



# DATADIVE

## MGMA DATADIVE PRACTICE OPERATIONS

The MGMA DataDive Practice Operations platform is the only data set of its kind in the industry evaluating key operational metrics. This data set includes both hospital- and physician-owned data, and can be used to benchmark patient flow, patient accessibility, no-show rates and more. In 2020, over 1,500 healthcare organizations across the industry were represented in this data set. The MGMA DataDive Practice Operations platform will enable you to:

- **Increase patient satisfaction.** Evaluate and benchmark the many factors that contribute to patient satisfaction, including average office wait times, scheduling availability and use of patient portals.
- **Reduce staff burnout and turnover.** Correlate data points to find quick remedies for big problems, like staff turnover.
- **Increase operational efficiency.** Medical practices face a variety of challenges today, and among the most addressable are practice operations, which tend to separate top-performing practices from the rest. Stand out from your competition and increase your overall operational efficiency by benchmarking key metrics such as number of billing claims per day, percent of claims denied on first submission, call volumes and total operational hours.

# DATA DIVE

## BENCHMARKS

### Patient Portal

- Appointment Scheduling
- Bill Pay
- Test Result Access
- Patient-Provider Communication
- Medical Record Download/Transmission
- Staff Response Time (in Hours)

### Demographics

- Contains Dozens of Insight Categories, like:
  - Hours of Operation, Patient Satisfaction Surveys and Actions Taken After, Who is Responsible for Action, and More.

### Call Center

- Number of Call Center Staff
- Call Volume
- Call Length
- Call Abandonment Rate

### Scheduling

- Wait Times
- Same Day Appointments
- Appointment Times
- Third Next Available Appointment
- Appointment Slots
- No Show Rate
- Appointment Cancellation Rate
- Copayments Collected at Time of Service
- Patient Due Balances Collected at Time of Service
- Rescheduling Within 30 Days of Cancellation

### Billing

- Claims Posted
- Claims Denied on First Submission
- Charge Posting Lag Time
- Amount (in Dollars) Denied on First Submission

## Turnover & Hire Rates

- Support Staff, Physician and Nonphysician Provider Turnover Rate
- Support Staff, Physician and Nonphysician Provider Hire Rate

## Employee Benefits

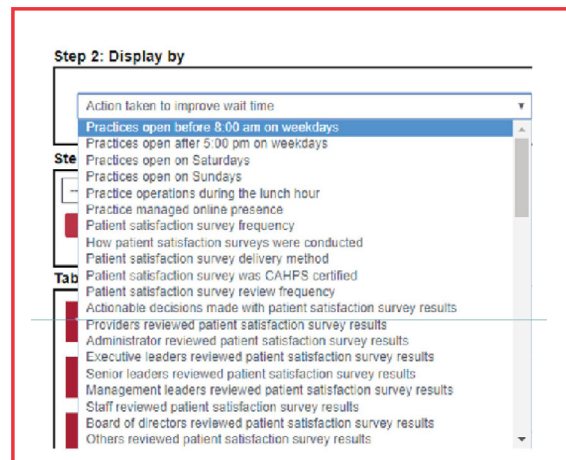
- Maximum Percentage Amount Contributed to an Employee's 401K

## ADVANCED TOOLS

- Custom Specialty Builder
- Percentiles between 10-90

## FILTERS

- All Practices
- Better Performing Practices
- Geographic Section
- Number of FTE Physicians
- Organization Ownership
- Practice Specialty



To learn more, visit [mgma.com/ddops](https://mgma.com/ddops) or contact us based on your organization type:



Patient Care Organizations

877.275.6462, ext. 1801  
[sales@mgma.com](mailto:sales@mgma.com)

Business Service Organizations

877.275.6462, ext. 1266  
[okemp@mgma.com](mailto:okemp@mgma.com)