

# ***Headquarters U.S. Air Force***

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## **Primary Care Template Management**

**Crawl Phase**



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# *Definition*

## **Business Question**

**What proportion of expected capacity for Primary Care PCMs is open/booked 14 calendar days in advance for each AFMS MTF?**

## **Description**

**Proportion of expected capacity that is open/booked 14 calendar days in advance for an amount equal to or greater than 3600 minutes per PCM**



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## *Definition (cont.)*

### **Calculation**

- Σ **Cumulative minutes of PCMs' templates whose schedules are open/booked 14 calendar days in advance for direct patient care**
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- Σ **Cumulative Expected Minutes.**

*360 minutes \* number of work days per 14-calendar day calculation period \* cumulative number of PCMs.*

**(ex: 360 minutes \* 10 working days \* 5 PCMs = 18,000 expected minutes)**

**\*Metric score is based on a snapshot in time for a T+14 calendar day period**



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# *Methodology*

- **Primary Care Clinics identified by MEPRS: BGA%, BHA%, BDA%, BDB%, BDC%, BDAR, BDAO, BAA%.**
- **A Primary Care PCM as evidenced by the presence of an empanelled population (PCM field = YES), and where Provider Flag = 'Provider' (CHCS TRICARE Operations Center (TOC) Provider Adhoc) and where duty AFSC <> '40C' <> '48%' (MILPDS). The 40C data restriction excludes PCMs that serve in a duty status of Medical Commander and 48 excludes Flight Surgeons.**
- **14 calendar days excluding weekends and holidays (averages a 10 day calculation period).**



## *Methodology (con't)*

- **Cumulative capacity: Sum of minutes available (open/booked).**
- **Open/Booked minutes include: Any appointment type with slot status = 'O', 'B' or appointment type ACUT, ACUT\$, OPAC, OPAC\$ with slot status = 'F'.**
- **Expected capacity: 3600 minutes (10 working days) per PCM. If a holiday(s) exist in the reporting period, those minutes are subtracted from the expected capacity (denominator). PCMs with minutes on the holiday will be included in the numerator**
- **The metric score on the website is from a randomly selected date for the point in time when the metric was calculated. The calculation is for T+14. The random date for each reporting month is posted in My Downloads under the file name of Template Management Random Dates.xls. This file will be updated monthly with the random date that was selected.**



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## ***Data Source***

- **CHCS Template Analysis Tool – SGXI via TOC**
- **CHCS Provider file –SGXI via TOC determines provider flag, and PCM status**
- **MILPDS- SGXI determines the duty AFSC of the provider for purposes of excluding those in non-clinical roles**



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# Benchmark

Sub-standard	Marginal	Above Standard
Less than 51% of daily average of 3600 minutes per 14-day reporting period	Greater than or equal to 51% to 74% of 3600 minutes per the 14 calendar day reporting period	Equal to or greater than 75% of 3600 minutes or higher for the 14 calendar day reporting period

**3 hrs  
per day**

**3 - 4.44 hrs  
per day**

**4.5 hrs  
per day**

# Crawl Phase

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# Conceptual Definition

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Open
  Booked
  Frozen
  No Schedule

Dr. Monroe

Day	+1	+2	+3	+4	+5	W E	W E	+8	+9	+10	+11	+12	W E	W E	Total
7:00-8:00	60	60	60	60	60			60	60	60	60	60			540
8:00-9:00	60	60	60	60	60			60	60	60	60	60			540
9:00-10:00	60	60	60	60	60			60	60	60	60	60			540
10:00-11:30	90	90	90	90	90			90	90	90	90	90			810
LUNCH			60						60						120
13:00-14:00	60	60	60	60	60			60	60	60	60	60			540
14:00-14:20	20	20	20	20	20			20	20	20	20	20			180
14:20-15:20	60	60	60	60	60			60	60	60	60	60			540
15:20-15:40	20	20	20	20	20			20	20	20	20	20			180
15:40-16:30	50	50	50	50	50			50	50	50	50	50			450
Available Minutes	480	480	540	480	480			480	540	480	480	0			4400
Minimum Expected Minutes	270	270	270	270	270			270	270	270	270	270			2700
Cumulative Total=> 3600	480	960	1500	1980	2460			2940	3480	3960	4400	4400			

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# Conceptual Definition

Future 14 Calendar Days

Provider	<u>Total Minimum Expected Capacity</u> (14 Calendar Days – Weekend/Holiday 360 Minutes per day)	<u>Total Actual Availability</u> (Total Booked and Open +14 Calendar Days– Weekend/Holidays 360 Minutes per day)	%	Red Yellow Green
Dr. Monroe	3600	4400	122%	
Dr. Jones	3600	2500	69%	
Dr. Hamilton	3600	1500	41%	
<b>MTF Total</b> All other PCMs to include Peds, FS, PC, FP, IM	<b>14 providers</b> <b>50,400 minutes</b>	<b>14 providers</b> <b>available 40,500 minutes</b>	<b>80%</b>	 MTF Score

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# Impact Analysis of Thresholds

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- Denominator = 4,800 minutes
- 75% (green) = 3,600 minutes
- No FS, 10 working days

- Denominator = 3,600 minutes
- 75% (green) = 2,700 minutes
- No FS, 10 working days

## 14-Day Calculation: 19 Jun 03 – 2 Jul 03

MAJCOM	# Prov	Minutes Avail	Minutes Expected	%
11 WG	5	12,285	24,000	51%
ACC	162	68,430	777,600	9%
AETC	139	39,085	667,200	6%
AFMC	113	53,085	542,400	10%
AFSOC	6	1,750	28,800	6%
AFSPC	31	22,440	148,800	15%
AMC	194	166,019	931,200	18%
PACAF	62	62,085	297,600	21%
USAFA	20	48,425	96,000	50%
USAFE	42	67,180	201,600	33%

MAJCOM	# Prov	Minutes Avail	Minutes Expected	%
11 WG	5	12,285	18,000	68%
ACC	162	68,430	583,200	12%
AETC	139	39,085	500,400	8%
AFMC	113	53,085	406,800	13%
AFSOC	6	1,750	21,600	8%
AFSPC	31	22,440	111,600	20%
AMC	194	166,019	698,400	24%
PACAF	62	62,085	223,200	28%
USAFA	20	48,425	72,000	67%
USAFE	42	67,180	151,200	44%



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# Impact Analysis of Frozen OPAC(\$) & Acute(\$)

- Frozen Acute/OPAC appt types counted against MTF

- Frozen Acute/OPAC appt types NOT counted against MTF

## 14-Day Calculation: 19 Jun 03 – 2 Jul 03

MAJCOM	# Prov	Minutes Avail	Minutes Expected	%
11 WG	5	11,685	18,000	65%
ACC	161	67,595	579,600	12%
AETC	137	38,690	493,200	8%
AFMC	113	52,825	406,800	13%
AFSOC	6	1,750	21,600	8%
AFSPC	31	21,805	111,600	20%
AMC	194	163,554	698,400	23%
PACAF	61	61,195	219,600	28%
USAFA	20	47,255	72,000	66%
USAFE	42	65,815	151,200	44%

MAJCOM	#_Prov	Minutes Avail	Minutes Expected	%
11 WG	5	12,285	18,000	68%
ACC	162	68,430	583,200	12%
AETC	139	39,085	500,400	8%
AFMC	113	53,085	406,800	13%
AFSOC	6	1,750	21,600	8%
AFSPC	31	22,440	111,600	20%
AMC	194	166,019	698,400	24%
PACAF	62	62,085	223,200	28%
USAFA	20	48,425	72,000	67%
USAFE	42	67,180	151,200	44%



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# ***Impact Analysis of Excluding GME Sites from Metric***

<b>Exclusion Type</b>	<b>Exclusion</b>
<b>Modified: DMIS ID (to exclude GME facilities)</b>	<b>0014 (Travis) 0117 (Lackland) 0095 (W-Patterson) 0078 (Offutt) 0073 (Keesler) 0066 (Andrews) 0055 (Scott) 0042 (Eglin)</b>



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# Impact Analysis of Excluding GME Sites from Metric (con't)

- Denominator = 3,600 minutes
- No FS, 10 working days
- Includes Frozen OPAC/ACUT

**14-Day Calculation: 19 Jun 03 – 2 Jul 03**

## WITH GME

MAJCOM	# Prov	Minutes Avail	Minutes Expected	%
11 WG	5	12,285	18,000	68%
ACC	162	68,430	583,200	12%
AETC	139	39,085	500,400	8%
AFMC	113	53,085	406,800	13%
AFSOC	6	1,750	21,600	8%
AFSPC	31	22,440	111,600	20%
AMC	194	166,019	698,400	24%
PACAF	62	62,085	223,200	28%
USAFA	20	48,425	72,000	67%
USAFE	42	67,180	151,200	44%

## WITHOUT GME

MAJCOM	# Prov	Minutes Avail	Minutes Expected	%
11 WG	5	12,285	18,000	68%
ACC	142	62,615	511,200	12%
AETC	94	27,470	338,400	8%
AFMC	52	37,390	187,200	20%
AFSOC	6	1,750	21,600	8%
AFSPC	31	22,440	111,600	20%
AMC	72	81,889	259,200	32%
PACAF	62	62,085	223,200	28%
USAFA	20	48,425	72,000	67%
USAFE	42	67,180	151,200	44%



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## *Timelines*

- **Template Mgt Metric made debut on P2R2 Development site on April 2003**  
<https://devp2r2.hq.af.mil>
- **Briefed at MAJCOM Process Improvement Board (PIB) August 2003**
- **Live on P2R2 site Sept 03**
- **Tentatively scheduled to be discussed at Hollywood Squares Sept 2003**



# Where To Get Help

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- Maj John Hyzy: SGXI/AFMOA  
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**QUESTIONS??**

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