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	Title: Clinical Advanced Practice Providers Workweek Expectations		
	Department: APP's		
	Effective Date: 01.02.2025	Approval Date: 01.02.2025	Approved By: (title only) Executive Director

## 1. Principle / Purpose

- 1.1. Principle – Advanced Practice Providers (APP's) are exempt clinical staff with diverse clinical roles as ambulatory and inpatient providers across the organization.
- 1.2. Purpose – The Clinical Advanced Practice Workweek Expectations Policy is intended to articulate the annual APP requirements for patient-facing clinical time.
  - 1.2.1. Clinical expectations are based on a full-time work week.

## 2. Definitions

Full-time work week is scheduled as 40 hours and adjusted based on FTE.


Clinic open time is patient-facing time that is intended for direct patient care activities and available for patient scheduling.

Clinic open time calculation for ambulatory providers is 80% of clinical FTE. For example:  
 Clinic open time for a full-time clinical FTE (1.0 cFTE) = 0.8 x 40 hours = 32 hours per week (eight 4-hour clinic sessions)  
 Clinic open time for a half-time clinical FTE (0.5 cFTE) = 0.8 x 20 hours = 16 hours per week (four 4-hour clinic sessions)

Administrative time is non-patient-facing time allocated for non-direct patient care activities including but not limited to documentation, chart review, communication with referring providers, diagnostic test interpretation. Administrative time is also intended for non-clinical activities including but not limited to department/division/organizational meetings, committee meetings/projects, research/scholarly activities. Administrative time is working time and cannot be used as a replacement for PTO. Employees who need their administrative time off need to request PTO.

Approved blocked time is a defined amount of time per week/month dedicated for activities that meet criteria as specified and is approved by advanced practice and Department/Division leaders. Criteria include 1) require provider-level training and education, 2) within the scope of practice of an APP, and 3) support the clinical, education, or research mission of the organization. Blocked time may also be approved for formal leadership roles, grant-funded research, or revenue-generating activities.

Inpatient and procedure-based APPs are providers who have a shift-based schedule covering inpatient care. Clinical schedules are typically 7 days/week and may include evenings, nights, and on-call. Shift length is inclusive of clinical and administrative time.

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Ambulatory APPs are providers who work primarily in the outpatient setting. Clinical schedules are typically open to new and follow up visit types during daytime business hours Monday-Friday. Provider schedules include designated clinic open time and administrative time.

### 3. Scope

3.1. This policy applies to all exempt staff APP's.

### 4. Policy

4.1 Clinical expectations will be tracked annually and reconciled on a quarterly basis. Clinic open time data will be obtained through the Epic EMR. Individual APP clinic open time expectations will be established based on cFTE and any approved blocked time.

APP Managers will review open time with APPs and notify them of any deficits or excess on a quarterly basis. Excess open time may be carried forward toward subsequent quarterly open time requirements. Deficits may be made up in the subsequent quarter. APPs who do not meet clinic open time expectations for two quarters in the same year, or consecutively, will be put on progressive discipline.

PTO (or other approved time off categories) will be counted towards clinic open time expectations. For example:


1. A full-time ambulatory APP has open time 32 hours per week x 12 weeks = 384 hours >> meets quarterly open clinic time expectations
2. The APP has 360 open hours + 24 hours PTO = 384 hours >> meets expectations
3. The APP has 360 open hours + 16 hours PTO = 376 hours >> 8 hours deficit
4. The APP has 396 open hours (no PTO) >> 12 hours surplus

### 5. Responsibilities:

5.1 APP Managers are responsible for approving Kronos timecards and time-out requests.

APPs are responsible for submitting time-out and PTO requests and reviewing and approving their timecards each pay period according to established policies and timelines.

APPs will be held accountable for clinical workweek expectations through annual performance evaluation ratings and established disciplinary processes as needed.

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## 6. Tags or Linked Documents

6.1 Attendance – Exempt Staff <https://powerdms.com/link/NJH/document/?id=1972286>

Paid Time Off <https://powerdms.com/link/NJH/document/?id=2768662>

Performance Evaluations <https://powerdms.com/link/NJH/document/?id=1972363>