



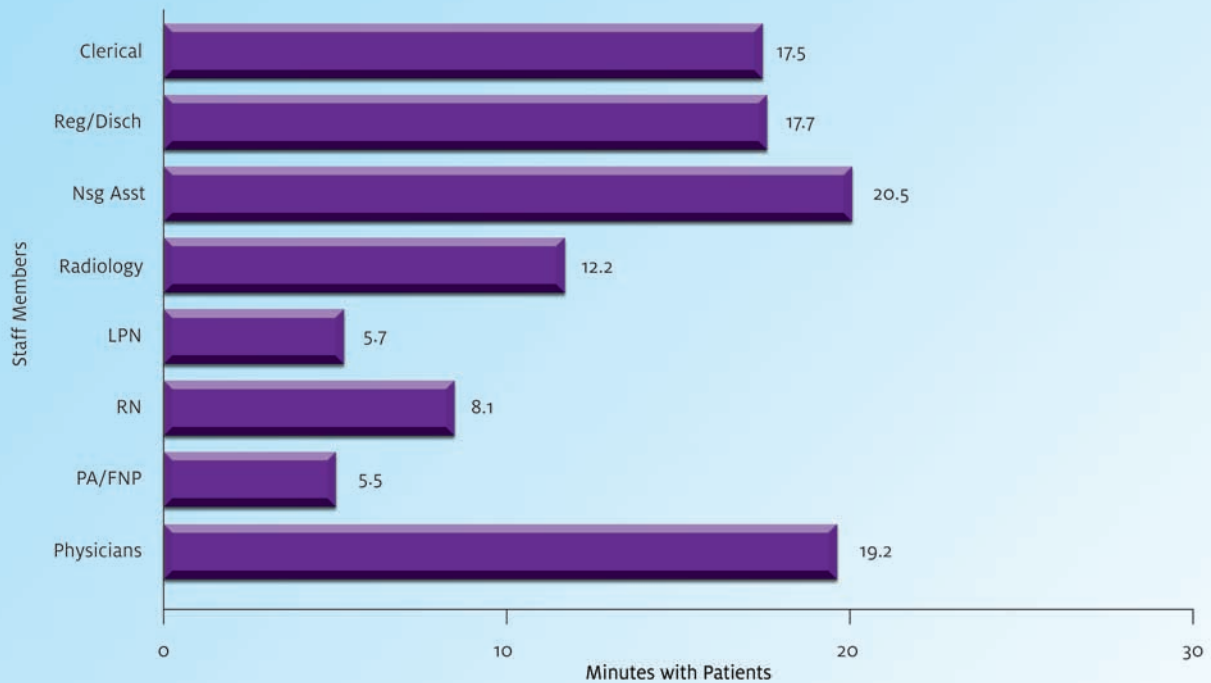
## DEVELOPING DATA

UCAOA's Survey Committee has conducted two annual member surveys, to date, designed to establish benchmarks in an industry for which data have been sorely lacking. Each month in **Developing Data**, we will share one or two tidbits from the second annual survey in an effort to help readers get a sense of what their peers are doing, and what kind of trends are developing as urgent care evolves.

In this issue: How much time do various staff members spend with patients?

As you will see, time spent with the physician is likely less than that spent with some combination of other clinical personnel and clerical staff. This reinforces the obvious importance of hiring and properly training competent individuals for each position, but also highlights the more subtle opportunity each employee has to affect a patient's experience—for better for worse—during a typical visit to your urgent care center.

### AVERAGE STAFF TIME WITH PATIENTS\*



PA/FNP, physician assistant or family nurse practitioner; RN, registered nurse; LPN, licensed practical nurse; Nsg Asst, nursing assistant; Reg/Disch, registration and discharge personnel.

*\*Note: Clearly, not all patients interact with each of these staff members during an "average" visit. Rather, these data represent a comparison of how much time, on average, various personnel spend with the patient populations of responding centers.*

Areas covered in the UCAOA industry surveys included urgent care structures and organization, services offered, management of facilities and operations, patients and staffing, and financial data. UCAOA members who have ideas for future surveys should e-mail J. Dale Key, UCAOA Survey Committee chair.

**Next in *Developing Data*:**  
Are payors reimbursing on problem-based coding—and if so, what percentage of receivables are they reimbursing?