



## Empanelment: Background

### CP3 Toolkit: Panels

Clinica Family Health in Boulder, Colorado defines the benefits of empanelment and describes components of establishing empanelment in a clinic setting.

- Why Panel Care Teams and Providers?
  - There is a limit on the number of patients one provider or one care team can care for
  - Panel size drives demand: Patient access to care depends on correctly matching patient demand with appointment supply
  - Balance and predict workload
  - Allows for measurement
  - Allows for development of relationships (aka continuity) between patient and provider/care team
    - Improved patient satisfaction!
    - Improved staff satisfaction!
    - Improved health outcomes!
  
- What affects the number of patients a care team or provider can care for:
  - Time out of the office (e.g., vacation, PTO, CME, call, hospital, nursing home, meetings)
  - Provider or care team “in-clinic” FTE
  - Appointment Length
  - Number of times a patient seeks care per year
  
- Creating Panels: Determining Demand
  - Define an “Active Patient” for your practice
    - Is it a patient seen in the last 12 months, 18 months or 24 months?
    - Does one number underestimate or overestimate?
  - Determine number of active patients for your practice
  - Determine how many times, on average your patients come in per year: # of patients seen per 12-18-24 months / # of visits generated
  
- Creating Panels: Determining Capacity



- “In-clinic FTE”: this is FTE when the provider or care team is scheduled to see patients
- How many patients can the provider or care team see in a given day based on appointment length
- Number of days in clinic seeing patients per year