle Time (This number should be calculated in minutes)*

1) Pick a day of the Week (Mon – Fri, between 8-5):

*Exclusion prompt: Evenings, Saturday, or specialty clinics)*

*Notes: Make sure this is the recurring shift (morning/afternoon)/day/date of the weekday.*

2) What time did the patient enter the office?

3) What time did the patient leave the office?

4) Sum of each patients' cycle time:

5) Total number of patients:

6) Average: Line 4/ Line 5 (report this number for Q23)

Month: May 2010

Jun 2010

Jul 2010

Aug 2010

Current:






**Q24. Third Next Available Appointment:** Average number of **days** until 3rd next available appointment for all providers collected during the selected day.

**Third Next Available Appointment (TNAA):** The length of time(in days) between the day a patient makes a request for an appointment with a provider and the third next available appointment for a primary care visit with that provider.

**Inclusions:** Physicals, routine, return and sick visits. Count calendar days, including weekends and days off.

**Exclusions:** Specialty clinics and saved appointments for urgent visits.

**Data reported:** Q24 is reported in **days**.

*Instructions for calculating TNAA (This number should be calculated in days)*

1) Pick a day of the Week (Mon – Fri, between 8-5):

*Exclusion prompt: Evenings, Saturday, or specialty clinics)*

*Notes: Make sure this is the recurring date/day/time of the weekday*

2) Number of days for the third next available appointment

3) Total number of providers

4) Average: Line 2/3 (report this number for Q24)

Month: May 2010

Jun 2010

Jul 2010

Aug 2010

Current:





**Notes:**