



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	93%	10	9.33
% of Scheduled Referrals with Linked Appt	69%	10	6.94
% of Seen Referrals Tagged as Seen	60%	10	6.04
% of Seen Referrals that are Completed	80%	10	8.02
% of DSM Referrals with CRM Referral	48%	5	2.4

32.73 points out of 45 points possible

73% clinic score for CRM use