# MDT UTILIZATION REPORTING

Building integrated and well-connected multidisciplinary teams (MDT) is a core component of the Patient's Medical Home and contributes to improved patient outcomes. Our goal is to support member clinics to offer services by an integrated interprofessional team who work optimally and to their full scope of practice. The MDT Utilization Reports use encounter data, reported by ESPCN MDT, to describe MDT utilization in clinics.

## MDT ACTIVITY

### How do we define MDT activity?

- Activity includes the number of visits with patients or family as well as no shows. Visits with patients or family can be any type- in-clinic, home, phone, or video conferencing.

### What are the activity targets?

- Focus groups for each discipline were used to help set activity targets. Activity targets are based on an average 8/hr day. Using hours reported at the clinic, we calculate an activity target for each month. Target activity per 8/hr day is as follows:

| BHC,- 10 | RN, NP- 9 | Exercise Specialist, Healthy Aging, RD- 8 | RT- 7 |

### What do we look for?

- Green highlights show that at least 70% (including no shows) of the activity target is met.
- We look at activity trends over time. If activity targets are consistently not met we look at strategies to improve MDT utilization by the clinic team. We have working groups to help develop and implement strategies. Clinic assignments are considered after these strategies have been tried.

## NO SHOWS

### How do we define no shows?

- The no show rate is the percentage of the total MDT activity where patients do not show for scheduled appointments, or known appointments cancelled with less than 24 hours' notice.

### What is a high no show rate?

- Yellow highlights show a high no show rate (>30%).

### What do we look for?

- A high no show trend may indicate the need for process improvement strategies, such as consistent reminder calls or reducing long wait times for appointments with the MDT.

## Time to Third Next Available Appointment (TNA)

### What is TNA?

- TNA is a basic measure of patient access, or the number of days until the third next available appointment for a provider.

### What do we look for?

- The MDT Utilization Report displays weekly TNA, or less often for MDT with a smaller FTE. TNA is highly dependent on FTE but generally a lower TNA means better access for patients. Consider strategies to reduce TNA including FTE modifications, reducing backlog, shortening appointment times, and alternate care delivery (e.g. group visits).