Overview of Practice

- Number of physicians, specialty, support staff and their roles.
- Legal incorporation of practice and how resources/income are shared.
- Number of patients served and number of medical records.
- Productivity of doctors – clinical schedule, hospital, nursing homes, administrative, phone calls, use of email.
- Types of Patients – by types of payers (major health plans), types of illnesses.

Appointment Scheduling and Coverage

- Types of ambulatory appointments that are made.
- Types of scheduling systems that are used (e.g. are there automated systems)?
- Procedures and type of coverage for after hours.

Medical Record Systems

- Types of medical record used?
- How medical records are accessed after hours.
- Challenges or barriers associated with medical records.

Performance Information

- Type of performance information collected as well as most useful type of information received by outside entities.
- Assessment tools used for patient feedback or physician performance.
- Barriers and facilitators to practice measurement and improvement.
- Examples of improvement employed to improve performance – supports and tools employed – e.g., decision support systems, self-management, clinical IT systems.