

A Pilot Study about NPs Non-Billable Activities

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**INTERNISTS
INUNDATED WITH
PHONE CALLS,
E-MAIL**

The New York Times
Wednesday, April 28, 2010

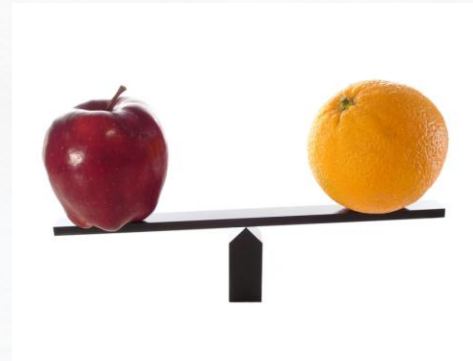
**Study shows invisible
burden on family
doctors**

The Washington Post
Saturday, June 20, 2009

**Primary-care doctor shortage
may undermine reform efforts**

Aims

- Identify the NP's frequency and duration of time spent per day in each **non-billable activity**.
- Compare NPs office visits and non-billable activities with those of primary care physicians.



“Non-billable Variables”

Variable	Examples of Activities
Phone calls:	Phone calls made to patients or families.
Prescription refills:	Communication with staff nurse; calling in controlled substances directly to pharmacy; writing an e-script
E-mails:	E-mails made to patients and families
Lab Results:	Orders and reviews actual report; send results to other physicians; communication with staff nurse to send lab results to patients
Image Results:	Reviews ECGs with a physician; reviews simple x-rays; sends results to specialists
Consultations:	Telephone calls with consultants; reviewing discharge summaries from the hospital; review notes from a consultant; call the emergency department to inform of a patient admission to the hospital

Related Literature

- Baron, R. B. (2010). What's keeping us so busy in primary care? A snapshot from one practice. *The New England Journal of Medicine*. 362, 1632-1636.
- Gardner, G., Gardiner, A., Middleton, S., Della, P., Kain, V. & Doubrovsky, A. (2010). The work of nurse practitioners. *Journal of Advanced Nursing*, 66(10), 2160–2169.
- Rhoads, J., Ferguson L.A., & Langford, C.A. (2006). Measuring nurse practitioner productivity. *Dermatology Nursing*. 8(1):32-38.

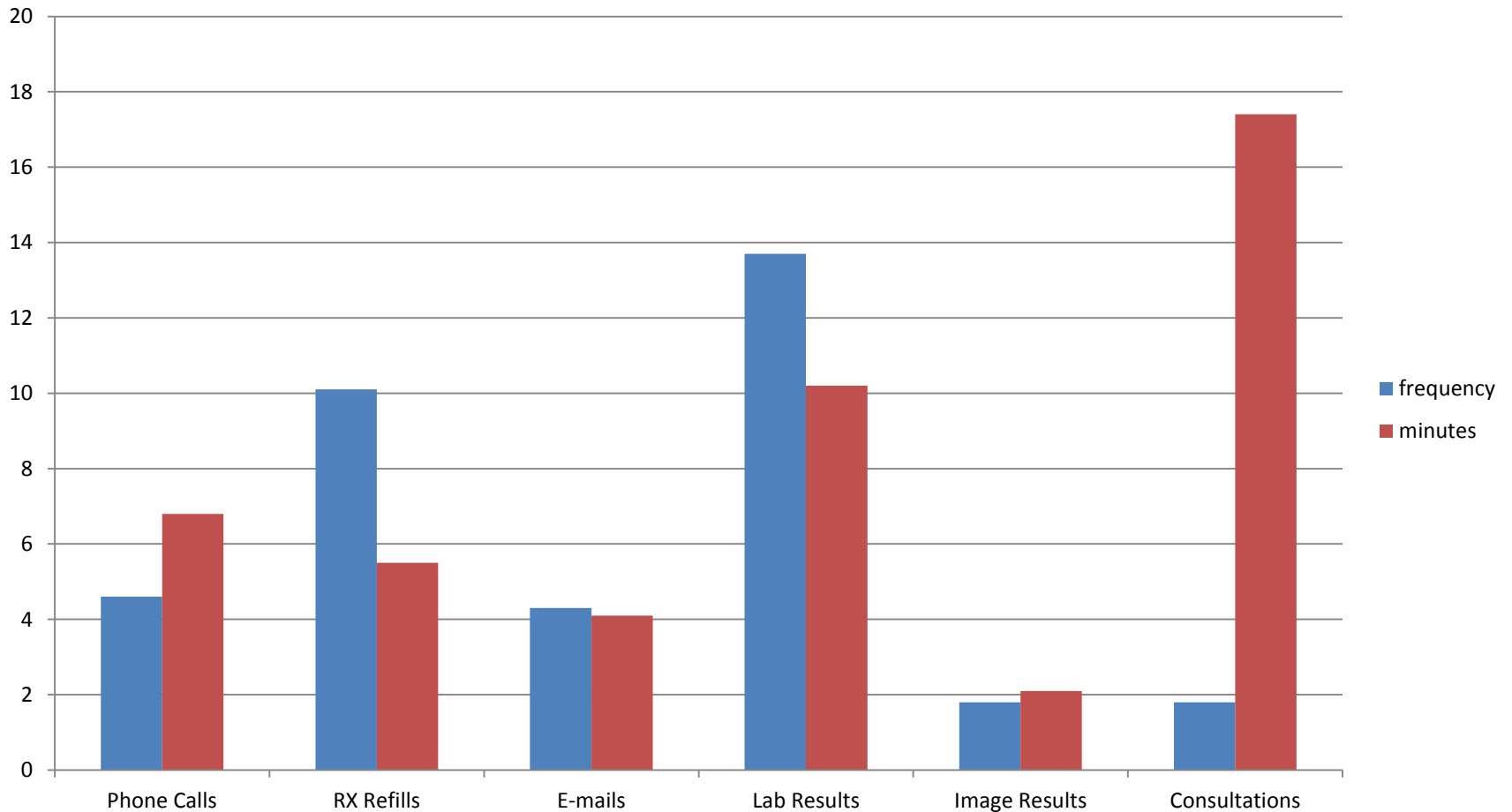


Methodology

- Non-experimental, descriptive study
- Personal log
- Subjects: 2 NPs



NPs Non-billable Activities: Number and Duration per Day

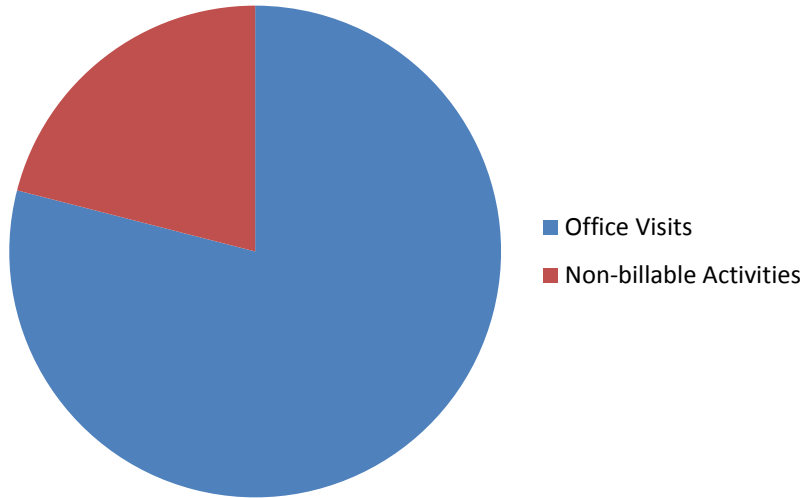


Interpretation, Limitations, & Discussion

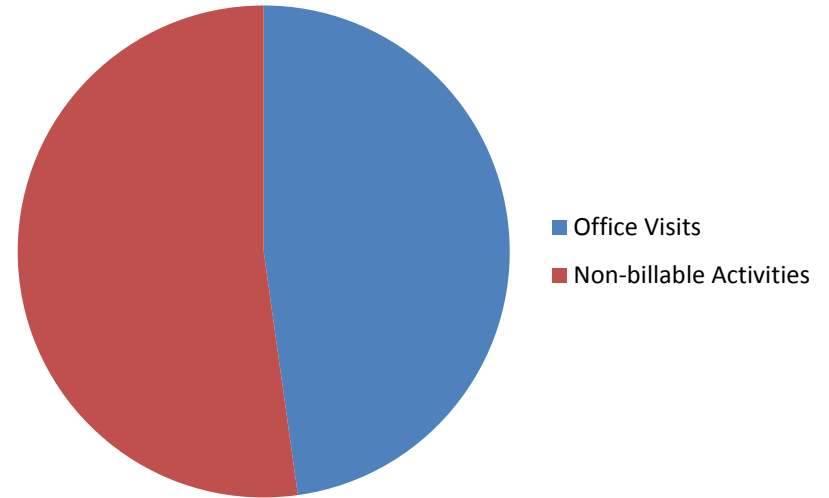


Differentiation of Daily Activities

NP



MD (Baron)



Comparison of MD(Baron) and NP Frequency of Non-billable Activities

