Capacity Audit Sheet

Hands & Hours:

1. Office Visit volume to CA assessed ration (TLC resource chart)
2. P2P evaluation per adjusting hours (percent of seen vs capacity)
3. Capability to see volume of New Patients – Time and team audit and scheduling availability.
4. Number of Re-Exams per shift given number CAs can be scheduled
5. Number of adjusting hours/ week
6. Number of specialty hours/ week
7. Number of specialty consults scheduled per week (Non-NPRs, ARs or Re-Reports)
8. Use of group reports for NPRs and ARs?

Tools & Technology		**Currently Doing**	**Not Yet Doing**
Software Tracking	Monthly swipes automated on date patient started care done by CA	☐	☐
	Tracking office visit frequency and missed appointments	☐	☐
	Tracking future Re-exams	☐	☐
	Alerts on what's next for patient care	☐	☐
	Patient care health assessments – NDI, HAWS for NP and at every Re-Exam	☐	☐
	X-Ray and testing comparisons visualizations	☐	☐
	Charges vs notes daily reports	☐	☐
	Weekly print all alerts to address	☐	☐
Website	Spinal Workshop – clips and invitations to attend spinal workshops	☐	☐
	Updated WOW patient stories	☐	☐
	Words of Wisdom articles posted	☐	☐
	Reels added to social media – weekly	☐	☐
	Banners & signs of upcoming events	☐	☐
Miscellaneous	Travel cards (paper) Re-Exams, NP Exam sheet	☐	☐
	Use of videos to train patients on exercises	☐	☐
	Spinal Workshop recordings play in office and also clips on social media & website	☐	☐
	Google reviews – adding 10% monthly	☐	☐
	Engagement calendar additions weekly	☐	☐

Efficiency & Effectiveness: Use of TLC Audits

1. Time audit
2. Overhead Audit
3. ADC audit
4. Promotions audit
5. NP audit
6. Multiple DC NP audit
7. Leadership audit
8. Insurances audit
9. Team longevity audit