

Sample Team Meeting Agenda - Urology F500 Clinic

Date:

1. Provider Metrics – Previous Month

Metric	Team IV	Urology	FYTD 24
4 hr. sessions ≥ 85%			
Telehealth encounters ≥ 10%			
Provider initiated bump rate ≤ 3.4%			

2. Provider Questions/Concerns:

- a. What are your barriers during procedures?
 -
 - b. How can we improve the procedure workflow?
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 - c. What are your barriers during clinic?
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 - d. How can we improve the clinic workflow?
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3. Out of the Office days (within the next 45 days)? Access to ensure all days are blocked:
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4. Clinical Metrics – Previous Month

Metric	Team IV	Urology	FYTD 24
*Staff worked together ≥ 96.8%			
My chart ≤ 1 day			
Slot Utilization ≥ 85%			

*Cascaded Ambulatory Goal

5. Nurse Concerns:

- a. Pre-visit planning/ records retrieval questions or concerns
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- b. In-basket concerns
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- c. Triage Concerns
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- d. Prior Auths concerns (current & up-to-date)
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- e. Medication Refill concerns (staff to request this upon rooming the patient)
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- f. DME equipment concerns
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- g. Workflow changes:
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- h. Staffing update
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6. Access Metrics – Previous Month

Metric	Team IV	Urology	FYTD 24
No show/late cancel $\geq 11.1\%$			
New patient appointment $\geq 47\%$			
Call answer rate			
Abandonment rate			
Answer service level			

7. Fast Pass updates – last 30 days

Provider Name	Offered	Accepted	Improvement
Rapp			
Ortiz			
Tuong			
Zillioux			

8. Access Concerns:

- a. Scheduling issues
 -
- b. Call handling concerns/issues
 -

9. Staffing Update:

- a.

Attendance:

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