

DATA DIVE



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 2019, over 1,300 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. For example, when comparing the Employee Satisfaction Survey Frequency and Turnover benchmarks, you will find a 15% increase in turnover at organizations that never conduct a satisfaction survey vs. organizations that conduct at least one per year.
- **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

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

Billing

- Claims Posted
- Claims Denied on First Submission
- Charge Posting Lag Time

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

FILTERS

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

Step 2: Display by

Action taken to improve wait time

Practices open before 8:00 am on weekdays

Practices open after 5:00 pm on weekdays

Practices open on Saturdays

Practices open on Sundays

Practice operations during the lunch hour

Practice managed online presence

Patient satisfaction survey frequency

How patient satisfaction surveys were conducted

Patient satisfaction survey delivery method

Patient satisfaction survey was CAHPS certified

Patient satisfaction survey review frequency

Actionable decisions made with patient satisfaction survey results

Providers reviewed patient satisfaction survey results

Administrator reviewed patient satisfaction survey results

Executive leaders reviewed patient satisfaction survey results

Senior leaders reviewed patient satisfaction survey results

Management leaders reviewed patient satisfaction survey results

Staff reviewed patient satisfaction survey results

Board of directors reviewed patient satisfaction survey results

Others reviewed patient satisfaction survey results

To learn more, visit mgma.com/ddops or contact us based on your organization type:



Patient Care Organizations

877.275.6462, ext. 1801
sales@mgma.com

Business Service Organizations

877.275.6462, ext. 1266
okemp@mgma.com

