Primary Care Access Benchmarking Survey

Thank you for taking this survey! Our goal is to obtain a set of benchmarks for primary care access for independent and employed medical groups. This survey will ask for a series of access metrics for your family medicine, internal medicine, and ob/gyn practices. If you do not have an exact answer to a question, providing an estimate is fine. You're also welcome to leave any questions blank that you do not know the answer to. If you have any questions or would like a custom link to the data submission portal, please email Sarah Hostetter at hostetts@advisory.com.

Organization Name: _____

Your Name: _____

Requested Demographic Data	Current Information
What is the primary state in which your group operates?	
Which of the following best describes your medical group?	*Place an "X" next to either:* _____ Employed by a health system _____ Independent
How many physicians are employed by your medical group (headcount) in each of the following areas?	Total: _____ Family medicine: _____ Internal medicine: _____ Ob/gyn: _____

Requested Metric	Family Medicine	Internal Medicine	Ob/Gyn
What is the average length of time <u>in days</u> to the third next available appointment for the following types of patients? *Third next available appointment is the average length of time **in days** between the day a patient requests an appointment with a provider and the third next available appointment (rounded to the nearest full day).*	New patients: _____ Established patients: _____	New patients: _____ Established patients: _____	New patients: _____ Established patients: _____
What is the average time to appointment <u>in days</u> for the following types of patients? *Time to appointment is the number of calendar days from when an appointment is scheduled to the appointment date.*	New patients: _____ Established patients: _____	New patients: _____ Established patients: _____	New patients: _____ Established patients: _____
What percent of new patients are scheduled within 7 days of an appointment request?			
What percent of appointment slots went unused in the past year? *Unused appointment slots refers to the percent of total appointment slots that were left open/not booked in the past year.*			
What percent of total scheduled visits were canceled by the patient before the visit in the past year?	Cancelled ≥24 hours before visit: _____ Cancelled <24 hours before visit: _____	Cancelled ≥24 hours before visit: _____ Cancelled <24 hours before visit: _____	Cancelled ≥24 hours before visit: _____ Cancelled <24 hours before visit: _____
What was the no show rate in the past year? *No show rate is the percent of total scheduled visits for which the patient did not contact the clinic location and did not attend the appointment in the past year.*			
What was the patient composition for each practice group in the past year? *New and established patient percentages should equal 100%.*	Percent new patient visits: _____ Percent established patient visits: _____	Percent new patient visits: _____ Percent established patient visits: _____	Percent new patient visits: _____ Percent established patient visits: _____

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