



Activity

Another dimension of capacity is activity, or “supply used.” In many busy practices, and due to a variety of circumstances, a provider may end up seeing more patients than he/she has appointment slots for.

Conversely, if patients don’t show up for their appointments, a provider may in fact see fewer patients than he/she has appointment slots for.

Activity is therefore a retrospective look at the **number of appointment slots that were actually used** in a particular day, week, month or year. Activity is measured as follows:

$$\text{Activity} = \text{Appointments Booked} + \text{Squeeze Ins}^* - \text{No Shows}$$

* Add your squeeze-ins ONLY if they are not already accounted for in your scheduling system.

Measuring Activity

At the end of the day, for each provider:

- Count the number of standard appointment slots booked
- Count the number of standard appointment slots squeezed in (*ONLY if they are not already accounted for on your scheduling system)
- Count the number of standard appointment slots for those who didn’t show up for their appointments that day
- Calculate the activity using the following equation:

$$\text{Activity} = \text{Appointments Booked} + \text{Squeeze Ins}^* - \text{No Shows}$$

Record your count on the *Weekly Supply and Activity Tabulation Sheet (toolkit)* or directly into the *Online Measurement Tool*.

Example

At the end of the day Dr. Green’s schedule reflects the following:

- 26 – 10 minute slots were booked (including three squeeze ins)
- 1 – 10 minute slot was not used because the patient no showed
- **Activity = 26 – 1 = 25**

Then record the daily activity value on the *Weekly Supply and Activity Tabulation Sheet (toolkit)* or directly into the *Online Measurement Tool* for Dr. Green for that day.

