



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	92%	10	9.22
% of Scheduled Referrals with Linked Appt	51%	10	5.14
% of Seen Referrals Tagged as Seen	42%	10	4.18
% of Seen Referrals that are Completed	67%	10	6.73
% of DSM Referrals with CRM Referral	58%	5	2.92

28.19 points out of 45 points possible

63% clinic score for CRM use