

Provider Name	Number of Templated Hours in Clinic	Number of Visits Completed	Number of No Show Appointments	Number of Cancelled Appointments	Number of RVU*s Generated	No Show Rate	Visits Per Hour	RVUs Per Hour	RVUs Per Visit
Nurses - Clinic									
TEHRANI, FARZAM	42.16	106	0	0	49.62	0.0%	2.51	1.18	0.47
TROTTER, LESLIE	13.00	51	0	0	27.66	0.0%	3.92	2.13	0.54
BELONWU, GLORIA	12.25	28	0	2	6.66	0.0%	2.29	0.54	0.24
HAUGEN, LAURIE	0.75	3	0	0	0.00	0.0%	4.00	0.00	0.00
SAPARGALIYEVA, AINUR	0.50	2	0	0	0.00	0.0%	4.00	0.00	0.00
REG NURSE RESOURCE SA174	108.00	7	36	25	0.00	83.7%	0.06	0.00	0.00
Totals Averages:	176.66	197	36	27	16.79	15.5%	3.34	0.77	0.25

Nurses - Outreach									
WEI, AILING	41.66	150	0	0	8.64	0.0%	3.60	0.21	0.06
LUCINA, MARINA	39.66	142	0	0	13.42	0.0%	3.58	0.34	0.09
TB NURSE RESOURCE SA174	132.00	0.00	30.00	6.00	0.00	100.0%	0.00	0.00	0.00
Totals Averages:	213.32	292	30	6	11.03	9.3%	3.59	0.28	0.08

Refugee									
GOLKAR, SADEGH	96.83	244	0	15	645.88	0.0%	2.52	6.67	2.65
ABED, ELHAM	38.00	173	0	0	115.88	0.0%	4.55	3.05	0.67
BARDOSH, LYUBOV	36.92	145	0	0	68.85	0.0%	3.93	1.86	0.47
ROBITZ, RACHEL	8.75	24	0	1	100.19	0.0%	2.74	11.45	4.17
PAVLOVSKAYA, RAISA	4.00	4	0	0	0.47	0.0%	1.00	0.12	0.12
MYRMYR, MARIYA	3.00	6	0	0	0.94	0.0%	2.00	0.31	0.16
REF MA RESOURCE SA174	141.00	0	2	73	0.00	100.0%	0.00	0.00	0.00
Totals Averages:	328.50	596	2	89	155.37	0.33%	2.79	3.91	1.37

*RVU = Relative Value Units. In an attempt to create more accurate and sophisticated surrogates for productivity in health care, the concept of the relative value unit (RVU) was created. This measurement attempts to standardize clinician work into numerical units that can be added together to create a simple measure of volume, divided per clinician in aggregate to examine productivity per provider, multiplied by conversion factors to compare work effort across surgical or medical disciplines (work RVU), and used in any number of other calculations and manipulations. The RVU was created with the intent of converting numerous factors into a single measurable unit. These factors include the time it takes to perform a given service, the technical skill that service requires, the mental effort and judgment required of the providers, and the liability risk associated with that service.

$$\text{No Show Rate} = \# \text{No shows} / (\# \text{No Shows} + \# \text{Visits Completed})$$

$$\text{Visits Per Hour} = \# \text{Visits Completed} / \# \text{Hours Templated}$$

$$\text{RVUs Per Hour} = \# \text{RVUs Generated} / \# \text{Templated Hours}$$

$$\text{RVUs Per Visit} = \# \text{RVUs} / \# \text{Visits Generated}$$