



DEVELOPING DATA

UCAOA'S Survey Committee drew two important conclusions from its first industry-wide survey: urgent care is a growing industry nationwide, and those within the industry are hungry for benchmarking data. In each issue of *JUCM*, **Developing Data** will seek to fulfill that need.

In this issue, who owns, who leases, and where are they located?

TYPE OF STRUCTURES HOUSING URGENT CARE CLINICS



Source: *Benchmarking Your Urgent Care*, ©2006, Urgent Care Association of America.

More than half (53%) of the survey participants own the buildings in which their practice is located; 47% lease. The average business consists of 2.66 centers.

Areas covered in the initial UCAOA industry survey 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, at dkey@medachealth.com.

Next month in **Developing Data:**

One of the benefits of urgent care, from a patient's perspective, is the time savings and more convenient access to medical care compared with a visit to the ER or family practice. But just what are "average" hours (and days) of operation for an urgent care clinic?