

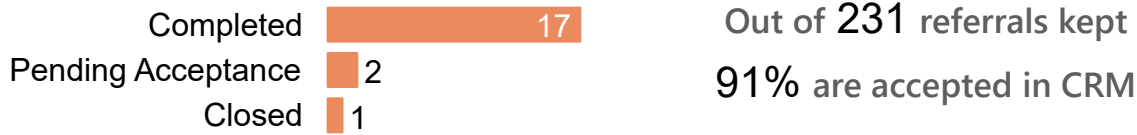
Specialty Clinics REFERRALS

Report of the referral conversion process in the Maternal Fetal Medicine clinic for February 2023

Referrals tracked using the Clinic Referral Management system versus the schedule book

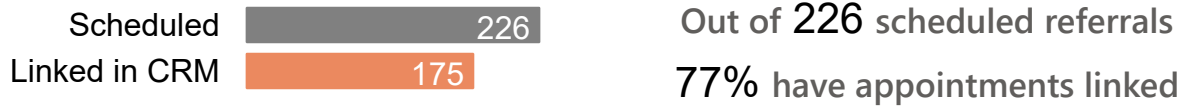
Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



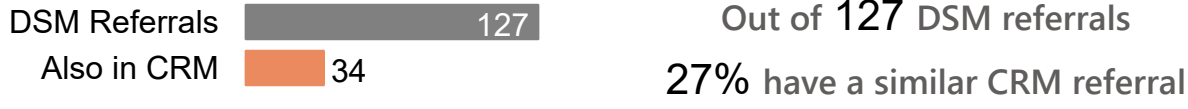
Appointments Linked in CRM after 90 Days

# of Referrals



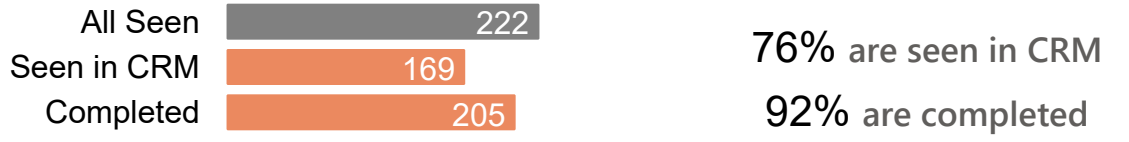
Direct Secure Message Referrals in CRM after 90 Days

# of Referrals



Referrals Seen in CRM after 90 Days

# of Referrals



Test of CRM Use for Referrals Sent 90 Days Prior

| Test                                      | % Result | Points Possible | Point Result |
|---|----------|-----------------|--------------|
| % of Referrals Accepted                   | 91%      | 10              | 9.13         |
| % of Scheduled Referrals with Linked Appt | 77%      | 10              | 7.74         |
| % of Seen Referrals Tagged as Seen        | 76%      | 10              | 7.61         |
| % of Seen Referrals that are Completed    | 92%      | 10              | 9.23         |
| % of DSM Referrals with CRM Referral      | 27%      | 5               | 1.34         |

35.05 points out of 45 points possible  
78% clinic score for CRM use