

## FACULTY PRACTICE GROUP – Ambulatory Operations

STANDARDS AND GUIDELINES

**UCLA** Health System

**SECTION:** Front Office Operations  
**SUBJECT:** Clinical Productivity- Room Utilization

REFERENCE #:

PAGE: 1 OF 1

**APPROVALS:** FPG:  CAO-SC:  APCA: N/A EAC: N/A

EFFECTIVE: 10/2008

### PURPOSE:

- All clinical faculty will conduct their practice in a manner that maximizes the use of space and resources.
- Each faculty member will see a volume of patients consistent with national standards. The Faculty Practice Group will make guidelines available to departments in order to help define the standards for each specialty.

### POLICY:

- Each clinical area will reach at least **70%** of weekly exam room capacity.
  - No single day (Monday through Friday) will fall below **70%** utilization.
  - Practices not meeting utilization standards will explore session sharing and offer space to other departments to improve utilization.
- Departments will utilize appointment reminders to reduce no-show rates to **10%** or less.
- Each faculty member will reach a minimum level of clinical and financial productivity developed by each department.

### REVISION HISTORY

Effective Date:

Review Date:

Revised Date: October 1, 2008