

Access Analytics Dashboard Definitions

Definitions

Primary Metric

Number of patients seen (completed visits), broken down by return (established) versus new patients as compared to the number of patients seen in the prior month

- **New Patient to Specialty:**
A patient visit within a specialty in a given year that has not been seen by the same specialty in the prior 3 years (this is a specialty-level metric)
- **True New Patient to UPMC:**
The subset of New Patients to Specialty that are new to the UPMC system. These patients have not been seen in any ambulatory facility in the system for the preceding 5 years

Secondary Metrics

These are process metrics that provide insights into efficiencies or inefficiencies that exist at the front door (attempt to enter the system) in getting the appointment completed.

- **Proportion of Completed Appointments Scheduled Online:**
Out of the total number of completed appointments, how many were scheduled using MyUPMC or Find-a-Doc; the sum of the two represents the total number of 'online scheduling'.
- **Lag from Scheduled Appointment to Completion for New Patients to Specialty:**
 - The lag between the day when the appointment was scheduled and when it was completed by the provider.
 - Represented as days (median and mean values)
 - Representing mean and median values allows for global understanding of the nuances related to patient preference (regarding first available versus wanting to see a specific provider, etc.)