

Online Measurement Tool Manual





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Introduction

One of the most important elements of healthcare quality improvement is the act of measuring processes and outcomes. To deliver the intended benefits, measurements must be reliable, consistent and take place on a scheduled routine. Because it takes time and effort to integrate measurements into a clinic or practice's daily routine, it can be a challenge.

To help integrate measurement routines into a practice or clinic's daily operations, Alberta AIM presents its newly designed Online Measurement Tool (OMT). This tool helps clinics and practices easily and conveniently record, track and analyze clinic measurement data on a consistent basis.

The OMT enables practices and clinics to:

- Enter routine clinic measurement data on a scheduled basis
- Analyze the clinic data
- Generate visuals that display the effectiveness of changes implemented

The OMT can also provide the basis for clinic healthcare teams to understand, improve and advance their quality improvement endeavours.

Please note:

- No additional software is needed to access the OMT, only a computer, tablet or mobile phone with internet access is required.
- Any browser can be used to access the OMT.
- When you login to the OMT for the first time, you will need to complete your clinic profile first and then enter your clinic providers. Once this is established you can then move into tracking and recording your clinic data.

Getting Started

To access the OMT, send an email with your clinic name, address and the names of the individuals who are responsible for data collection (they are referred to as 'Clinic Users').

In the subject line write 'Access to AIM Online Measurement Tool' and send this email to measurement.aim@ahs.ca

From: abssystemstest@gmail.com [mailto:abssystemstest@gmail.com]
Sent: March 3, 2015
To: Susan Brown
Subject: Alberta AIM Temp Password

Your User ID is: susanbrown

Your temporary Password: aDY3sn

Visit <http://measure.albertaaim.ca/>, you will be prompted to choose a permanent password the first time you login.

Within one business day you will receive an email with your User ID and your temporary password. Visit <http://measure.aimalberta.ca> to enter the OMT. You will need to change your password when you first login.

OMT Login window

Enter your assigned User ID and temporary password, and click Login. Once you change your password, the OMT landing page is displayed.

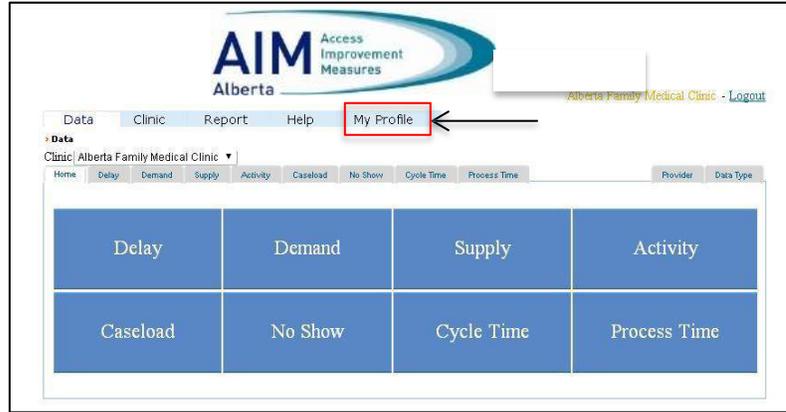


OMT landing page

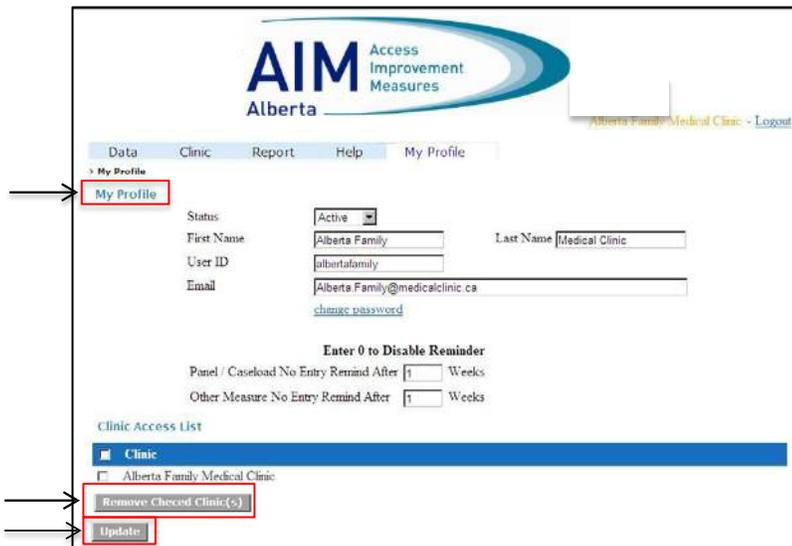


Set up your Clinic Profile

To set up your clinic profile, click on **My Profile** from the OMT landing page.



The **My Profile** page is displayed.



In the Status drop-down window, select Active or Pending for the clinic you are entering.

Only select Disabled when a clinic will no longer be using the OMT.

Active: Clinics or practices that are currently tracking their data

Pending: Clinics or practices that will start to track their data in the future

Disabled: Clinics or practices that are no longer tracking their data

Enter the First Name, Last Name, User Id and email of the clinic registering for the OMT. This entry can specifically be the name of the person who is responsible for managing your clinic's data measurements.

Under **Enter 0 to Disable Reminder**, enter the number of weeks for which you would like a reminder displayed for measurement inactivity.

When you have entered the required content, click **Update** to save your information.

To remove a clinic, select the clinic from the Clinic Access List and click **Remove Checked Clinic(s)**

Enter Clinic Providers

Once you have entered the clinic information, you need to enter clinic providers such as nurse practitioners, physicians, dietitians, registered nurses or any other roles that provide patient care in your clinic.

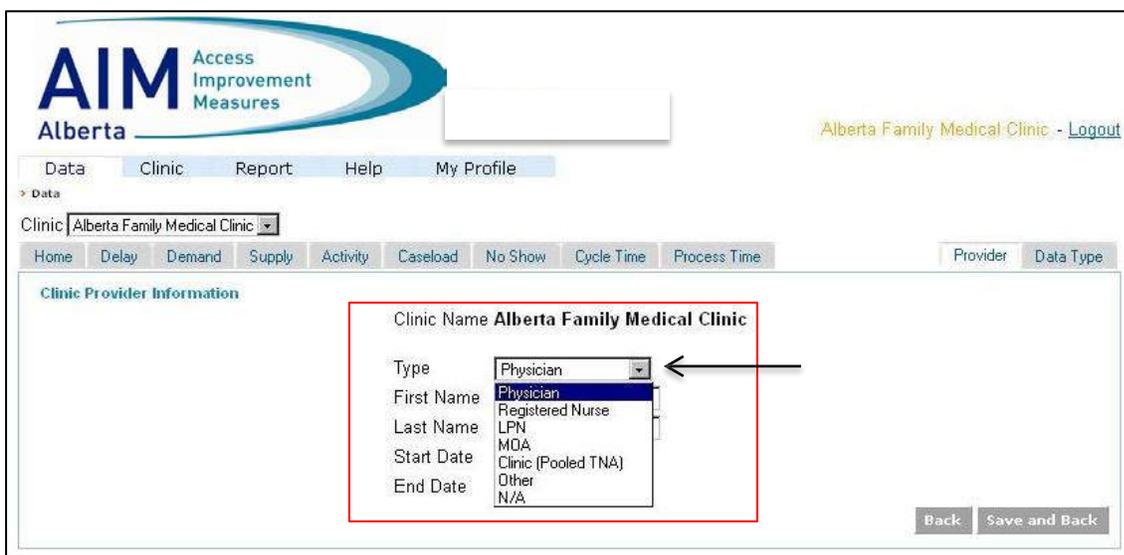
Clinic Providers

Enter the Names of Clinic Providers

- Go to the Data tab and click on Provider. The Provider List is displayed.
- To start your provider list or add to it, click on the Add New Clinic Provider on the bottom left of the page.



The **Clinic Provider Information** window is displayed.



In the Type drop-down menu, select the role for which you will be collecting data.

Clinic Provider Information window

Enter the first and last name and select a start date when the measurements begin.

When entering the provider name you may add Dr. or another identifier if that is preferred.

Please note: Ensure the start date is the date when you want to start recording measurements. It is recommended that clinics enter previous measurements for one month prior to the date they begin using the tool. This provides historical data and enables teams to track results as they implement scheduling improvements.

Click Save and Back.

Repeat this process to add all the clinic providers for whom data will be collected.

To see the clinic providers registered to your clinic in the OMT, go to the Clinic tab. The Clinic List is displayed.

Clinic List

The clinic(s) registered to your profile are listed.

To see the clinic information, click the **Open link** to the right of the clinic name.

The **Clinic Information window** is displayed.

Clinic Information window

AIM Alberta Access Improvement Measures

Alberta Family Medical Clinic - Logout

Data Clinic Report Help My Profile

Clinic List Back to Clinical List

Clinic Information

Status: Active
Name: Alberta Family Medical Clinic
Address 1: 111 Main Street
Address 2:
City: Airdrie Postal Code: T4A 5R9
Fax: 403-421-4111
Phone: 403-421-1111
PCN Affiliation: Chinook
AHS:
Clinic Type: PCN Clinic
Zone: 1 (South Zone)

Provider List

Type	First Name	Last Name	Start Date	End Date	
<input type="checkbox"/> Physician	Dr. John	Stevens	2015/01/01		Open
<input type="checkbox"/> Physician	Dr. Erin	O'Donnell	2015/01/01		Open
<input type="checkbox"/> Physician	Dr. Phillipa	Martin	2015/01/01		Open

[Remove Provider\(s\)](#) [Add New Clinic Provider](#)

User List

First Name	Last Name	Email
Alberta Family	Medical Clinic	Alberta.Family@medicalclinic.ca

[Remove User\(s\)](#) [Add New Clinic User](#)

Collaborative List

Collaborative Status	Name	Start Date	End Date	Facilitator	Faculty
New Collaborative	Calgary January 27, 2015 Session				

[Cancel](#) [Delete](#) [Save](#)

AIM Alberta Access Improvement Measures

Alberta Family Medical Clinic - Logout

Data Clinic Report Help My Profile

Clinic List **Clinic User Information**

Clinic Name: Alberta Family Medical Clinic

Note: User email is unique in system.

Email: Susan@medicalclinic.ca [check user](#)
Confirm Email: Susan@medicalclinic.ca

User ID: SusanSmith
First Name: Susan
Last Name: Smith

[Cancel](#) [Create and Send Temp Password](#)

On the clinic information page, you can change an address, clinic name, phone number, fax number, Primary Care Network (PCN) affiliation, clinic type and or zone.

You can also remove or add people to your Provider List and to the User List.

Enter Clinic Users

Clinic Users are the individuals who enter measurement data into the OMT. Depending on the clinic size, a number of clinic staff should be trained to enter measurements on a routine basis so that illnesses and vacation will not result in measurements not being recorded.

To add a new clinic user, click the Add New Clinic User button. The Clinic User Information window is displayed.

Enter the user's email, User ID and first and last name.

Click on **Create and Send Temp Password**.

Every individual you add will receive an email with the identified user name and password. The first time they logon they will need to change their password.

Entering Delay Data

When you are ready to begin recording data measurements for the Third Next Available (TNA) appointment, click on the Data panel and then click on Delay. The **Delay window** is displayed.

Double-click on the week in which you want to enter TNA measurements.



The **Delay data window** is displayed.



To calculate the values for long and short appointments as indicated under the Data Type column, count the number of days until the first third long appointment is available. Enter that number in the Value column. Repeat the same calculation for a short appointment.

When all the Provider calculations have been calculated and entered, click **Save and Next** to move forward to the next weekly calculation. If you are entering data on a scheduled basis, click **Save and Back** to return to the Delay window where the weeks are listed.

You can now move on to the Demand tab and record the number of requests for clinic appointments.

Entering Demand Data

To record demand measurements, click on the Data panel and then click on Demand. The **Demand window** is displayed.



To record demand data, click on the Open link for the identified week. The weekly **Demand window** is displayed.



Demand measurements are based on the number of appointment requests scheduled at a clinic or practice. To measure demand, appointment requests must be recorded and analyzed by tracking them on a regular basis. There are two types of demand measurements:

External: Appointments made by patients that schedule an appointment independently, typically on the phone.

Internal: Appointments made as a follow-up visit as requested by their physician, typically after an appointment. It is referred to as a follow-up appointment.

To complete the demand measurements, track how many external and internal appointment requests are booked on a daily basis. Record these numbers in the Demand window.

Click on **Save and Back** to return to the **Demand window** or **Save and Next** to enter the next week's demand measurements.

Completed Demand window



The screenshot shows the AIM Alberta web interface. At the top left is the AIM logo with the text 'Access Improvement Measures Alberta'. To the right is a search box and the text 'Alberta Family Medical Clinic - Logout'. Below the logo is a navigation menu with 'Data', 'Clinic', 'Report', 'Help', and 'My Profile'. A 'Data' dropdown menu is open, showing a 'Record Saved' message. Below this is a 'Clinic' dropdown menu set to 'Alberta Family Medical Clinic'. A secondary navigation menu includes 'Home', 'Delay', 'Demand', 'Supply', 'Activity', 'Caseload', 'No Show', 'Cycle Time', 'Process Time', 'Provider', and 'Data Type'. The 'Demand' tab is selected, displaying a table with the following data:

Week Beginning	Internal Total	External Total	
Feb/23/2015	24	40	Open
Feb/16/2015	93	155	Open
Feb/09/2015	146	166	Open
Feb/02/2015	154	177	Open
Jan/26/2015	122	136	Open
Jan/19/2015	73	158	Open
Jan/12/2015	88	150	Open
Jan/05/2015	94	224	Open
Dec/29/2014	86	110	Open

When complete, the Demand window displays the internal and external totals of appointments booked.

Please note: To ensure accurate analyses of demand, measurements must be consistently entered on a routine basis. Demand measurements provide indicators that enable clinic teams to prepare for busy time frames that may occur on a consistent basis. This enables clinic managers to ensure physicians and other associates are scheduled appropriately.

Entering Supply Data

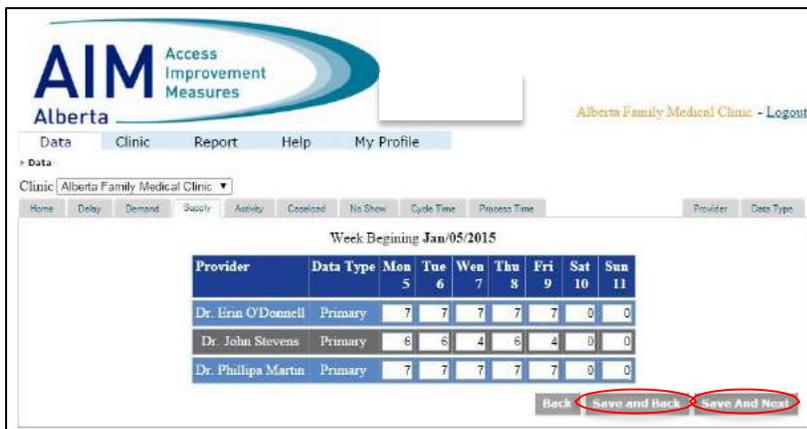
To record Supply measurements, click on the Data panel and then click on Supply. The **Supply window** is displayed.

Supply window



Identify the week for which you want to record supply information and click on Open. The window where you enter the hours scheduled for each provider is displayed.

Weekly hours scheduled window



Enter the number of hours each provider works on each day of that week.

Click **Save and Next** to continue entering measurements for the following week, or click **Save and Back** to return to the Supply window.

A completed Supply window displays the number of hours worked by all providers.

Completed Supply window



Record Saved

Clinic: Alberta Family Medical Clinic

Home Delay Demand Supply Activity Caseload No Show Cycle Time Process Time Provider Data Type

Week Beginning	Primary	Total
Mar/23/2015		Open
Mar/16/2015		Open
Mar/09/2015		Open
Mar/02/2015		Open
Feb/23/2015	97	Open
Feb/16/2015	99	Open
Feb/09/2015	97	Open
Feb/02/2015	95	Open
Jan/26/2015	91	Open
Jan/19/2015	86	Open
Jan/12/2015	87	Open
Jan/05/2015	96	Open

When entered, the Supply window provides a fast way to see how many hours providers are available.

This can assist with the management of booking appointments based on the availability of providers in the clinic.

Entering Activity Data

Activity is a retrospective measure of the number of appointment slots that were actually used in an identified time frame. Activity measures provide information on how much work was completed each day.

To open the Activity window, go to Data and click on the Activity panel. The **Activity window** is displayed.

Activity window

The screenshot shows the AIM web interface. The 'Data' menu is expanded, and the 'Activity' tab is selected. A table lists weeks with 'Open' links. The 'Dec/29/2014' link is circled in red, and an arrow points to it.

Week Beginning	Primary Total
Feb/23/2015	Open
Feb/16/2015	Open
Feb/09/2015	Open
Feb/02/2015	Open
Jan/26/2015	Open
Jan/19/2015	Open
Jan/12/2015	Open
Jan/05/2015	Open
Dec/29/2014	Open

Click on the Open link for the week in which you want to enter Activity measurements. The Activity measurement window is displayed.

Activity Measurements window

The screenshot shows the Activity Measurements window for the week beginning Dec/29/2014. A table allows entering appointment counts for three providers (Dr. Erin O'Donnell, Dr. John Stevens, Dr. Phyllis Martin) across days of the week (Mon-Sun). The 'Save and Back' button is circled in red, and an arrow points to it.

Week Beginning Dec/29/2014		Mon	Tue	Wen	Thu	Fri	Sat	Sun
Provider	Data Type	29	30	31	1	2	3	4
Dr. Erin O'Donnell	Primary							
Dr. John Stevens	Primary							
Dr. Phyllis Martin	Primary							

Enter the number of appointments each provider completed each day of that week.

Click **Save and Back** to return to the Activity window and select another week, or click on **Save and Next** to complete the following weeks Activity measurement.

When all appointment activities are recorded, the **Activity window** is displayed.

Activity Window



The screenshot displays the AIM Alberta web interface. At the top left is the AIM logo with the text "Access Improvement Measures Alberta". To the right, it says "Alberta Family Medical Clinic - Logout". Below the logo is a navigation menu with "Data", "Clinic", "Report", "Help", and "My Profile". The "Data" section is expanded, showing a "Record Saved" message and a dropdown menu for "Clinic" set to "Alberta Family Medical Clinic". A secondary menu includes "Home", "Delay", "Demand", "Supply", "Activity", "Caseload", "No Show", "Cycle Time", "Process Time", "Provider", and "Data Type". The "Activity" tab is selected, showing a table with the following data:

Week Beginning	Primary Total	
Feb/23/2015	122	Open
Feb/16/2015	579	Open
Feb/09/2015	553	Open
Feb/02/2015	563	Open
Jan/26/2015	532	Open
Jan/19/2015	562	Open
Jan/12/2015	555	Open
Jan/05/2015	537	Open
Dec/29/2014	515	Open

The Primary Total indicates the total amount of activities or appointments executed by providers at the clinic for the identified time frames.

Entering No Show Data

No show data is the number of patients who fail to keep their scheduled appointment. No shows contribute to wasted appointment supply and non-productive provider and staff time, and result in rework (the need to reschedule the visit).

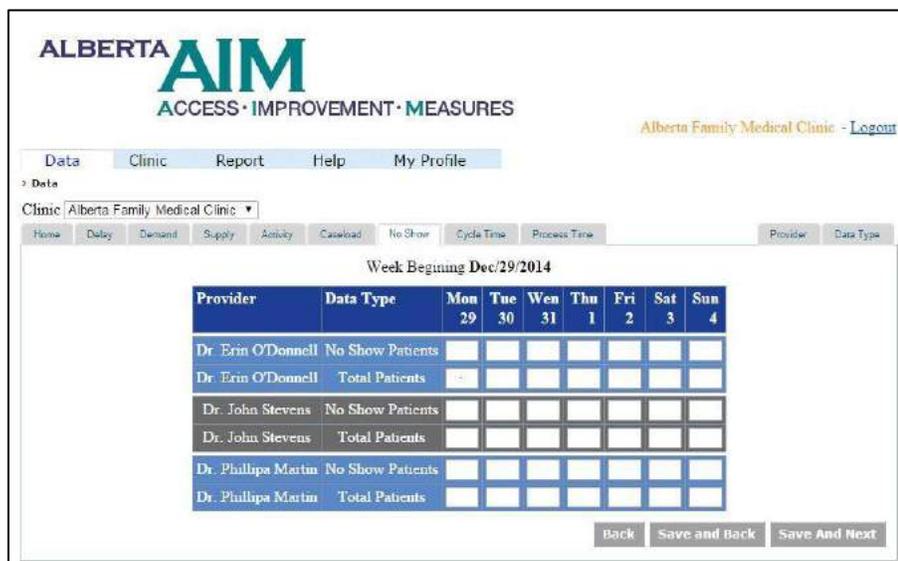
It is important to track and measure the amount of no show appointments that take place. To open the No Show window, go to Data and click on the No Show panel.

The **No Show window** is displayed.



Click on the Open link for the week in which you want to enter No Show measurements. The **No Show** measurement window is displayed.

No Show Measurement Window



Enter the number of No Show Patients for each day, and the number of Total Patients the provider saw each day including squeeze-ins.

When complete, the **No Show window** appears as such:

Completed No Show window



The screenshot shows the Alberta AIM web interface. At the top, the logo reads "ALBERTA AIM ACCESS · IMPROVEMENT · MEASURES". The user is logged in as "Alberta Family Medical Clinic" with a "Logout" link. The navigation menu includes "Data", "Clinic", "Report", "Help", and "My Profile". A "Record Saved" message is displayed. The "Clinic" dropdown is set to "Alberta Family Medical Clinic". The "No Show" panel is active, displaying a table with the following data:

Week Beginning	No Show Patients Total	Total Patients Total	
Feb/23/2015	21	0	Open
Feb/16/2015	20	579	Open
Feb/09/2015	24	553	Open
Feb/02/2015	25	563	Open
Jan/26/2015	20	541	Open
Jan/19/2015	21	567	Open
Jan/12/2015	30	557	Open
Jan/05/2015	21	537	Open
Dec/29/2014	16	516	Open

The completed No Show window provides a fast look at the number of weekly no show patients and the number of total patients per week.

It is best to complete the No Show panel on a weekly basis at least, and it actually is easy to complete it each day.

Entering Cycle Time Data

Cycle time is the recommended measure to assess the status of, and later improvements in, patient flow and process efficiency in the clinic. It is simply the **time from when a patient enters the office or clinic “check-in”, until the patient leaves “checkout”**.

To open the Cycle Time window, go to Data and click on the Cycle Time panel. The **Cycle Time window** is displayed.

Cycle Time window

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Access Improvement Measures
For Continuous Healthcare Improvement

- Logout

Data Clinic PCN Report Admin Help My Profile

> Data

Collaborative: [dropdown] Clinic: *Alberta Family Medical Clinic [dropdown]

Home Delay Demand Supply Activity Panel No Show Cycle Time Process Time Provider Data Type

Cycle Time

Date	Data Type	Wait to be seen	Red Zone	Cycle Time	Minutes Behind	
2016/08/16	Short		35	45	10	Open
2016/06/14	Short	5	20	25		Open
2016/06/14	Short	10	10	22	5	Open
2016/06/14	New	25	1	32	25	Open
2016/06/14	New	20	10	35	10	Open

[Cycle Time Templates](#) [Add Cycle Time Info](#)

Click on **Cycle Time Templates** to set up the defaults. Then Save and Back.

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- Logout

Data Clinic PCN Report Admin Help My Profile

Data

Collaborative: [dropdown] Clinic: *Alberta Family Medical Clinic [dropdown]

Home Delay Demand Supply Activity Panel No Show Cycle Time Process Time Provider Data Type

Cycle Time Template

Name	Patient arrive time	Data Type	
New	15	New	Open
Short	20	Short	Open

[Add New CycleTime Template](#) [Add New Cycle Time Data](#)

Cycle Time Measurement Window

Click **Add Cycle Time Info** to enter Cycle Time measurements. The **Cycle Time** measurement window is displayed.

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Alberta
For Continuous Healthcare Improvement

[Logout](#)

Data Clinic PCN Report Admin Help My Profile

> Data

Collaborative [dropdown] Clinic *Alberta Family Medical Clinic [dropdown]

Home Delay Demand Supply Activity Panel No Show Cycle Time Process Time Provider Data Type

Cycle Time Template New [dropdown]
Date 2017/04/17 [calendar icon]

	HH:MM	
Appointment Time	<input type="text"/>	Set Time
Check in Time	<input type="text"/>	Set Time
MOA takes height or weight	<input type="text"/>	Set Time
B/P taken	<input type="text"/>	Set Time
EQSD completed	<input type="text"/>	Set Time
Random	<input type="text"/>	Set Time
Provider	AHLP_LB_RD1 [dropdown]	
Provider Came in Time	<input type="text"/>	Set Time
Provider Left Room Time	<input type="text"/>	Set Time
	Add Provider	
referral provided	<input type="text"/>	Set Time
Left Clinic Time	<input type="text"/>	Set Time

[Back](#) [Save and Back](#)

Enter the appropriate data and click **Save and Back** to return to the Cycle Time window.