

# 2021 MGMA Practice Operations Survey Change Notice



To report more granular data that meets your benchmarking needs, certain questions have been modified, added or removed from the 2021 MGMA Practice Operations Survey. The following information summarizes these changes.

***Survey Launch***      ***March 1, 2021***

***Survey Close***      ***April 30, 2021***

If you have any questions about the updates listed in this Change Notice, please contact the Data Solutions Department at [survey@mgma.com](mailto:survey@mgma.com) or **877.275.6462, ext. 1895**.

**Please note: Questions that have been removed are not identified in this document.**

## Overall Change:

- MGMA has transitioned from using the term "Nonphysician Providers (NPPs)" to now using "Advanced Practice Providers (APPs)". With this transition, we want to draw special attention to ensuring advanced practice providers will include:
  - Physician assistants (PAs)
  - Nurse practitioners (NPs)
  - Advanced practice registered nurses (APRNs):
    - Certified nurse-midwives (CNMs)
    - Clinical nurse specialists (CNSs)
    - Clinical social workers (CSWs)
    - Certified registered nurse anesthetists (CRNAs)

## Question Additions:

- **Practice Profile**
  - \*If selected as a better-performing practice, would you like to be publicly recognized?
  - How many months has your practice offered telehealth services?
- **Operations**
  - What percent of your patient population logged in to the patient portal?
- **Governance**
  - What was the average length of time in minutes patients spent on hold after an initial answer?



- **Telehealth**

- Did your practice offer extended hours for telehealth appointments?
- What was the average scheduled appointment slot-time length (in minutes) for new patient telehealth appointments?
- What was the average scheduled appointment slot-time length (in minutes) for established patient telehealth appointments?
- On average, what was your third next available telehealth appointment (in business days) for new patient visits?
- On average, what was your third next available telehealth appointment (in business days) for established patient visits?
- What was your practice's cancellation rate percentage for telehealth appointments?
- What was your practice's no-show rate percentage for telehealth appointments?
- For pre-scheduled telehealth appointments what was the average time in minutes patients spent on hold?
- What was your practice's visit method for telehealth services?
- What type of telehealth visits did your practice offer?
- Did your practice conduct patient satisfaction surveys for telehealth services?
- What kind of equipment and/or software did your practice use for telehealth visits? (i.e. microphones, cameras, EHR systems)
- What were the biggest challenges in providing/implementing telehealth services in your practice?

## Question Modifications:

- **Practice Profile**

- \*Practice Specialty: The following specialties have been added to the Practice Specialty choice list:
  - Audiology
  - Surgery: Breast

- **Financial Management**

- What was the average number of commercial claims a biller submitted for payment in a day?
- What was the average number of government claims a biller submitted for payment in a day?
- What was the average number of follow-up claims a biller submitted for payment in a day?