

2022 MGMA Practice Operations Survey Question Checklist



The quality of our reported results depends upon the completeness and accuracy of every response. Learn more about the benefits of participating.

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

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: Practices that are “Multispecialty with specialty care only” 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 |

VALUE-BASED

- | | |
|--------------------------|--|
| <input type="checkbox"/> | *Did your practice participate in Commercial value-based programs? |
| <input type="checkbox"/> | *Did your practice participate in Government value-based programs? |
| <input type="checkbox"/> | *Did your practice participate in Medicare Advantage value-based programs? |
| <input type="checkbox"/> | Did your practice utilize a bundled payment reimbursement methodology? |
| <input type="checkbox"/> | Did your practice utilize a full capitation reimbursement methodology? |
| <input type="checkbox"/> | Did your practice utilize a partial capitation reimbursement methodology? |
| <input type="checkbox"/> | Did your practice utilize a shared risk reimbursement methodology? |
| <input type="checkbox"/> | Did your practice utilize a shared savings reimbursement methodology? |
| <input type="checkbox"/> | Did your practice utilize a reimbursement methodology not already listed? |
| <input type="checkbox"/> | *Number of commercial payer contracts held by your practice |
| <input type="checkbox"/> | *Number of government payer contracts held by your practice |
| <input type="checkbox"/> | *Number of Medicare Advantage payer contracts held by your practice |

2022 MGMA Practice Operations Survey Question Checklist



<input type="checkbox"/>	*How many covered lives were attributed to this practice?
<input type="checkbox"/>	*Number of commercial contracts your practice held that included a risk or value-based or reimbursement methodology
<input type="checkbox"/>	*Number of government contracts your practice held that included a risk or value-based or reimbursement methodology
<input type="checkbox"/>	*Number of Medicare Advantage contracts your practice held that included a risk or value-based or reimbursement methodology
<input type="checkbox"/>	*How many covered lives were attributed to value-based contracts in this practice?
<input type="checkbox"/>	Average number of quality measures your practice reported on in a commercial payer contract
<input type="checkbox"/>	Average number of quality measures your practice reported on in a government program contract
<input type="checkbox"/>	Average number of quality measures your practice reported on in a Medicare Advantage payer contract
<input type="checkbox"/>	Across all payer types and all payer contracts, which specific measure(s) were a focus for your practice?
<input type="checkbox"/>	Did your practice participate in an alternative payment model (APM)?
<input type="checkbox"/>	Did your practice participate in the CMS Merit-based Incentive Payment System (MIPS)?
<input type="checkbox"/>	What was your practice's MIPS composite score (CPS)?
<input type="checkbox"/>	*Among your practice's covered lives attributed under value-based contracts, what was your practice's hospital admission rate?
<input type="checkbox"/>	*Among your practice's covered lives attributed under value-based contracts, what was your practice's hospital 30-day readmission rate?
<input type="checkbox"/>	*Among your practice's covered lives attributed under value-based contracts, what was your practice's emergency department utilization rate?
<input type="checkbox"/>	*Among your practice's covered lives attributed under value-based contracts, what was your practice's 30-day post-operative infection rate?
<input type="checkbox"/>	Did your practice risk stratify the patient population?
<input type="checkbox"/>	Did your practice track social determinants of health (SDOH) in care management plans?
<input type="checkbox"/>	Did your practice receive payment from any payer for care coordination and/or chronic care management?
<input type="checkbox"/>	Did your practice perform hierarchical condition category (HCC) coding?
<input type="checkbox"/>	What was your practice's generic dispensing rate (GDR)?
<input type="checkbox"/>	*What was your practice's total medical revenue specific to value-based contracts?



OPERATIONS	
<input type="checkbox"/>	*How many hours was your practice open each day?
<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?
<input type="checkbox"/>	*How often did you conduct patient satisfaction surveys?
<input type="checkbox"/>	*How often did your practice review the results from your patient satisfaction surveys?
GOVERNANCE	
<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"/>	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"/>	*What was the average throughput or total cycle time for the patient from check-in to check-out?
<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 post-operative 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 post-operative 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 post-operative 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"/>	What was your practice's no-show rate percentage for telehealth appointments?
<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 was your practice's cancellation rate percentage for telehealth appointments?
<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 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"/>	How soon did providers close a patient chart after an encounter?
<input type="checkbox"/>	What was the average number of patient encounters a coder processed in a day?
<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?

HR MANAGEMENT

<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"/>	*How often did you conduct employee satisfaction surveys?
<input type="checkbox"/>	*How often did you conduct provider satisfaction surveys?