

3RD NEXT AVAILABLE APPOINTMENT TRACKING FORM

Week beginning _____

Measurement day (Circle) M T W Th F Sa Su

Instructions: On the same day and time each week, look at your appointment system. For each provider, find the next available regular appointment, then the 2nd next, then the 3rd next. If the 3rd next available appointment falls today, the measure is 0. If it falls tomorrow, the measure is 1, and so on. Decide if you will include weekends (most practices do, it is your choice, just be consistent). Do this for the entire Collaborative.

Provider Name	Current Date	→	Date of 3 rd open slot on the schedule	=	3 rd Next Available Appointment
		→		=	
		→		=	
		→		=	
		→		=	
		→		=	
		→		=	

of Providers = _____ **Total # of Days =** _____
Practice Average (Total # Days / # of providers) = _____

Why look at the 3rd next available appointment? The 3rd next available appointment is quite simply the gold standard for measuring delay. It removes chance occurrences of available appointments (i.e. the first and second appointments are often due to cancellations) and gives you a more accurate picture of your clinic's handling of demand. An increase in this measure will alert you that the system is coming under pressure.