

GUIDELINES
ADMINISTRATIVE EFFICIENCY INDICATORS REPORT

The Administrative Efficiency Indicators Report (Form #3, Revised 11/98) is a semi-annual report due in the state office of Family Planning no later than the 15th day of the month of January.

This report is used primarily as a management/monitoring tool. Provider is used by the Regional Office to judge program performance. Non-compliance, as perceived by the Regional Office, can result in penalties and/or grant termination statewide.

Definitions

1. *Physician Encounters:* Those encounters produced by the physician while he/she is providing medical services to clients.
2. *Nurse Practitioner Encounters:* Those encounters produced by the nurse practitioner while she/he is providing services to clients which are defined as midlevel practitioner services.
3. *Medical Encounter:* An encounter (face-to-face contact) between a medical provider and a client during which medical services are provided for the prevention, diagnosis treatment, and rehabilitation of an illness, injury, or condition.

General Instructions

1. *Provider Productivity Standard:*
 - a. A range of 4,200-6,000 on-site encounters annually per full-time equivalent (FE) physician.
 - b. A range of 2,100-3,000 on-site encounters annually per full-time equivalent (FTE) nurse practitioner.

Action Steps

1. The number of encounters per provider type for the reporting period can be obtained by summing the encounters per provider type on the monthly reports generated by the CVR program for the corresponding months (or by using the annual report).
2. The full-time equivalent per provider is calculated by dividing the number of hours in the reporting period that the provider has worked as a medical provider by the total number of hours in that reporting period.
3. Calculate the physician and/or nurse practitioner productivity for the reporting period. The formula to follow is:

$$\frac{\text{\# of Encounters per Provider Type}}{\text{Total FTE for that provider}}$$

The resultant number will be the productivity for the period. This number, compared with the standard for that provider type, will indicate whether the staff productivity is in compliance with the BCHS standard. Out of compliance on the low side of the range could mean lower cost effectiveness and higher per client cost. Out of compliance on the high side of the range could result in client dissatisfaction and diminished quality assurance.