

Provider Name	Number of Templated Hours in Clinic	Number of Visits Completed	Number of No Show Appointments	Number of Cancelled Appointments	Number of RVU*s Generated	No Show Rate	Visits Per Hour	RVUs Per Hour	RVUs Per Visit
Pediatrics - Providers									
YUK, JIHEY	36.33	75	12	19	353.25	13.8%	2.06	9.72	4.71
GOGO, ALBINA	22.66	57	7	8	210.53	10.9%	2.52	9.29	3.69
RATANASEN, MITCH	19.00	46	5	14	208.84	9.8%	2.42	10.99	4.54
FERNANDEZ Y GARCIA, ERIK	15.60	23	9	0	114.84	28.1%	1.47	7.36	4.99
KESTER, LAURA	4.67	11	2	2	0.00	15.4%	2.36	0.00	0.00
RASMUSSEN, LISA	3.66	7	0	0	0.00	0.0%	1.91	0.00	0.00
Totals Averages:	101.92	219	35	43	147.91	83.3%	2.12	6.23	2.99
Pediatrics - Residents									
SITLER, LEAH	12.00	21	3	3	53.41	12.5%	1.75	4.45	2.54
LAU, JASON	11.93	20	5	3	81.02	20.0%	1.68	6.79	4.05
O'NEAL, CHRISTINA	11.18	21	5	2	79.28	19.2%	1.88	7.09	3.78
HSIN, LING	9.00	14	4	3	39.43	22.2%	1.56	4.38	2.82
FITZWATER, KATHRYN	8.42	14	3	6	40.40	17.7%	1.66	4.80	2.89
ROTHSTEIN, LENA	8.34	18	2	3	84.92	10.0%	2.16	10.18	4.72
HUANG, JIA XIN	8.17	20	0	4	62.57	0.0%	2.45	7.66	3.13
CHENG, JESSICA	7.92	15	4	6	58.54	21.1%	1.89	7.39	3.90
HEIDT, RACHEL	5.34	9	1	6	48.50	10.0%	1.69	9.08	5.39
SNITZER, HANNAH	4.00	7	1	1	48.67	12.5%	1.75	12.17	6.95
CHOU, HEATHER	3.00	5	3	0	23.71	37.5%	1.67	7.90	4.74
Totals Averages:	89.30	164	31	37	56.40	15.9%	1.83	7.44	4.08
Pediatric Primary Care	191.22	383	66	80	102.16	14.70%	1.98	6.84	3.54
Behavioral Health Clinicians									
ZOLOW, ANGELA	75.75	59	24	29	38.02	28.9%	0.78	0.50	0.64
ABDELBAKI, LINDA	65.25	42	32	18	41.17	43.2%	0.64	0.63	0.98
RANDALL-WALKER, CHRISTINE	41.50	7	5	4	0.00	0.42	0.17	0.00	0.00
YEARGAN, KELLEY	18.00	3	1	3	0.00	25.0%	0.17	0.00	0.00
BHC RESOURCE SA174	153.00	0	0	0	0.00	0.00	0.00	0.00	0.00
Totals Averages:	353.50	111	62	54	19.80	35.8%	0.44	0.28	0.41
Speciality									
EIDSON-TON, W. SUZANNE	9.99	23	0	5	19.78	0.0%	2.30	1.98	0.86
MORFIN, JOSE	6.83	10	2	0	41.13	16.7%	1.46	6.02	4.11
WU, JULIE	5.00	3	2	1	12.24	40.0%	0.60	2.45	4.08
SUNG, LUCY	5.00	5	0	2	17.54	0.0%	1.00	3.51	3.51
WHITE, RICHARD	4.00	5	1	2	16.72	16.7%	1.25	4.18	3.34
BURNHAM, KEVIN	4.00	5	1	0	17.38	16.7%	1.25	4.34	3.48
WISE, BART	4.00	3	2	3	6.27	40.0%	0.75	1.57	2.09
LAWSON, MICHAEL	4.00	4	0	1	8.36	0.00	1.00	2.09	2.09
NEWELL, KATHRYN DIANE	3.33	4	1	0	10.45	20.0%	1.20	3.14	2.61
SCALAPINO, JANAHN	2.67	4	0	0	11.26	0.0%	1.50	4.22	2.81
AXELROD, YEKATERINA	2.67	4	0	0	8.58	0.0%	1.50	3.21	2.15
ADAMS, SALLIE	1.33	1	1	0	5.82	50.0%	0.75	4.38	5.82
Totals Averages:	52.82	71	10	14	14.63	12.3%	1.21	3.42	3.08
Pharmacy									
ALEXANDER-PEREZ, CHRISTY	46.50	94	0	0	174.66	0.0%	2.02	3.76	1.86
DUONG, TANYA	30.50	63	0	0	88.80	0.0%	2.07	2.91	1.41
PHARMACY RESOURCE SA174	161.00	0	36	40	0.00	100.0%	0.00	0.00	0.00
Totals Averages:	238.00	157	36	40	131.73	18.7%	2.05	3.34	1.64

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Nurses - Clinic									
TEHRANI, FARZAM	42.16	106	0	0	49.62	0.0%	2.51	1.18	0.47
TROTTER, LESLIE	13.00	51	0	0	27.66	0.0%	3.92	2.13	0.54
BELONWU, GLORIA	12.25	28	0	2	6.66	0.0%	2.29	0.54	0.24
HAUGEN, LAURIE	0.75	3	0	0	0.00	0.0%	4.00	0.00	0.00
SAPARGALIYEVA, AINUR	0.50	2	0	0	0.00	0.0%	4.00	0.00	0.00
REG NURSE RESOURCE SA174	108.00	7	36	25	0.00	83.7%	0.06	0.00	0.00
Totals Averages:	176.66	197	36	27	16.79	15.5%	3.34	0.77	0.25

Nurses - Outreach									
WEI, AILING	41.66	150	0	0	8.64	0.0%	3.60	0.21	0.06
LUCINA, MARINA	39.66	142	0	0	13.42	0.0%	3.58	0.34	0.09
TB NURSE RESOURCE SA174	132.00	0.00	30.00	6.00	0.00	100.0%	0.00	0.00	0.00
Totals Averages:	213.32	292	30	6	11.03	9.3%	3.59	0.28	0.08

Refugee									
GOLKAR, SADEGH	96.83	244	0	15	645.88	0.0%	2.52	6.67	2.65
ABED, ELHAM	38.00	173	0	0	115.88	0.0%	4.55	3.05	0.67
BARDOSH, LYUBOV	36.92	145	0	0	68.85	0.0%	3.93	1.86	0.47
ROBITZ, RACHEL	8.75	24	0	1	100.19	0.0%	2.74	11.45	4.17
PAVLOVSKAYA, RAISA	4.00	4	0	0	0.47	0.0%	1.00	0.12	0.12
MYRMYR, MARIYA	3.00	6	0	0	0.94	0.0%	2.00	0.31	0.16
REF MA RESOURCE SA174	141.00	0	2	73	0.00	100.0%	0.00	0.00	0.00
Totals Averages:	328.50	596	2	89	155.37	0.33%	2.79	3.91	1.37

*RVU = Relative Value Units. In an attempt to create more accurate and sophisticated surrogates for productivity in health care, the concept of the relative value unit (RVU) was created. This measurement attempts to standardize clinician work into numerical units that can be added together to create a simple measure of volume, divided per clinician in aggregate to examine productivity per provider, multiplied by conversion factors to compare work effort across surgical or medical disciplines (work RVU), and used in any number of other calculations and manipulations. The RVU was created with the intent of converting numerous factors into a single measurable unit. These factors include the time it takes to perform a given service, the technical skill that service requires, the mental effort and judgment required of the providers, and the liability risk associated with that service.

$$\text{No Show Rate} = \# \text{No shows} / (\# \text{No Shows} + \# \text{Visits Completed})$$

$$\text{Visits Per Hour} = \# \text{Visits Completed} / \# \text{Hours Templated}$$

$$\text{RVUs Per Hour} = \# \text{RVUs Generated} / \# \text{Templated Hours}$$

$$\text{RVUs Per Visit} = \# \text{RVUs} / \# \text{Visits Generated}$$