



Supply

Supply is the measure of provider capacity or availability. Advanced access systems rely on adequate and flexible supply.

It is a rough calculation of approximately **how many appointment slots each provider or a system of providers has available**. It is a prospective measure (i.e., what was planned).

Measuring Supply

Looking ahead in the schedule, count the number of standard appointment slots available (filled and unfilled) for each provider to see patients for each day of the week your clinic/program is open.

Supply is not retrospectively changed due to unforeseen circumstances such as sick days or emergencies because it is a measure of what is planned.

Do not count times that are carved out for specific appointment types or when the provider is not available to see patients. This can include but may not be limited to the following:

- Time held for walk-ins
- Meetings
- Specific procedures
- Emergency department rotations
- Time not in clinic

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

Example

If your Demand/Supply/Activity (D/S/A) units are 10 minute slots:

- Looking ahead in the schedule for the next two weeks, count the number of 10 minute slots for each day that are available to see patients.

Once every two weeks (or a different span of time predetermined by the clinic), record each daily supply value for the next two weeks on the *Supply tab in the Online Measurement Tool*.

