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Questions Used in Augusta Health's Performance Improvement Process

Here are some of the 141 yes/no questions that Augusta Health in Virginia uses in its performance improvement process with its physician practices.^[1] The physicians can earn continuing medical education credits from the American Academy of Family Physicians when they participate successfully in the performance improvement process, which includes compliance, quality and safety, says D. Scott Jones, chief compliance officer at Augusta Health in Augusta County, Virginia. Contact him at sjones1@augustahealth.com.

Part I: Assess Patient Volumes, Clinicians and Staff

Patient Volumes

1. The practice includes _____ FTE physicians and _____ FTE Advanced Practice Providers (APPs)
2. The practice averages _____ total patient encounters /visits per year.
3. Providers average approximately _____ patient encounters /visits per day.
4. Providers perform _____ practice-based procedures per year.
5. Providers perform _____ hospital-based procedures per year.
6. Compare individual provider encounter and procedure volumes. Are some providers outliers in terms of numbers of patients or procedures? Can you identify why?
7. The number of Providers is adequate to meet patient needs. ☐ Yes ☐ No

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