

Backlog Formula

Workbook Reference: [Section 2](#)

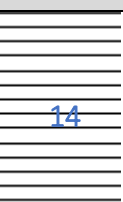
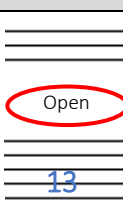
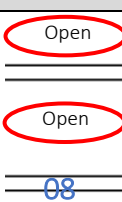

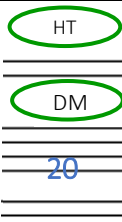

Backlog:

- Defined as work booked into the future
- Good backlog = appropriate follow-up/planned future appointments (e.g. prenatal/infant shots)
- Bad backlog = today's work pushed into the future

To calculate bad backlog:

1. Count total booked appointments until your 3rd next available appointment
2. Subtract good backlog
3. Balance = true backlog

Example:

Sat	Sun	Mon	Tues	Wed	Thurs	Fri
Closed	Closed		Off A.M.	Off A.M.		
Closed	Closed				Off P.M.	Off P.M.
Total booked:		30	20	20	13	08
– Good Backlog		03	02	02	0	0
= Bad Backlog		27	18	18	13	08

Total bad backlog = 84 appointments

To calculate the hours of work to be done to eliminate the backlog, divide the total bad backlog by the number of appointments seen per hour. In the above example, if the physician books 4 appointments per hour, it will take 21 hours to clear the backlog ($84 \div 4$).

Adapted from the [Advanced Access and Efficiency Workbook for Primary Care](#) created by Health Quality Ontario (July 2011) and the *Office Practice Redesign in Primary Health Care: Advanced Access and Office Efficiency Workbook* created by British Columbia's General Practice Services Committee Practice Support Program.