



# 2021 MGMA Practice Operations Survey Question Checklist

**\*Note: The Practice Profile must be completed before beginning any of the MGMA Surveys\***

[Click here to view full participation benefits details.](#)

[Click here to view the survey guide and learn more about what's included in each question.](#)

Use the checklist below to help you compile answers in preparation for survey participation.

**Note:** Multispecialty with specialty care only practices will be asked to break out data for each specialty in the Practice Operations Survey.

**(\*Asterisks denote required questions)**

DEMOGRAPHICS	
<input type="checkbox"/>	*For the purpose of reporting the information in this questionnaire, what fiscal year was used?
<input type="checkbox"/>	*Total physician FTE
<input type="checkbox"/>	*Total advanced practice provider FTE
<input type="checkbox"/>	*Total support staff FTE
<input type="checkbox"/>	*Total practice medical revenue
OPERATIONS	
<input type="checkbox"/>	*How many hours was your practice open each day?
<input type="checkbox"/>	What best described your practice operations during the lunch hour?
<input type="checkbox"/>	What percent of your patient population logged in to the patient portal?
<input type="checkbox"/>	What percent of your patient population used a patient portal to schedule appointments?
<input type="checkbox"/>	What percent of your patient population used a patient portal to pay bills online?
<input type="checkbox"/>	What percent of your patient population used a patient portal to access test results?
<input type="checkbox"/>	What percent of your patient population used a patient portal to communicate with providers and medical staff?
<input type="checkbox"/>	What percent of your patient population used a patient portal to view, download or transmit medical records?
<input type="checkbox"/>	What percent of your patient population used a patient portal to fill a new prescription?
<input type="checkbox"/>	What percent of your patient population used a patient portal to refill prescriptions?
<input type="checkbox"/>	What was the expected time (in hours) for staff to respond to patient portal communications?



## OPERATIONS (CONTINUED)

<input type="checkbox"/>	Did you manage your online presence?
<input type="checkbox"/>	*How often did you conduct patient satisfaction surveys?
<input type="checkbox"/>	How were your patient satisfaction surveys conducted?
<input type="checkbox"/>	How were your patient satisfaction surveys delivered?
<input type="checkbox"/>	Was your patient satisfaction survey CAHPS certified?
<input type="checkbox"/>	*How often did your practice review the results from your patient satisfaction surveys?
<input type="checkbox"/>	Did your practice make actionable decisions with the results from your patient satisfaction surveys?
<input type="checkbox"/>	*Did your practice participate in MACRA/MIPS?
<input type="checkbox"/>	*How many quality measures did you report to CMS?
<input type="checkbox"/>	*For your largest payer, how many quality measures did you report?

## GOVERNANCE

<input type="checkbox"/>	*Who led the practice operational decisions?
<input type="checkbox"/>	*Who led the practice strategic decisions?
<input type="checkbox"/>	*How often did the administrator and physicians meet?
<input type="checkbox"/>	How often did senior leaders communicate with staff regarding goals and opportunities?
<input type="checkbox"/>	Were your patient registration services centralized?
<input type="checkbox"/>	Were your patient scheduling services centralized?
<input type="checkbox"/>	Were your billing services centralized?
<input type="checkbox"/>	Were your referral management services centralized?
<input type="checkbox"/>	*How did your practice manage inbound telephone calls?
<input type="checkbox"/>	*How many FTE staff were in the call center?
<input type="checkbox"/>	*What was the average inbound call volume per day?
<input type="checkbox"/>	What was the average length of time in minutes patients spent on hold after an initial answer?
<input type="checkbox"/>	What was the average call length in minutes for inbound calls?
<input type="checkbox"/>	What was the average speed of answer in seconds for inbound calls?
<input type="checkbox"/>	*What was the average call abandonment percentage rate for inbound calls?



**SCHEDULING**

<input type="checkbox"/>	*What percent of your practice's total appointments were same-day appointments?
<input type="checkbox"/>	*For scheduled appointments, what was the average wait time (in minutes) the patient was in the waiting area before being brought to the exam room?
<input type="checkbox"/>	*For scheduled appointments, what was the average wait time (in minutes) the patient was in the exam room before seeing the provider?
<input type="checkbox"/>	Have you taken action to improve patient wait times in the last 12 months?
<input type="checkbox"/>	What was the average scheduled appointment slot-time length (in minutes) for new patient visits?
<input type="checkbox"/>	What was the average scheduled appointment slot-time length (in minutes) for established patient visits?
<input type="checkbox"/>	What was the average scheduled appointment slot-time length (in minutes) for preventive care visits?
<input type="checkbox"/>	What was the average scheduled appointment slot-time length (in minutes) for follow-up/post-op visits?
<input type="checkbox"/>	*On average, what was the third next available appointment (in business days) for new patient visits?
<input type="checkbox"/>	*On average, what was the third next available appointment (in business days) for established patient visits?
<input type="checkbox"/>	*On average, what was the third next available appointment (in business days) for preventive care visits?
<input type="checkbox"/>	*On average, what was the third next available appointment (in business days) for follow-up/post-op visits?
<input type="checkbox"/>	What was the average number of appointment slots per day per provider for new patient visits?
<input type="checkbox"/>	What was the average number of appointment slots per day per provider for established patient visits?
<input type="checkbox"/>	What was the average number of appointment slots per day per provider for preventive care visits?
<input type="checkbox"/>	What was the average number of appointment slots per day per provider for follow-up/post-op visits?
<input type="checkbox"/>	What was the average number of appointment slots per day per provider reserved for same-day appointments?
<input type="checkbox"/>	What was the average number of appointment slots per day per provider that were unfilled?
<input type="checkbox"/>	*What was your practice's no-show rate percentage?
<input type="checkbox"/>	How much did you charge for no-show appointments?
<input type="checkbox"/>	How many minutes late until a patient was considered a no-show?
<input type="checkbox"/>	*What was your practice's appointment cancellation rate percentage?
<input type="checkbox"/>	What percentage of appointments were rescheduled within 30 days of cancellation?



## FINANCIAL MANAGEMENT

<input type="checkbox"/>	*What percent of copayments were collected at time of service?
<input type="checkbox"/>	*What percent of patient due balances were collected at time of service?
<input type="checkbox"/>	What best described your billing function structure?
<input type="checkbox"/>	What was the average number of commercial claims a biller submitted for payment in a day?
<input type="checkbox"/>	What was the average number of government claims a biller submitted for payment in a day?
<input type="checkbox"/>	What was the average number of follow-up claims a biller submitted for payment in a day?
<input type="checkbox"/>	*What percentage of claims were denied on first submission?
<input type="checkbox"/>	*What was the average charge-posting lag time between date of service and claim drop date to payer?
<input type="checkbox"/>	What pricing model was used with the billing service?
<input type="checkbox"/>	What percent of collections did the billing service charge?
<input type="checkbox"/>	What was the fee per claim the billing service charged?
<input type="checkbox"/>	How soon did providers close a patient chart after an encounter?
<input type="checkbox"/>	Who was responsible for coding the practice's patient encounters?
<input type="checkbox"/>	What was the average number of patient encounters a coder processed in a day?
<input type="checkbox"/>	Were patient encounters reviewed by coders prior to billing?
<input type="checkbox"/>	*Did your practice have an annual budget?
<input type="checkbox"/>	*Did your practice have a capital budget?
<input type="checkbox"/>	*Did your practice have an operations budget?
<input type="checkbox"/>	*How often did you compare your year-to-date status relative to your budget?
<input type="checkbox"/>	*How often did you conduct financial analysis/benchmarking with your budget?
<input type="checkbox"/>	Did you have a credit card on file program?
<input type="checkbox"/>	How many payer contracts did your organization have?
<input type="checkbox"/>	How often (in months) were your payer contracts evaluated to determine the need to renegotiate?
<input type="checkbox"/>	How many research projects did your practice participate in?
<input type="checkbox"/>	How much revenue did your practice receive in research grants?



HR MANAGEMENT	
<input type="checkbox"/>	When was the last time your employee handbook was revised?
<input type="checkbox"/>	*Practice turnover: List the total number of positions, the number of people who left and the number of people hired for business operations support staff
<input type="checkbox"/>	*Practice turnover: List the total number of positions, the number of people who left and the number of people hired for front office support staff
<input type="checkbox"/>	*Practice turnover: List the total number of positions, the number of people who left and the number of people hired for clinical support staff
<input type="checkbox"/>	*Practice turnover: List the total number of positions, the number of people who left and the number of people hired for ancillary support staff
<input type="checkbox"/>	*Practice turnover: List the total number of positions, the number of people who left and the number of people hired for physicians
<input type="checkbox"/>	*Practice turnover: List the total number of positions, the number of people who left and the number of people hired for advanced practice providers
<input type="checkbox"/>	Did you have an employee appreciation program?
<input type="checkbox"/>	*How often did you conduct employee satisfaction surveys?
<input type="checkbox"/>	*How often did you conduct provider satisfaction surveys?
<input type="checkbox"/>	What percent of health insurance premium cost did your practice pay for providers?
<input type="checkbox"/>	What percent of health insurance premium cost did your practice pay for staff?
TELEHEALTH	
<input type="checkbox"/>	Did your practice offer extended hours for telehealth appointments?
<input type="checkbox"/>	What was the average scheduled appointment slot-time length (in minutes) for new patient telehealth appointments?
<input type="checkbox"/>	What was the average scheduled appointment slot-time length (in minutes) for established patient telehealth appointments?
<input type="checkbox"/>	On average, what was your third next available telehealth appointment (in business days) for new patient visits?
<input type="checkbox"/>	On average, what was your third next available telehealth appointment (in business days) for established patient visits?
<input type="checkbox"/>	What was your practice's cancellation rate percentage for telehealth appointments?
<input type="checkbox"/>	What was your practice's no-show rate percentage for telehealth appointments?
<input type="checkbox"/>	For pre-scheduled telehealth appointments what was the average time in minutes patients spent on hold?
<input type="checkbox"/>	What was your practice's visit method for telehealth services?
<input type="checkbox"/>	What type of telehealth visits did your practice offer?



**TELEHEALTH (CONTINUED)**

<input type="checkbox"/>	Did your practice conduct patient satisfaction surveys for telehealth services?
<input type="checkbox"/>	What kind of equipment and/or software did your practice use for telehealth visits? (i.e. microphones, cameras, EHR systems)
<input type="checkbox"/>	What were the biggest challenges in providing/implementing telehealth services in your practice?