



Management Information

In all Mendel organizations that deal with clients or patients, we make use of a systematical set of management information, which we share with all co-workers that show an interest in it.

This management information serves the following purposes:

1. to measure streams of patients in-, through and out (and to be able to adjust in time);
2. to follow and adjust the productivity and efficacy of the doctors, liaisons and members of treatment teams;
3. to negotiate with insurers / payers about production quota;
4. to make sure our (consistency of-) delivered quality and outcomes exceed the norms and stay at least at the pretended levels of our own high standards;
5. to report with confidence, inside and outside the Mendel Foundation, about our results.

To be able to consistently deliver on these goals, we see the following items as *indispensable*.

1. monthly reports (before the 5th of every month),
 - a. per preceding month, *and*
 - b. cumulative in the current year, *and*
 - c. in historic perspective:
2. amounts of consultations, separated per doctor and Liaison:
 - a. first consultations;
 - b. in case of (rehab) treatment, “conversion” of 1st consults to treatment;
 - c. follow-up consults;
 - d. special consults (“orthopedic shoe-”, “orthopedic technician-”, combinations with other specialists, in hospitals and nursing homes; home visits);
3. per doctor and Liaison:
 - a. hours spent directly with patients;
 - b. hours spent for- or about patients;
 - c. total of hours worked;
 - d. hours spent on meetings (teams, others);
 - e. hours spent traveling;
 - f. reading- and preparation time for management purposes (general developments, the Mendel Foundation, medical staff, etc.);
 - g. representation;
 - h. presentations;
 - i. training given to others;
 - j. professional training incl. travel time.



4. per member of any treatment team or -unit:
 - a. number of new patients;
 - b. number of treated patients;
 - c. planned treatment hours;
 - d. delivered treatment hours;
 - e. total worked hours;
 - f. hours spent on meetings (teams and otherwise);
 - g. hours spent on traveling;
 - h. reading- and preparation time for management purposes (general developments, the Mendel Foundation, etc.)
 - i. representation;
 - j. presentations;
 - k. training given to others;
 - l. professional training incl. travel time.

5. "the Mendel Foundation", per Unit:
 - a. Waiting list data:
 - i. waiting time for 1st consult;
 - ii. waiting time for start of (rehab) treatment;
 - b. no. of patients on waiting list:
 - i. for 1st consult;
 - ii. for individual treatment;
 - iii. for treatment in groups;
 - iv. for exceptional types of treatment;
 - c. no. of patients entered/left treatment
 - i. # new starters;
 - ii. # currently in treatment;
 - iii. # stopped;
 - d. Average, mean treatment duration and standard deviation.

6. Financial:
 - a. overview of Expenses;
 - b. overview of Incomes (received; outstanding).



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