datadive

MGMA

PRACTICE OPERATIONS

The MGMA DataDive Practice Operations platform is the only data set of its kind in the industry evaluating key operational metrics. This data set includes both hospital- and physician-owned data, and can be used to benchmark patient flow, patient accessibility, no-show rates and more. In 2023, nearly 1,000 healthcare organizations across the industry were represented in this data set. The MGMA DataDive Practice Operations platform will enable you to:

- **Increase patient satisfaction.**
  Evaluate and benchmark the many factors that contribute to patient satisfaction, including average office wait times, scheduling availability and use of patient portals.

- **Reduce staff burnout and turnover.**
  Correlate data points to find quick remedies for big problems, like staff turnover.

- **Increase operational efficiency.**
  Medical practices face a variety of challenges today, and among the most addressable are practice operations, which tend to separate top-performing practices from the rest. Stand out from your competition and increase your overall operational efficiency by benchmarking key metrics such as number of billing claims per day, percent of claims denied on first submission, call volumes and total operational hours.

BENCHMARKS

Value
- Number of Payer Contracts
- Number of Payer Contracts with Value-Based Reimbursement
- Number of Total Covered Lives
- Number of Covered Lives Attributed to Value-Based Contracts
- Hospital Admission and Readmission Rate
- Emergency Department Utilization Rate
- Post-Operative Infection Rate

Patient Portal
- Appointment Scheduling
- Bill Pay
- Test Result Access
- Patient-Provider Communication
- Medical Record Download/ Transmission
- Staff Response Time (in Hours)

Demographics
- Contains Dozens of Insight Categories, like: Hours of Operation, Patient Satisfaction Surveys, Time to Close Patient Charts, Budget Review Frequency, and More.

Scheduling
- Wait Times
- Total Patient Cycle Time/ Throughput
- Same Day Appointments
- Appointment Times
- Third Next Available Appointment
- Appointment Slots
- No Show Rate
- Appointment Cancellation Rate
- Copayments Collected at Time of Service
- Patient Due Balances Collected at Time of Service
- Rescheduling Within 30 Days of Cancellation

Billing
- Claims Posted
- Claims Denied on First Submission
- Charge Posting Lag Time
- Amount (in Dollars) Denied on First Submission
- Turnover & Hire Rates
- Support Staff, Physician and Advanced Practice
- Provider Turnover Rate
- Support Staff, Physician and Advanced Practice
- Provider Hire Rate

Call Center
- Call Hold Time
- Call Length
- Call Answer Speed
- Call Abandonment Rate

Turnover & Hire Rates
- Support Staff, Physician and Advanced Practice
- Provider Turnover Rate
- Support Staff, Physician and Advanced Practice
- Provider Hire Rate

ADVANCED TOOLS
- Custom Group Data
- Custom Specialty Builder
- Percentiles between 10-90
- Trend

FILTERS
- All Practices
- Better Performing Practices
- Geographic Section
- Number of FTE Physicians
- Organization Ownership
- Practice Specialty

To learn more, visit **mgma.com/ddops**
or contact us based on your organization type:

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