

Specialty Clinics

Referral Volume and Throughput

Saturday, March 04, 2023



This report contains measures of the rate at which referred patients are seen at these Medical Center specialty clinics.

A full description of this report and the measures within can be found on [my GitHub site](#).

Referrals aged from date sent to date scheduled, date seen, or today's date

Median Times After 90 Days

To Schedule Patient

8
Days

To See Patient

25
Days

- 0
▲ 4

Throughput

Routine Seen in 30d

59
%

Urgent Seen in 5d

15
%

▲ 14%
- 0%

Throughput by Clinic

Clinic	% of Routine Seen by 30d	% of Urgent Seen by 5d	# Referrals Sent 90d Prior	% Scheduled	% Seen	Median Age Until Scheduled	Median Age Until Seen
Hepatology	84%	8%	97	100%	100%	7.00	14.00
Sleep Disorders Laboratory	82%	0%	127	100%	100%	8.00	18.00
Nephrology	78%	36%	113	100%	100%	7.00	15.00
Gastroenterology	72%	0%	110	100%	100%	7.00	14.00
Otolaryngology	71%	7%	122	94%	88%	7.00	24.00
Neurology	70%	16%	228	86%	76%	8.00	34.00
Pain Management	67%	18%	136	100%	100%	7.00	15.00
Endocrinology	61%	38%	106	80%	61%	17.50	99.50
Rheumatology	60%	0%	126	99%	99%	7.00	15.00
Internal Medicine	59%	15%	534	93%	87%	8.00	25.00
Immunology	59%	22%	168	78%	60%	35.50	97.50
Pulmonology	58%	16%	333	97%	93%	7.00	20.00
Oncology	53%	13%	611	93%	87%	8.00	27.00
Urology	53%	29%	50	86%	74%	10.00	55.00
Ophthalmology	52%	6%	122	100%	100%	6.00	15.00
Orthopedics	50%	14%	360	81%	66%	12.00	93.00
Dermatology	49%	17%	110	93%	87%	10.00	29.00
Cardiology	37%	20%	119	98%	97%	8.00	18.00
Podiatry	14%	17%	111	91%	79%	10.00	86.00
Total	59%	15%	3,683	93%	86%	8.00	25.00

Performance and improvement direction across clinics

Routine Referral Throughput

Seen in 30d

Delta vs. Previous

Delta vs. 3mo Average

Delta vs. 12mo Average

59%**▲ 14%****▲ 7%****▼ -8%**

Routine Referral Throughput by Clinic

Clinic	Performance vs. Target Current, 3 Months, 12 Months	Improvement Direction vs.			Days to Seen
		Previous, 3 Months, 12 Months	Rising	Falling	
Cardiology	▼ ▼ ▲ Falling	-	▼	▼ Falling	▲ 2
Dermatology	▼ ▲ ▲ Performer	▼	▼	▼ Falling	▲ 13
Endocrinology	▲ ▼ ▼ Turning Upward	▲	▲	▼ Rising Recovery	▼ -14
Gastroenterology	▲ ▲ ▲ Consistent Performer	▲	▲	▲ Rising	▼ -52
Hepatology	▲ ▲ ▲ Consistent Performer	-	▲	▲ Rising	▼ -60
Immunology	▲ ▼ ▲ Bouncing Back	-	▲	▼ Setback Recovery	▲ 81
Internal Medicine	▲ ▲ ▲ Consistent Performer	▲	▲	▼ Rising Recovery	▲ 3
Nephrology	▲ ▲ ▲ Consistent Performer	▲	▲	▼ Rising Recovery	▲ 2
Neurology	▲ ▲ ▲ Consistent Performer	▲	▲	▼ Rising Recovery	▲ 13
Oncology	▲ ▼ ▲ Bouncing Back	▲	▲	▼ Rising Recovery	▲ 1
Ophthalmology	▲ ▼ ▲ Bouncing Back	▲	▲	▼ Rising Recovery	▼ -2
Orthopedics	▲ ▼ ▲ Bouncing Back	▲	▲	▼ Rising Recovery	▲ 70
Otolaryngology	▲ ▲ ▲ Consistent Performer	▲	▲	▼ Rising Recovery	▲ 7
Pain Management	▲ ▲ ▲ Consistent Performer	▼	▼	▲ Falling	▼ -3
Podiatry	▼ ▼ ▲ Falling	▼	▼	▼ Falling	▲ 66
Pulmonology	▲ ▲ ▲ Consistent Performer	▲	▲	▼ Rising Recovery	▼ -3
Rheumatology	▲ ▲ ▲ Consistent Performer	▲	▲	▼ Rising Recovery	▲ 3
Sleep Disorders Laboratory	▲ ▲ ▲ Consistent Performer	-	▲	▲ Rising	- 0
Urology	▲ ▲ ▲ Consistent Performer	▼	▼	▲ Falling	▲ 32

Performance and improvement direction across clinics

Urgent Referral Throughput

Seen in 5d

Delta vs. Previous

Delta vs. 3mo Average

Delta vs. 12mo Average

15%

- 0%



2%



-2%

Urgent Referral Throughput by Clinic

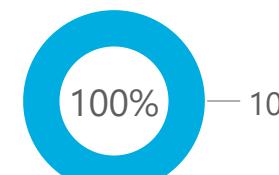
Clinic	Performance vs. Target			Improvement Direction vs.			
	Current, 3 Months, 12 Months			Previous, 3 Months, 12 Months			
Cardiology	▼	▼	▼	Consistently Under	▲	▲	▲ Rising
Dermatology	▼	▼	▼	Consistently Under	▼	▲	▼ Setback Recovery
Endocrinology	▼	▼	▼	Consistently Under	▲	▲	▲ Rising
Gastroenterology	▼	▼	▼	Consistently Under	-	▼	▼ Falling
Hepatology	▼	▼	▼	Consistently Under	▼	▼	▼ Falling
Immunology	▼	▼	▼	Consistently Under	▲	▲	▼ Rising Recovery
Internal Medicine	▼	▼	▼	Consistently Under	-	-	- Rising
Nephrology	▼	▼	▼	Consistently Under	▲	▲	▲ Rising
Neurology	▼	▼	▼	Consistently Under	▼	▲	▼ Setback Recovery
Oncology	▼	▼	▼	Consistently Under	▲	▲	▼ Rising Recovery
Ophthalmology	▼	▼	▼	Consistently Under	▼	▼	▼ Falling
Orthopedics	▼	▼	▼	Consistently Under	▲	▲	▼ Rising Recovery
Otolaryngology	▼	▼	▼	Consistently Under	▼	▲	▼ Setback Recovery
Pain Management	▼	▼	▼	Consistently Under	▲	▲	▲ Rising
Podiatry	▼	▼	▼	Consistently Under	▲	▲	▼ Rising Recovery
Pulmonology	▼	▼	▼	Consistently Under	▼	▲	▼ Setback Recovery
Rheumatology	▼	▼	▼	Consistently Under	▼	▼	▼ Falling
Sleep Disorders Laboratory	▼	▼	▼	Consistently Under	▼	▼	▲ Falling
Urology	▼	▼	▼	Consistently Under	▼	▲	▲ Rising

Referrals aged from date sent to date scheduled, date seen, or today's date

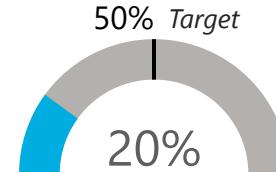
Urgent Referrals After 5 Days

Sent	10
Canceled	0
Closed WBS	0
Rejected	0

Referrals sent 1/27/23 - 2/22/23



- Seen
- Waiting
- Neither

Urgent Referrals Seen in 5 Days

Rate Compared to:

- ▲ Prev. Month 8%
- ▲ 3 Months 14%
- ▲ 12 Months 9%

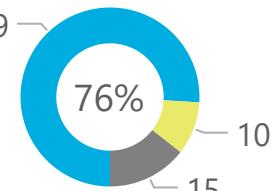
Over / Under Target:

- ▼ This Month -30%
- ▼ 3 Months -36%
- ▼ 12 Months -41%

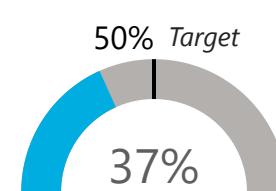
Routine Referrals After 30 Days

Sent	113
Canceled	4
Rejected	3
Closed WBS	2

Referrals sent 1/2/23 - 1/29/23



- Seen
- Waiting
- Neither

Routine Referrals Seen in 30 Days

Rate Compared to:

- Prev. Month 37%
- ▼ 3 Months 48%
- ▼ 12 Months 55%

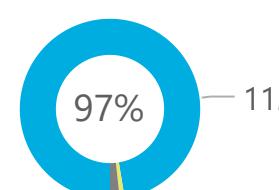
Over / Under Target:

- ▼ This Month -13%
- ▼ 3 Months -2%
- ▲ 12 Months 5%

Referrals After 90 Days

Sent	119
Rejected	3
Canceled	1
Closed WBS	0

Referrals sent 11/3/22 - 11/30/22



- Seen
- Waiting
- Unmet

Process Milestones:

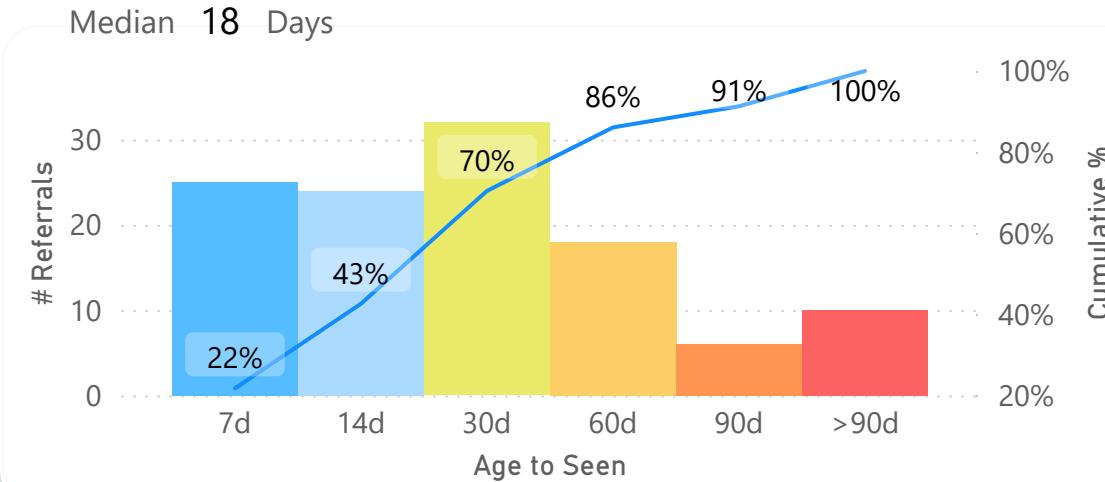
Aged	115
Scheduled	113
Completed	109
Accepted	104

Process Rates:

Accepted	90%
Scheduled	98%
Completed	95%

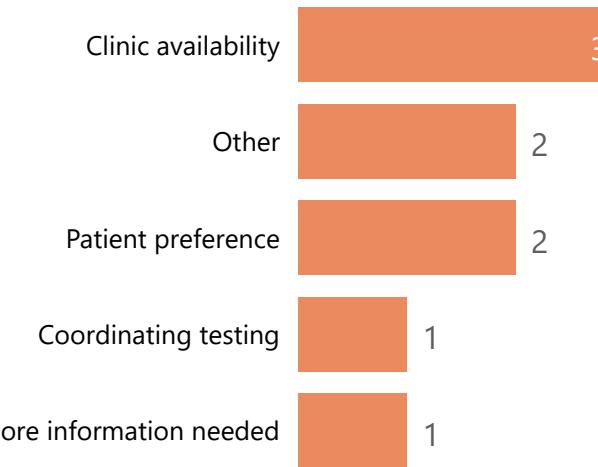
Median Times:

7 Days to Accept
8 Days to Schedule
51 Days to Complete

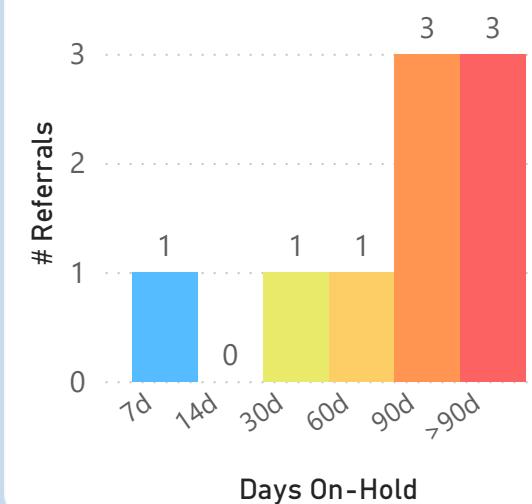
Days to See All Referrals - by Category with Cumulative %

Breakouts of referrals in a hold or pending status sent any time prior to today's date

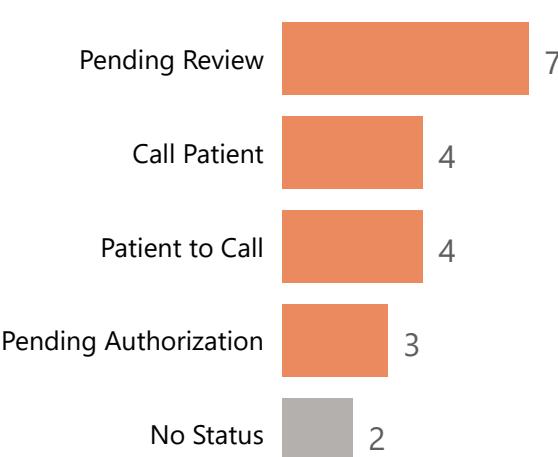
All Referrals On-Hold by Reason



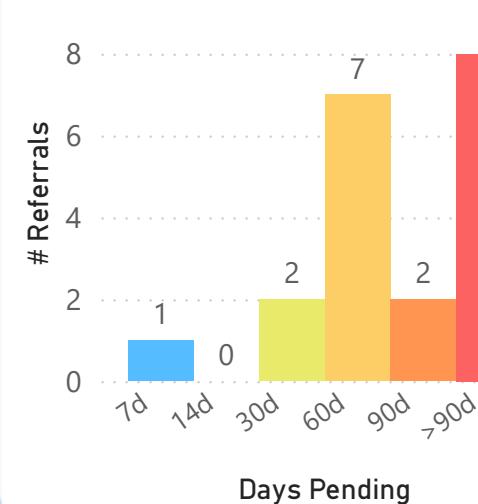
Referrals by Age of Hold



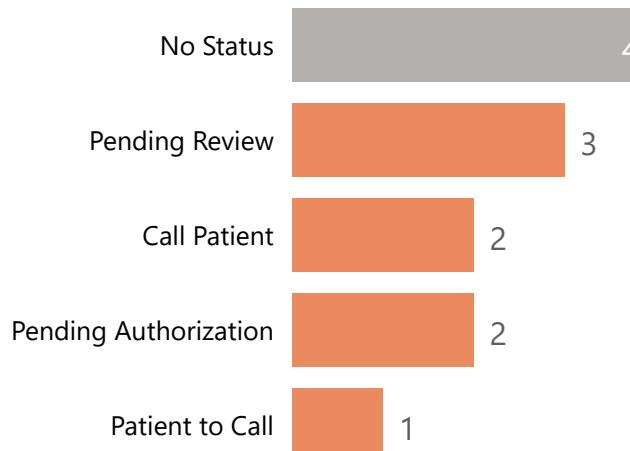
Referrals Pending Reschedule



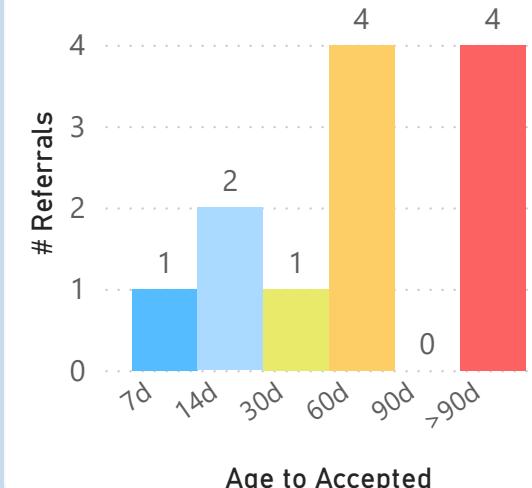
Reschedules by Days Pending



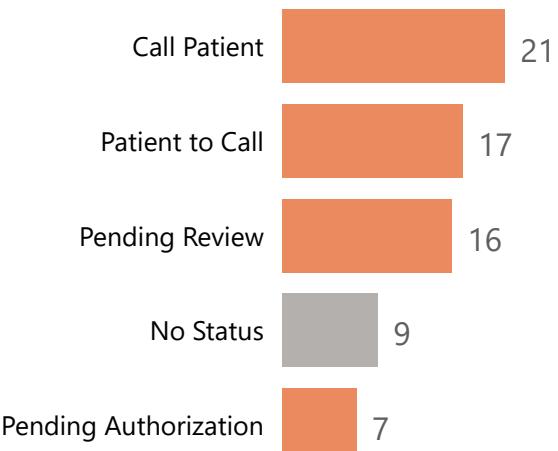
Referrals Pending Acceptance



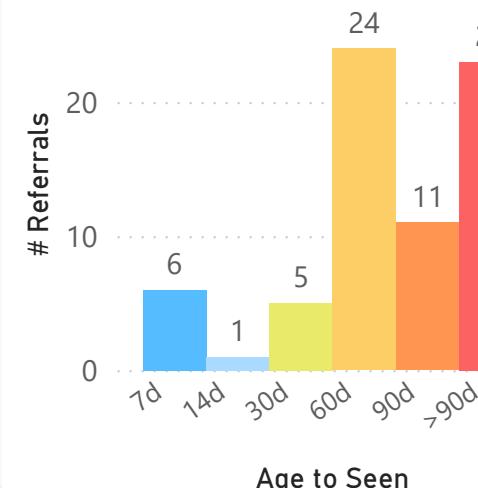
Pending Acceptance by Age



Referrals in Accepted Status



Accepted Status by Age



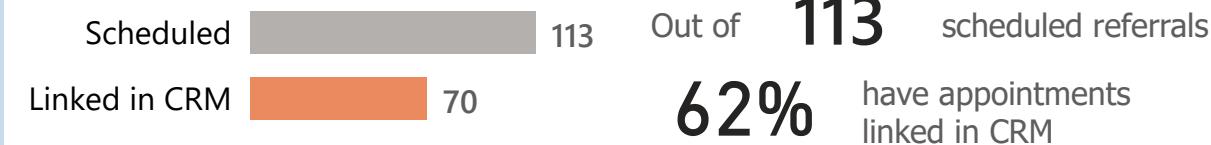
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

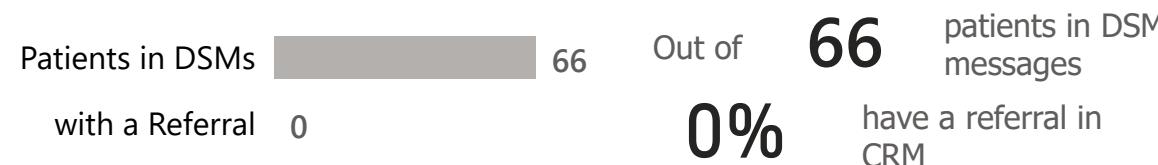
By Current Status:



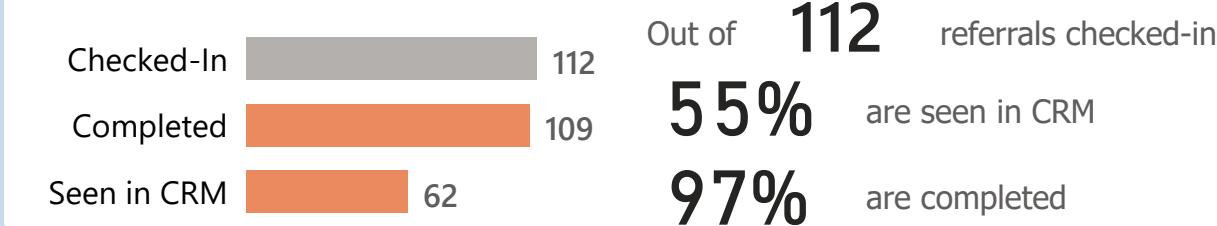
Referral Appointments Linked in CRM after 90 Days



Direct Secure Message Referrals in CRM after 90 Days



Referrals Seen in CRM after 90 Days



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	90%	10	9.00
% of Scheduled Referrals with Linked Appt	62%	10	6.20
% of Seen Referrals Tagged as Seen	55%	10	5.50
% of Seen Referrals that are Completed	97%	10	9.70
% of DSM Referrals with CRM Referral	0%	5	0.00

30.40 points out of **45** points possible

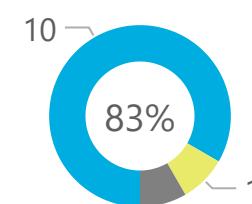
68% clinic score for CRM use

Referrals aged from date sent to date scheduled, date seen, or today's date

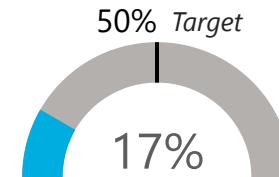
Urgent Referrals After 5 Days

Sent	14
Canceled	2
Closed WBS	0
Rejected	0

Referrals sent 1/27/23 - 2/23/23



Urgent Referrals Seen in 5 Days



Rate Compared to:

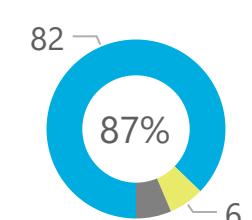
▼ Prev. Month	27%
▲ 3 Months	14%
▼ 12 Months	17%

▼ Over / Under Target:	-33%
▼ This Month	-33%
▼ 3 Months	-36%
▼ 12 Months	-33%

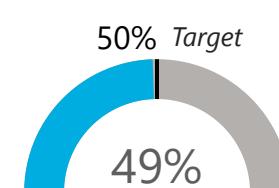
Routine Referrals After 30 Days

Sent	104
Rejected	5
Canceled	4
Closed WBS	1

Referrals sent 1/2/23 - 1/29/23



Routine Referrals Seen in 30 Days



Rate Compared to:

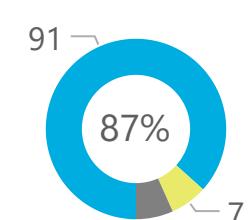
▼ Prev. Month	66%
▼ 3 Months	58%
▼ 12 Months	62%

▼ Over / Under Target:	-1%
▼ This Month	-1%
▲ 3 Months	8%
▲ 12 Months	12%

Referrals After 90 Days

Sent	110
Canceled	3
Closed WBS	1
Rejected	1

Referrals sent 11/3/22 - 11/30/22



Process Milestones:

Aged	105
Accepted	98
Scheduled	98
Completed	73

Process Rates:

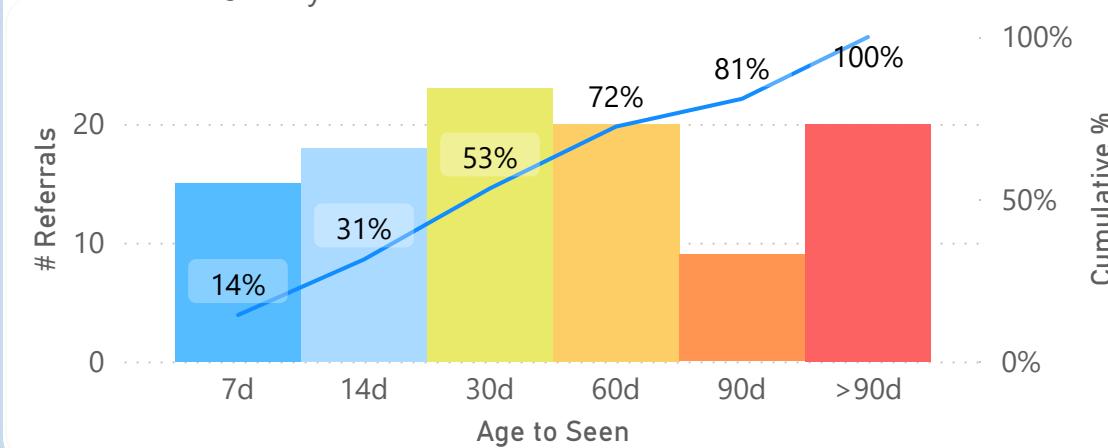
Accepted	93%
Scheduled	93%
Completed	70%

Median Times:

6	Days to Accept
10	Days to Schedule
98	Days to Complete

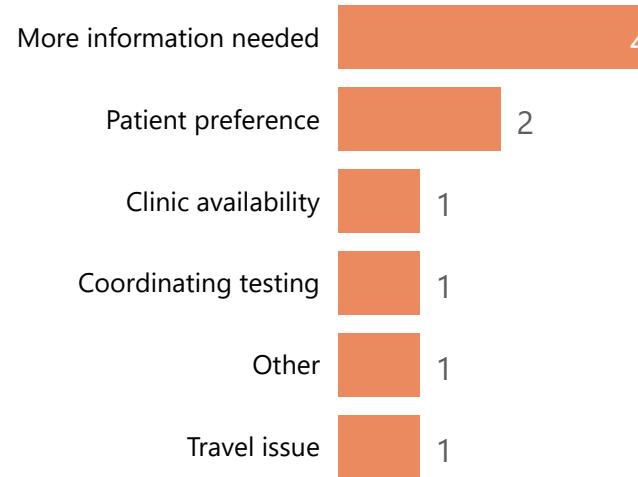
Days to See All Referrals - by Category with Cumulative %

Median 29 Days

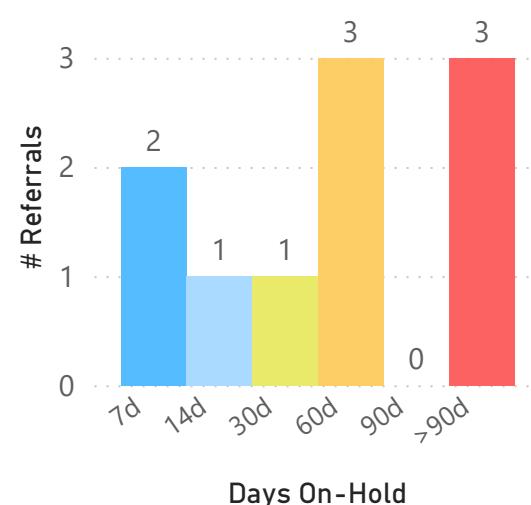


Breakouts of referrals in a hold or pending status sent any time prior to today's date

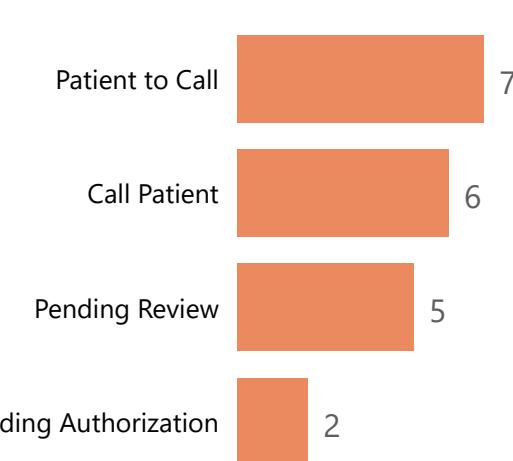
All Referrals On-Hold by Reason



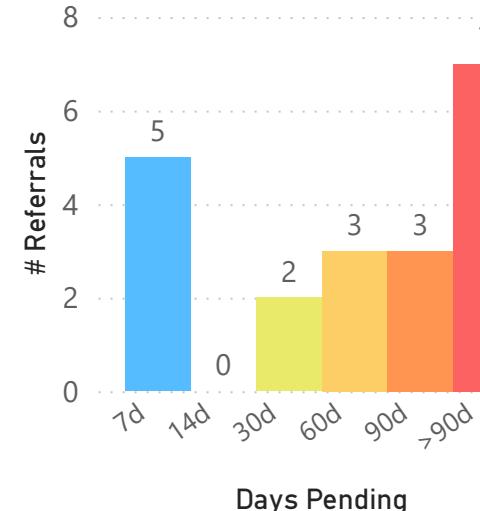
Referrals by Age of Hold



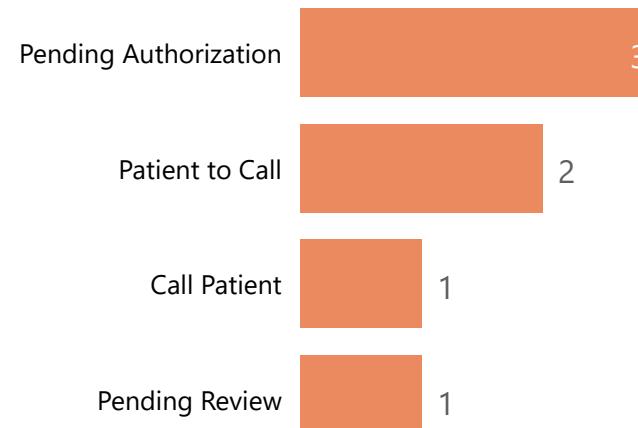
Referrals Pending Reschedule



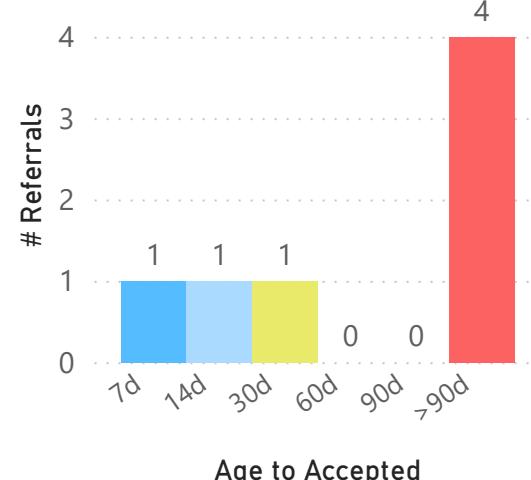
Reschedules by Days Pending



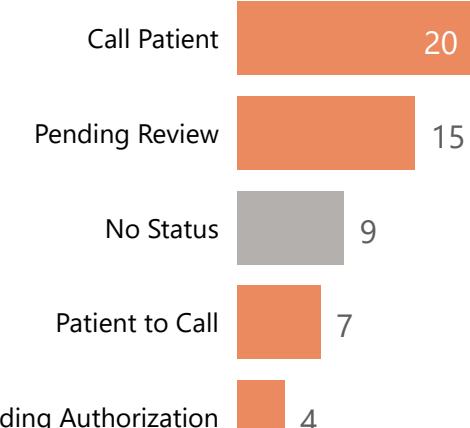
Referrals Pending Acceptance



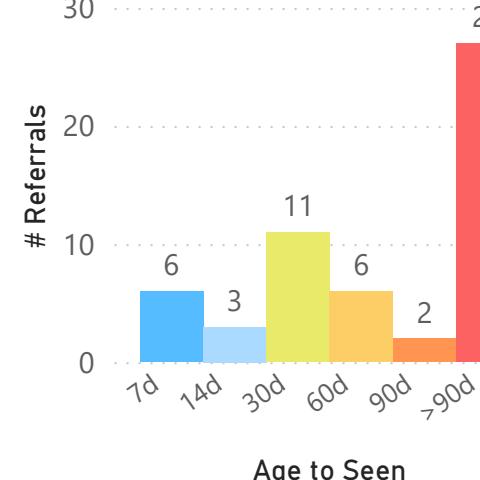
Pending Acceptance by Age



Referrals in Accepted Status



Accepted Status by Age



Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

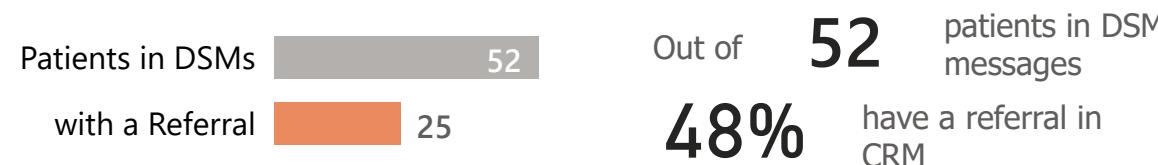
By Current Status:



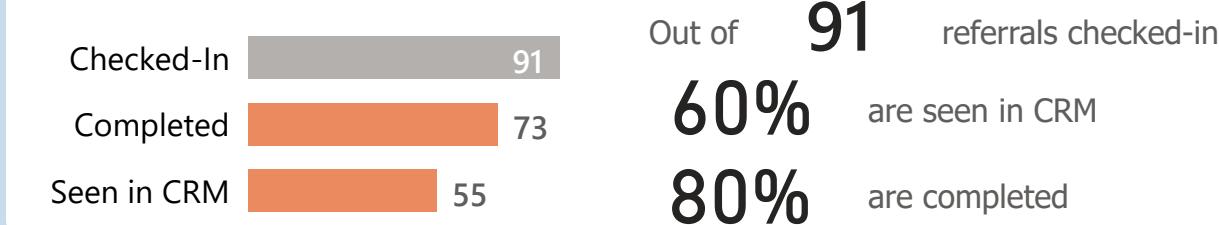
Referral Appointments Linked in CRM after 90 Days



Direct Secure Message Referrals in CRM after 90 Days



Referrals Seen in CRM after 90 Days



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	93%	10	9.30
% of Scheduled Referrals with Linked Appt	69%	10	6.90
% of Seen Referrals Tagged as Seen	60%	10	6.00
% of Seen Referrals that are Completed	80%	10	8.00
% of DSM Referrals with CRM Referral	48%	5	2.40

32.60 points out of **45** points possible

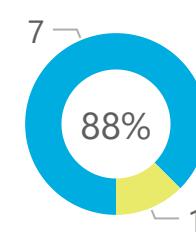
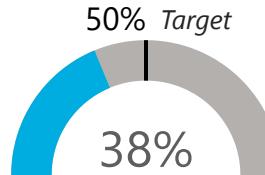
72% clinic score for CRM use

Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

Sent	8
Canceled	0
Closed WBS	0
Rejected	0

Referrals sent 1/27/23 - 2/23/23

**Urgent Referrals Seen in 5 Days**

Rate Compared to:

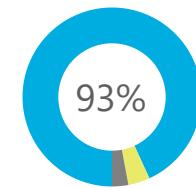
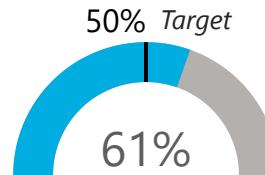
- ▲ Prev. Month 24%
- ▲ 3 Months 21%
- ▲ 12 Months 10%

- Over / Under Target:
- ▼ This Month -13%
 - ▼ 3 Months -29%
 - ▼ 12 Months -40%

Routine Referrals After 30 Days

Sent	106
Canceled	2
Closed WBS	1
Rejected	1

Referrals sent 1/2/23 - 1/29/23

**Routine Referrals Seen in 30 Days**

Rate Compared to:

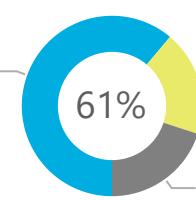
- ▲ Prev. Month 20%
- ▲ 3 Months 36%
- ▼ 12 Months 43%

- Over / Under Target:
- ▲ This Month 11%
 - ▼ 3 Months -14%
 - ▼ 12 Months -7%

Referrals After 90 Days

Sent	106
Canceled	10
Closed WBS	4
Rejected	2

Referrals sent 11/3/22 - 11/29/22

**Process Milestones:**

Aged	90
Accepted	83
Scheduled	72
Completed	37

Process Rates:

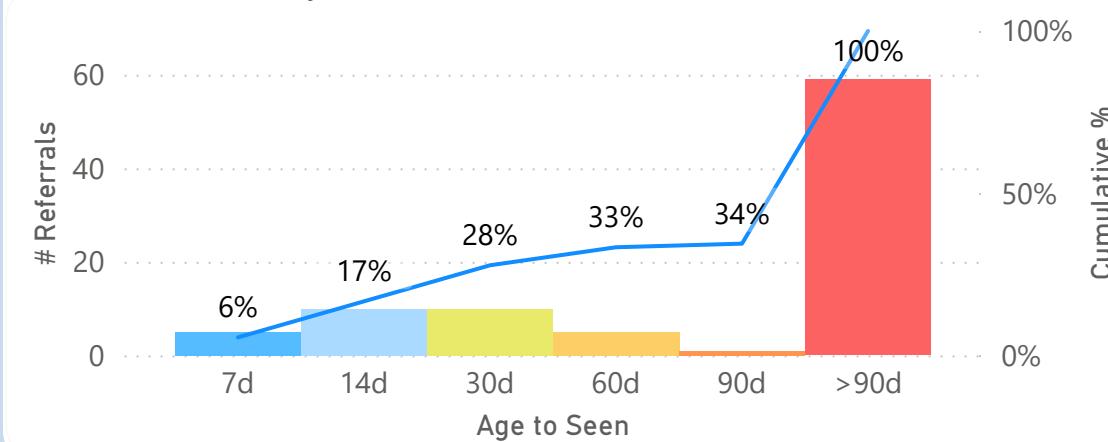
Accepted	92%
Scheduled	80%
Completed	41%

Median Times:

6	Days to Accept
18	Days to Schedule
105	Days to Complete

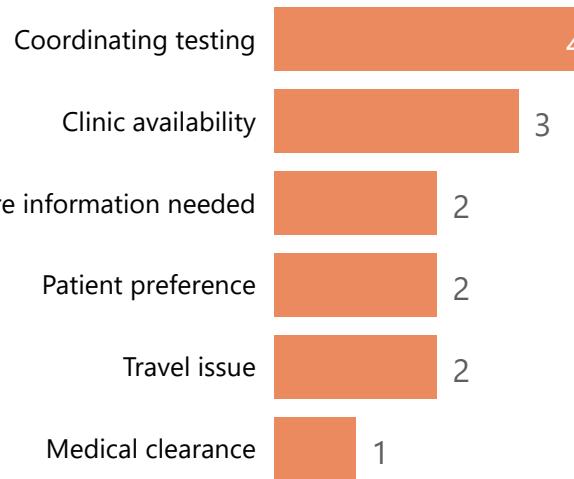
Days to See All Referrals - by Category with Cumulative %

Median 100 Days

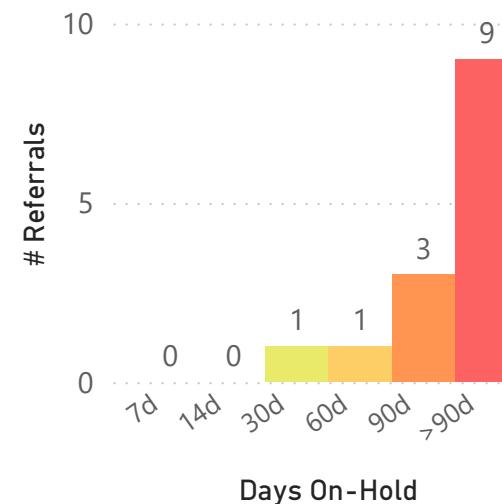


Breakouts of referrals in a hold or pending status sent any time prior to today's date

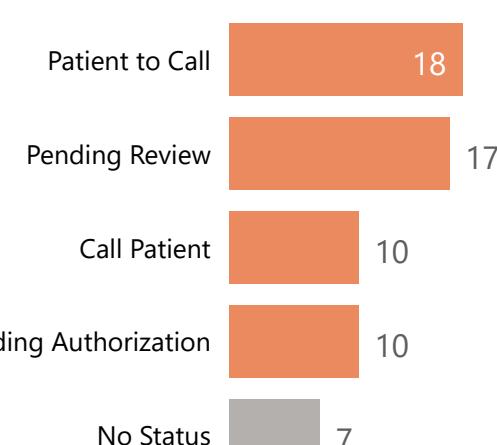
All Referrals On-Hold by Reason



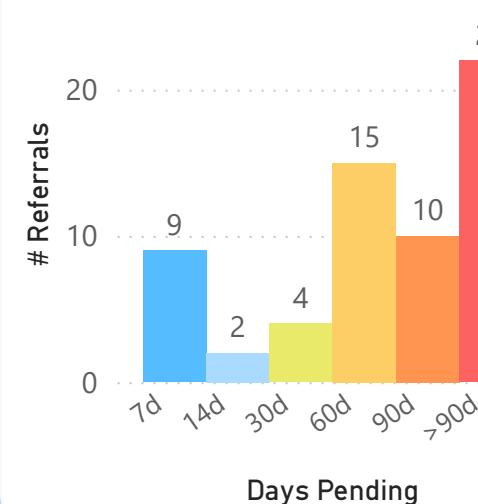
Referrals by Age of Hold



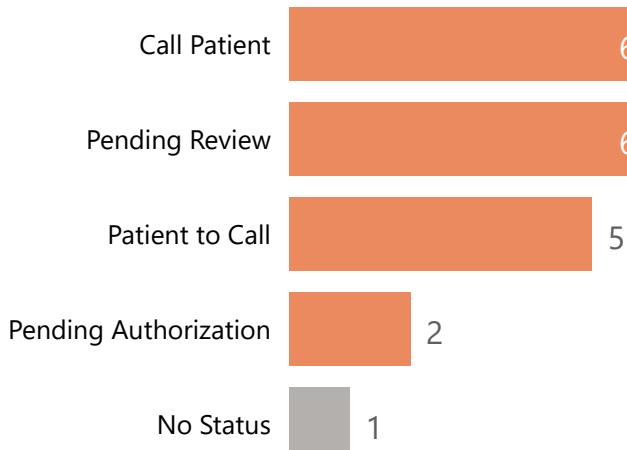
Referrals Pending Reschedule



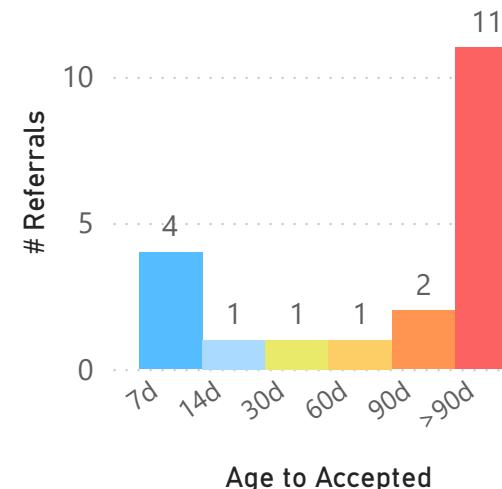
Reschedules by Days Pending



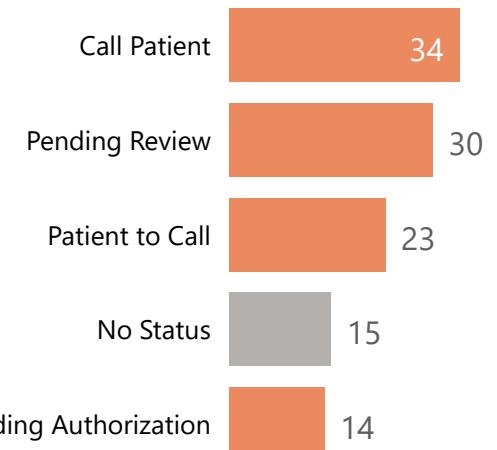
Referrals Pending Acceptance



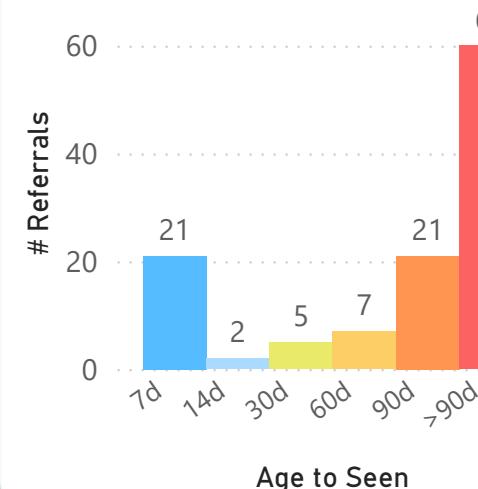
Pending Acceptance by Age



Referrals in Accepted Status



Accepted Status by Age



Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

By Current Status:

Pending Acceptance  Out of **90** referrals kept
Completed  **92%** are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled  Out of **72** scheduled referrals
Linked in CRM  **51%** have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs  Out of **84** patients in DSM messages
with a Referral  **58%** have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In  Out of **55** referrals checked-in
Completed  **42%** are seen in CRM
Seen in CRM  **67%** are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	92%	10	9.20
% of Scheduled Referrals with Linked Appt	51%	10	5.10
% of Seen Referrals Tagged as Seen	42%	10	4.20
% of Seen Referrals that are Completed	67%	10	6.70
% of DSM Referrals with CRM Referral	58%	5	2.90

28.10 points out of **45** points possible

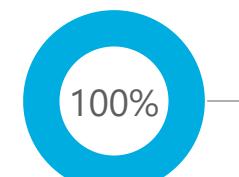
62% clinic score for CRM use

Referrals aged from date sent to date scheduled, date seen, or today's date

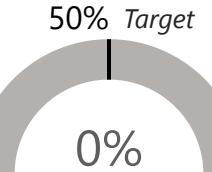
Urgent Referrals After 5 Days

Sent	6
Rejected	1
Canceled	0
Closed WBS	0

Referrals sent 1/27/23 - 2/23/23



- Seen
- Waiting
- Neither

Urgent Referrals Seen in 5 Days

Rate Compared to:

-	Prev. Month	0%
▼	3 Months	3%
▼	12 Months	8%

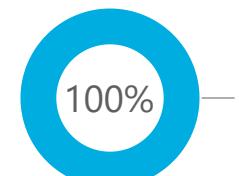
Over / Under Target:

▼	This Month	-50%
▼	3 Months	-47%
▼	12 Months	-42%

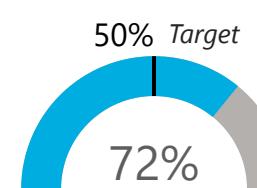
Routine Referrals After 30 Days

Sent	118
Rejected	1
Canceled	0
Closed WBS	0

Referrals sent 1/2/23 - 1/29/23



- Seen
- Waiting
- Neither

Routine Referrals Seen in 30 Days

Rate Compared to:

▲	Prev. Month	19%
▲	3 Months	56%
▲	12 Months	52%

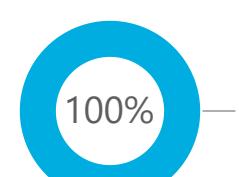
Over / Under Target:

▲	This Month	22%
▲	3 Months	6%
▲	12 Months	2%

Referrals After 90 Days

Sent	110
Rejected	2
Canceled	0
Closed WBS	0

Referrals sent 11/3/22 - 11/29/22



- Seen
- Waiting
- Unmet

Process Milestones:

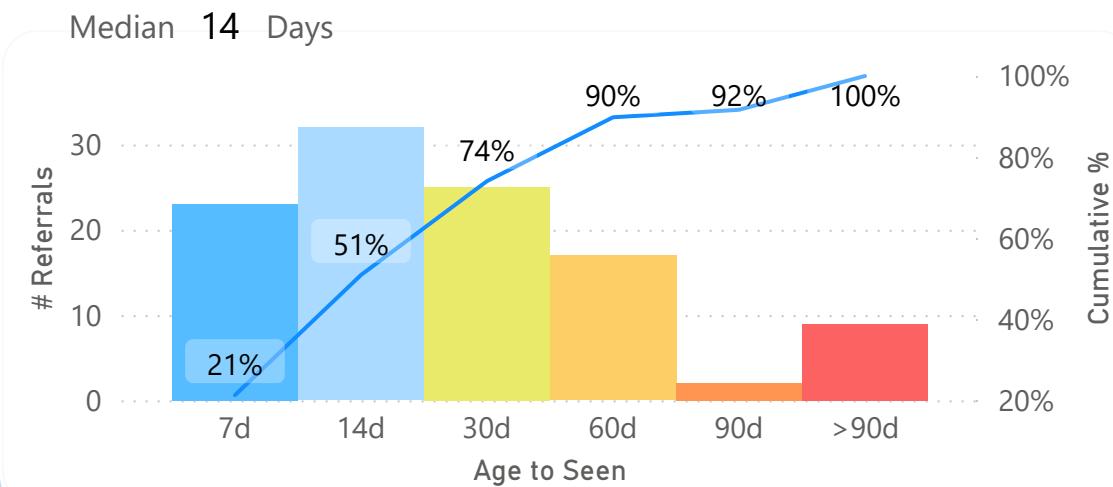
Aged	108
Completed	108
Scheduled	108
Accepted	98

Process Rates:

Accepted	91%
Scheduled	100%
Completed	100%
Accepted	100%

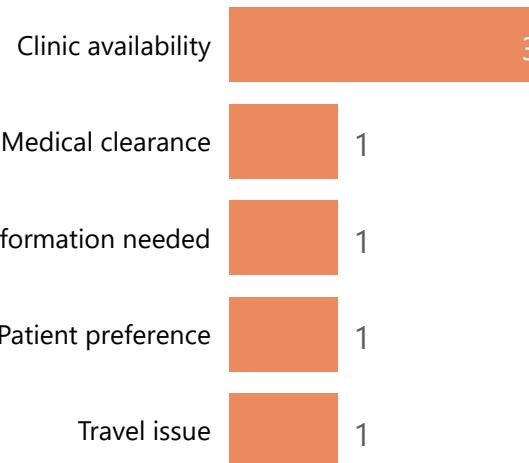
Median Times:

6	Days to Accept
7	Days to Schedule
32	Days to Complete

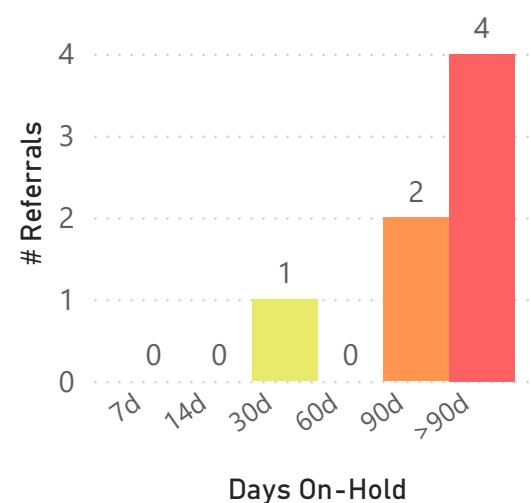
Days to See All Referrals - by Category with Cumulative %

Breakouts of referrals in a hold or pending status sent any time prior to today's date

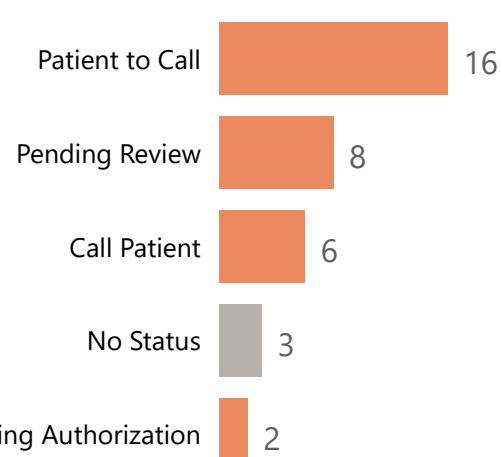
All Referrals On-Hold by Reason



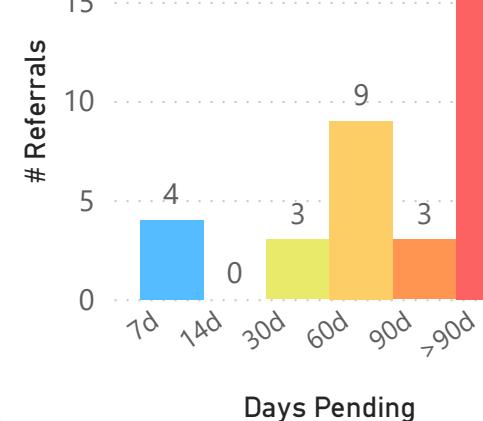
Referrals by Age of Hold



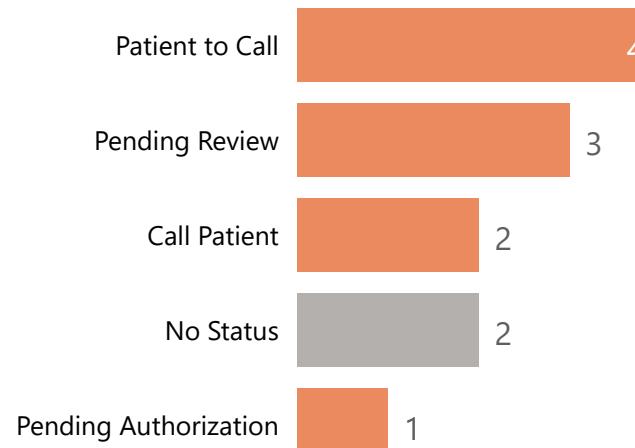
Referrals Pending Reschedule



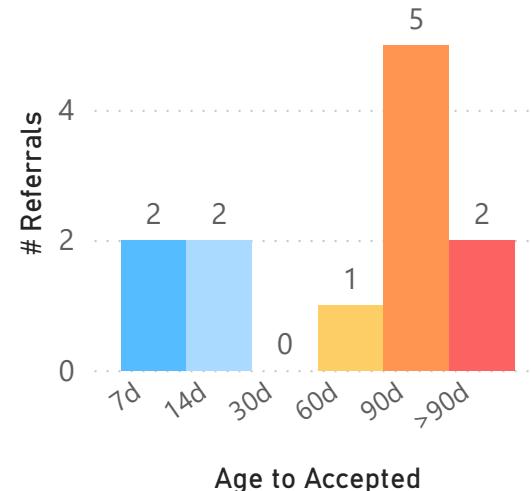
Reschedules by Days Pending



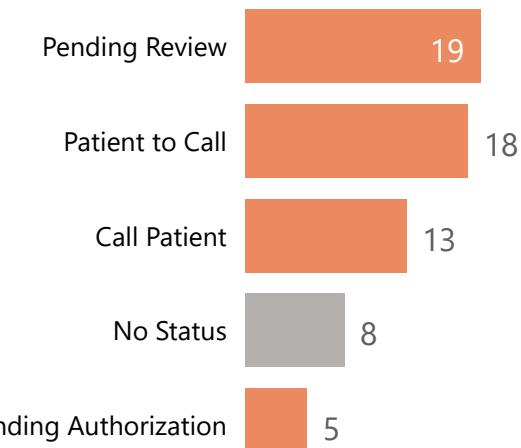
Referrals Pending Acceptance



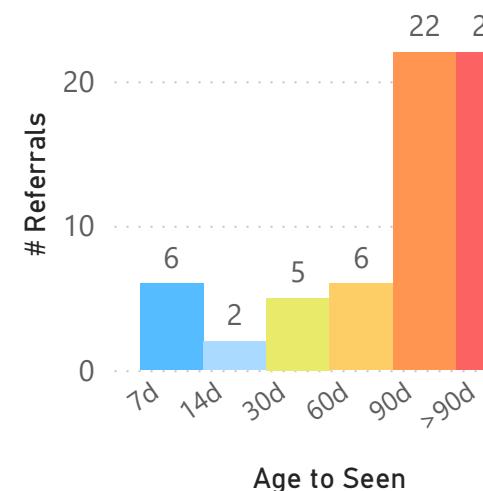
Pending Acceptance by Age



Referrals in Accepted Status



Accepted Status by Age



Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

By Current Status:

Completed  Out of **108** referrals kept
Closed  **91%** are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled  Out of **108** scheduled referrals
Linked in CRM  **81%** have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs  Out of **81** patients in DSM messages
with a Referral  **0%** have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In  Out of **108** referrals checked-in
Completed  **81%** are seen in CRM
Seen in CRM  **100%** are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	91%	10	9.10
% of Scheduled Referrals with Linked Appt	81%	10	8.10
% of Seen Referrals Tagged as Seen	81%	10	8.10
% of Seen Referrals that are Completed	100%	10	10.00
% of DSM Referrals with CRM Referral	0%	5	0.00

35.30 points out of **45** points possible

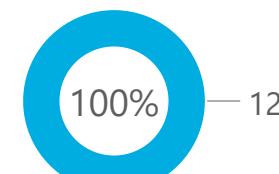
78% clinic score for CRM use

Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

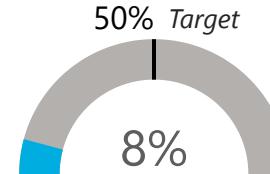
Sent	12
Canceled	0
Closed WBS	0
Rejected	0

Referrals sent 1/27/23 - 2/23/23



- Seen
- Waiting
- Neither

Urgent Referrals Seen in 5 Days



Rate Compared to:

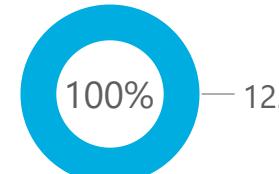
- Prev. Month 20%
- 3 Months 15%
- 12 Months 16%

- Over / Under Target:
- This Month -42%
 - 3 Months -35%
 - 12 Months -34%

Routine Referrals After 30 Days

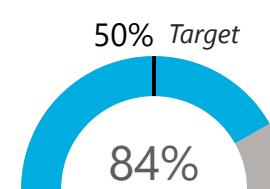
Sent	124
Rejected	2
Canceled	0
Closed WBS	0

Referrals sent 1/2/23 - 1/29/23



- Seen
- Waiting
- Neither

Routine Referrals Seen in 30 Days



Rate Compared to:

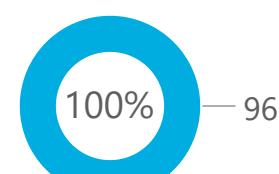
- Prev. Month 84%
- 3 Months 82%
- 12 Months 64%

- Over / Under Target:
- This Month 34%
 - 3 Months 32%
 - 12 Months 14%

Referrals After 90 Days

Sent	97
Rejected	1
Canceled	0
Closed WBS	0

Referrals sent 11/3/22 - 11/29/22



- Seen
- Waiting
- Unmet

Process Milestones:

Aged	96
Completed	96
Scheduled	96
Accepted	88

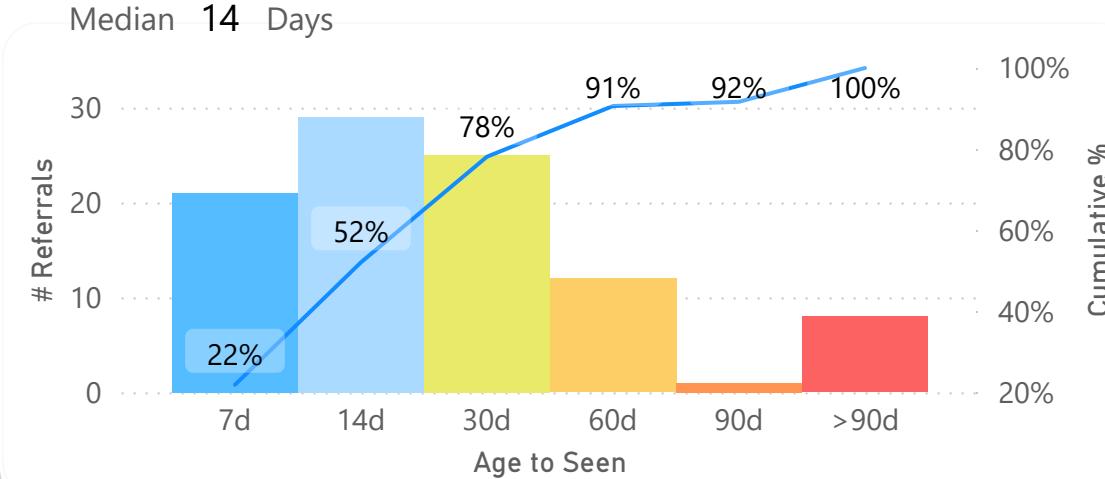
Process Rates:

Accepted	92%
Scheduled	100%
Completed	100%

Median Times:

5	Days to Accept
7	Days to Schedule
34	Days to Complete

Days to See All Referrals - by Category with Cumulative %



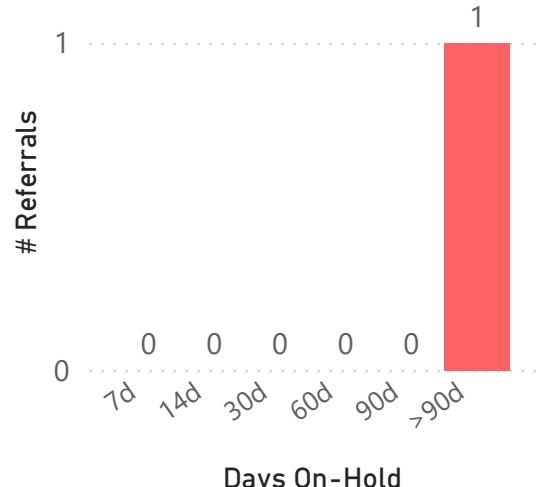
Breakouts of referrals in a hold or pending status sent any time prior to today's date

All Referrals On-Hold by Reason

Patient preference



Referrals by Age of Hold

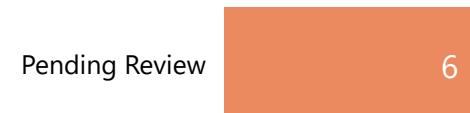


Referrals Pending Reschedule

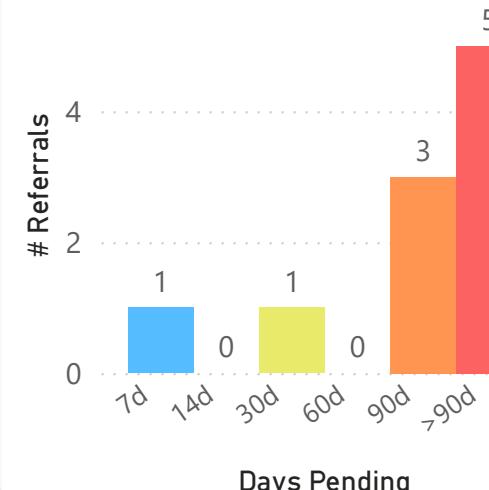
Pending Review

Pending Authorization

No Status



Reschedules by Days Pending

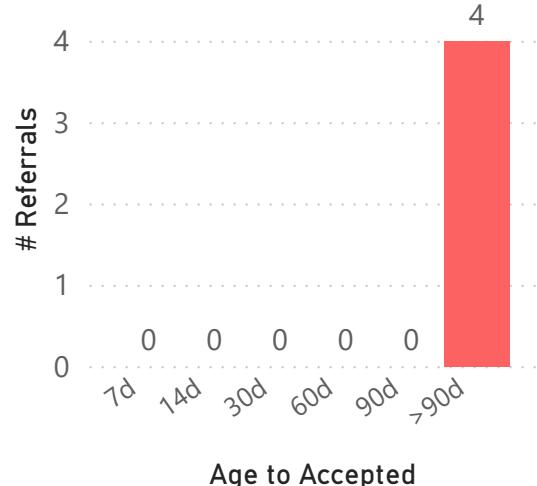


Referrals Pending Acceptance

Patient to Call



Pending Acceptance by Age



Referrals in Accepted Status

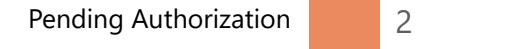
No Status

Patient to Call

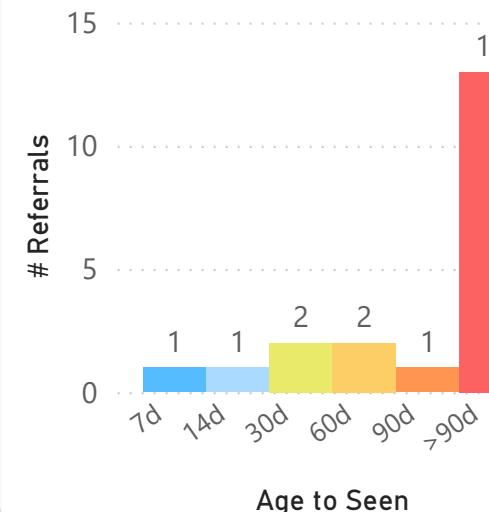
Call Patient

Pending Review

Pending Authorization



Accepted Status by Age



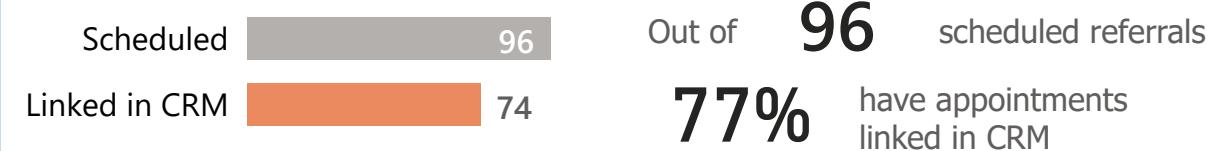
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

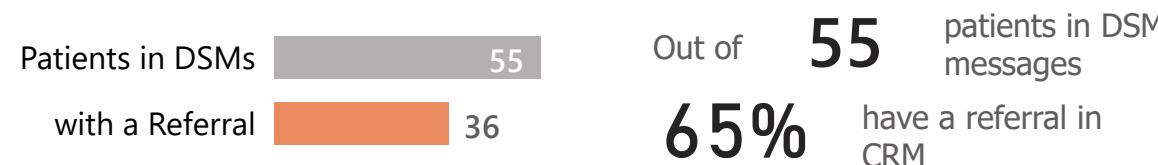
By Current Status:



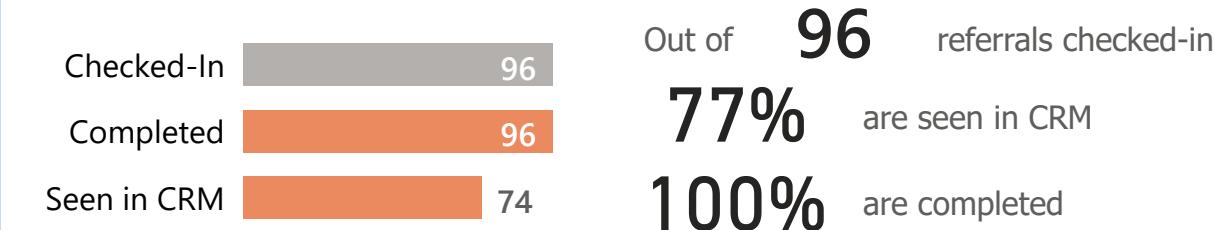
Referral Appointments Linked in CRM after 90 Days



Direct Secure Message Referrals in CRM after 90 Days



Referrals Seen in CRM after 90 Days



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	92%	10	9.20
% of Scheduled Referrals with Linked Appt	77%	10	7.70
% of Seen Referrals Tagged as Seen	77%	10	7.70
% of Seen Referrals that are Completed	100%	10	10.00
% of DSM Referrals with CRM Referral	65%	5	3.25

37.85 points out of **45** points possible

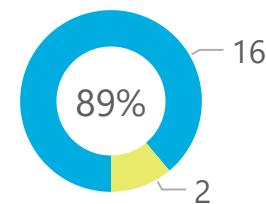
84% clinic score for CRM use

Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

Sent	19
Rejected	1
Canceled	0
Closed WBS	0

Referrals sent 1/27/23 - 2/23/23

**Urgent Referrals Seen in 5 Days**

Rate Compared to:

▲ Prev. Month	13%
▲ 3 Months	16%
▼ 12 Months	21%

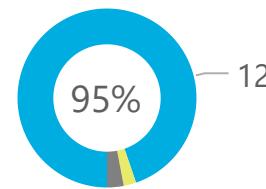
Over / Under Target:

▼ This Month	-28%
▼ 3 Months	-34%
▼ 12 Months	-29%

Routine Referrals After 30 Days

Sent	142
Rejected	4
Canceled	3
Closed WBS	2

Referrals sent 1/2/23 - 1/29/23

**Routine Referrals Seen in 30 Days**

Rate Compared to:

- Prev. Month	59%
▲ 3 Months	47%
▼ 12 Months	58%

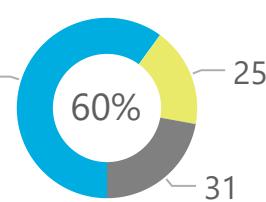
Over / Under Target:

▲ This Month	9%
▼ 3 Months	-3%
▲ 12 Months	8%

Referrals After 90 Days

Sent	168
Canceled	11
Closed WBS	10
Rejected	7

Referrals sent 11/3/22 - 11/30/22

**Process Milestones:**

Aged	140
Accepted	124
Scheduled	109
Completed	56

Process Rates:

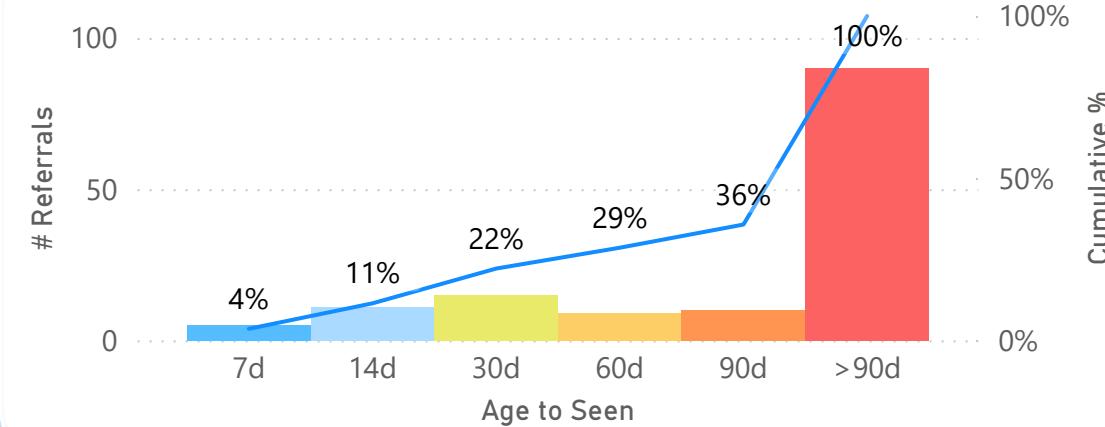
Accepted	89%
Scheduled	78%
Completed	40%

Median Times:

6 Days to Accept
36 Days to Schedule
107 Days to Complete

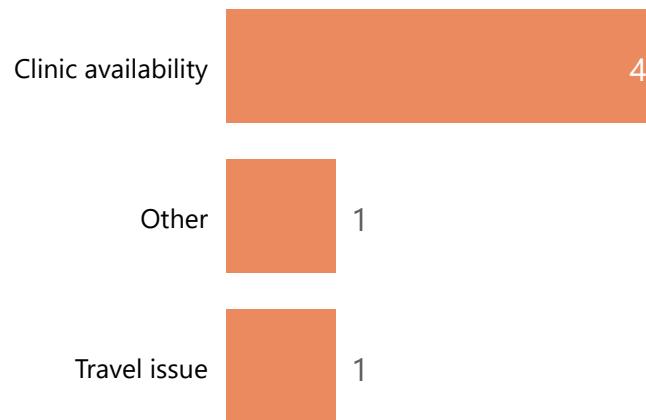
Days to See All Referrals - by Category with Cumulative %

Median 98 Days

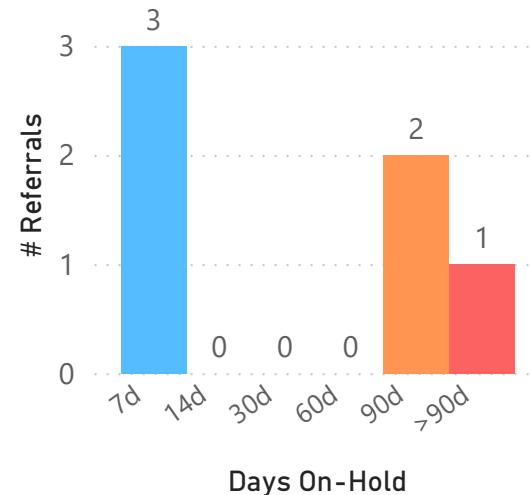


Breakouts of referrals in a hold or pending status sent any time prior to today's date

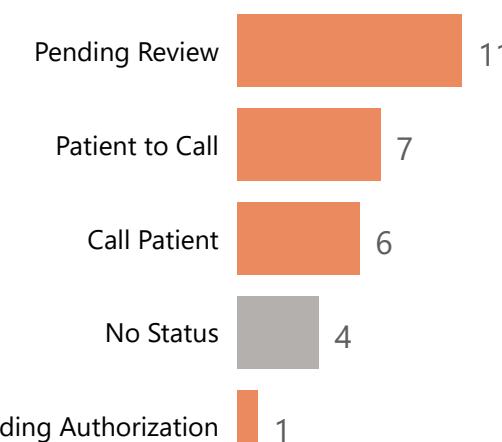
All Referrals On-Hold by Reason



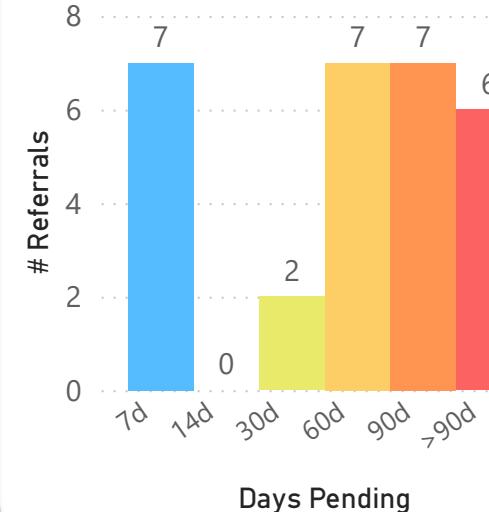
Referrals by Age of Hold



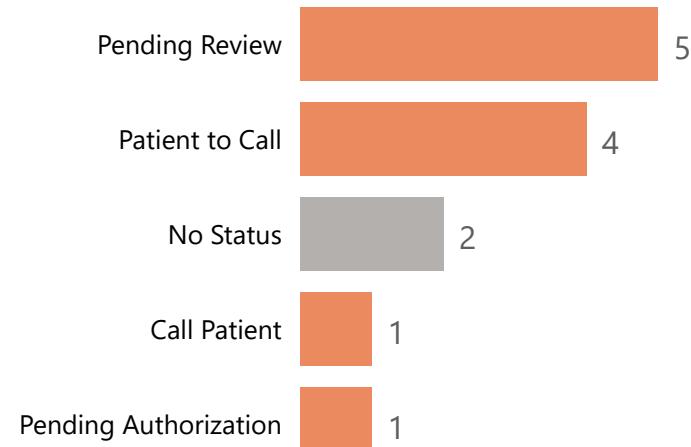
Referrals Pending Reschedule



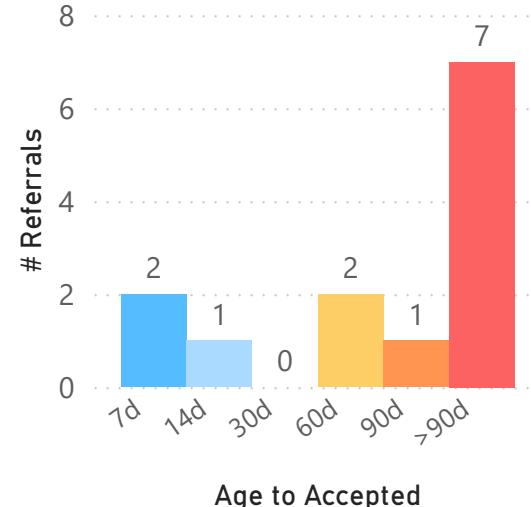
Reschedules by Days Pending



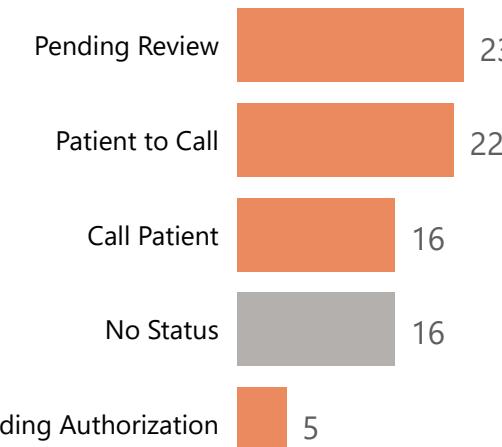
Referrals Pending Acceptance



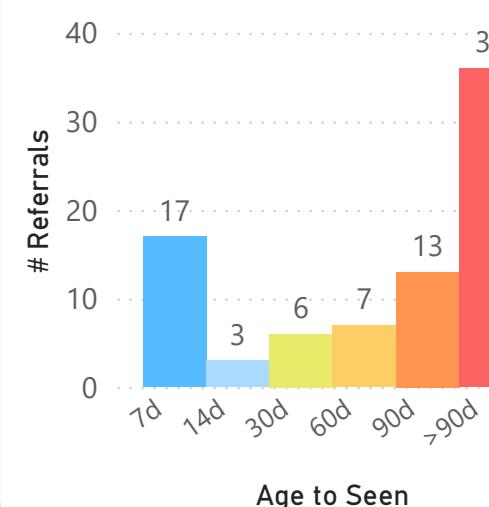
Pending Acceptance by Age



Referrals in Accepted Status



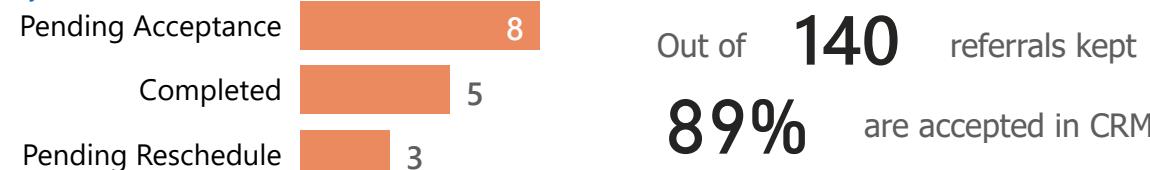
Accepted Status by Age



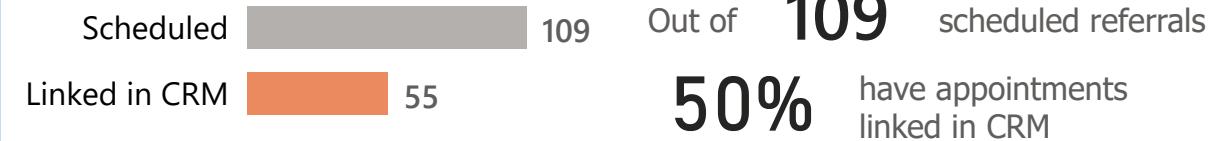
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

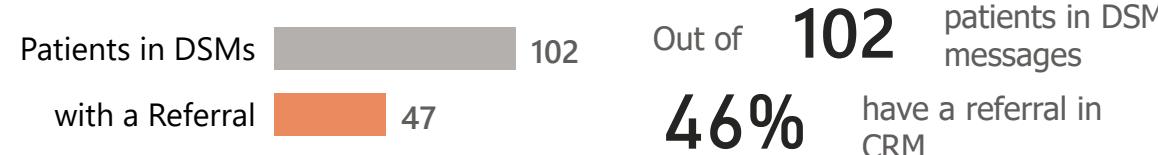
By Current Status:



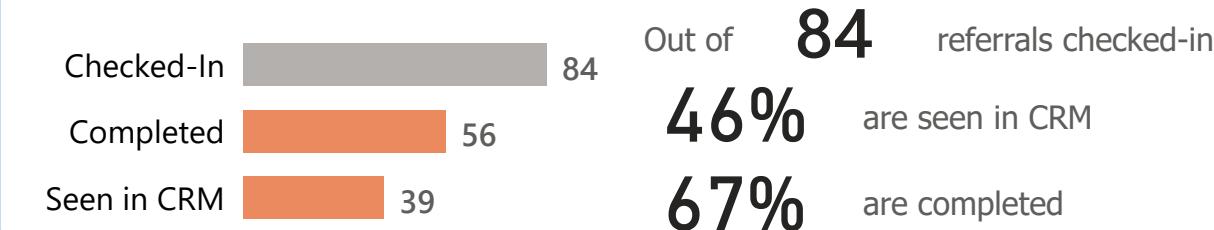
Referral Appointments Linked in CRM after 90 Days



Direct Secure Message Referrals in CRM after 90 Days



Referrals Seen in CRM after 90 Days



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	89%	10	8.90
% of Scheduled Referrals with Linked Appt	50%	10	5.00
% of Seen Referrals Tagged as Seen	46%	10	4.60
% of Seen Referrals that are Completed	67%	10	6.70
% of DSM Referrals with CRM Referral	46%	5	2.30

27.50 points out of **45** points possible

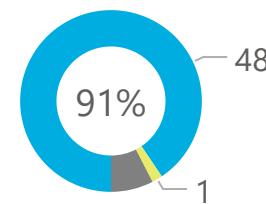
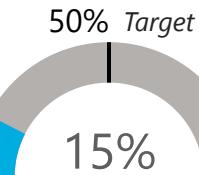
61% clinic score for CRM use

Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

Sent	54
Rejected	1
Canceled	0
Closed WBS	0

Referrals sent 1/27/23 - 2/23/23

**Urgent Referrals Seen in 5 Days**

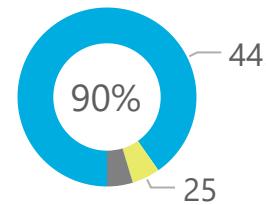
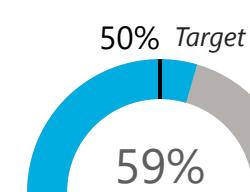
Rate Compared to:

- Prev. Month	15%	Over / Under Target: ▼ This Month -35%
- 3 Months	15%	Over / Under Target: ▼ 3 Months -35%
- 12 Months	15%	Over / Under Target: ▼ 12 Months -35%

Routine Referrals After 30 Days

Sent	518
Rejected	15
Canceled	8
Closed WBS	2

Referrals sent 1/2/23 - 1/29/23

**Routine Referrals Seen in 30 Days**

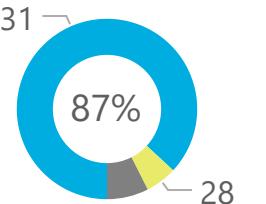
Rate Compared to:

▲ Prev. Month	49%	Over / Under Target: ▲ This Month 9%
▲ 3 Months	54%	Over / Under Target: ▲ 3 Months 4%
▼ 12 Months	58%	Over / Under Target: ▼ 12 Months 8%

Referrals After 90 Days

Sent	534
Rejected	17
Canceled	16
Closed WBS	5

Referrals sent 11/3/22 - 11/30/22

**Process Milestones:**

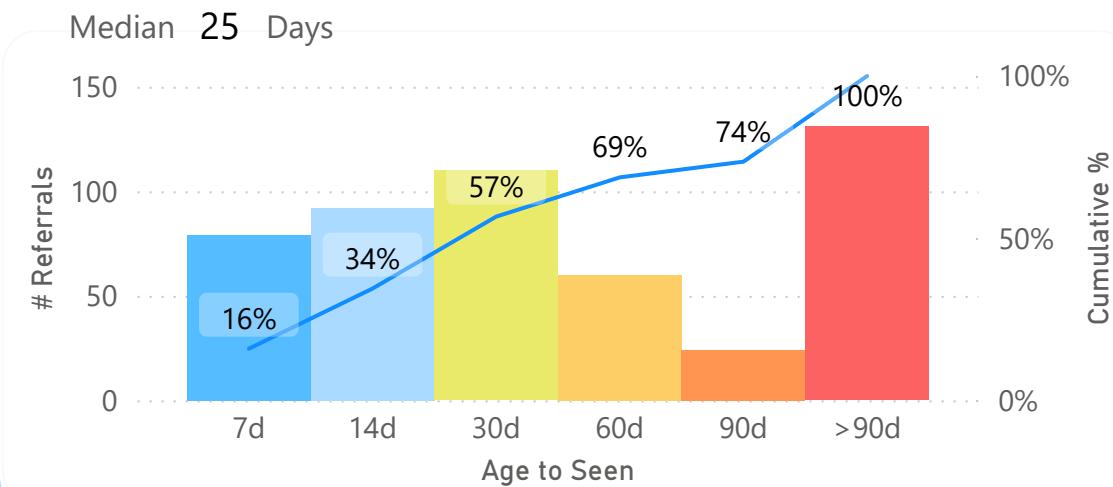
Aged	496
Accepted	465
Scheduled	459
Completed	385

Process Rates:

Accepted	94%
Scheduled	93%
Completed	78%

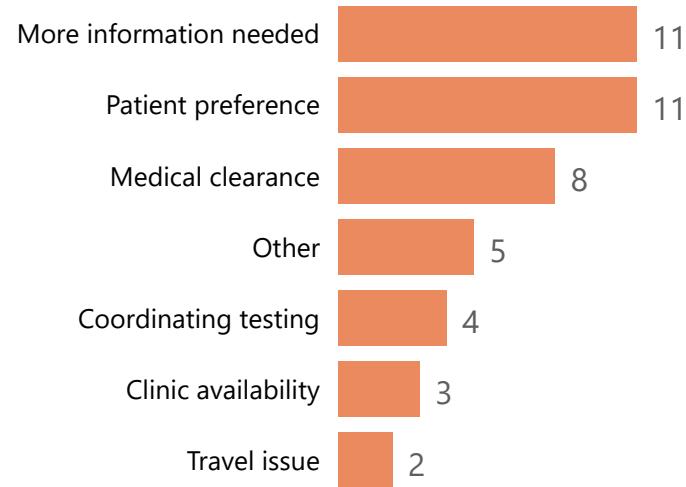
Median Times:

6	Days to Accept
8	Days to Schedule
90	Days to Complete

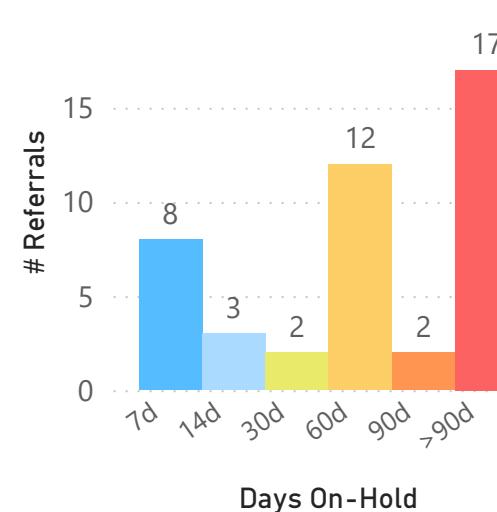
Days to See All Referrals - by Category with Cumulative %

Breakouts of referrals in a hold or pending status sent any time prior to today's date

All Referrals On-Hold by Reason



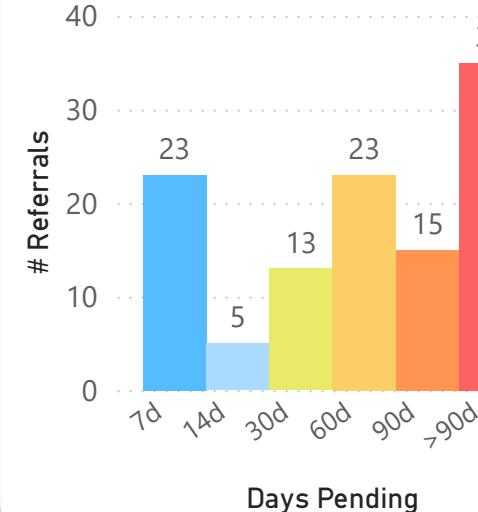
Referrals by Age of Hold



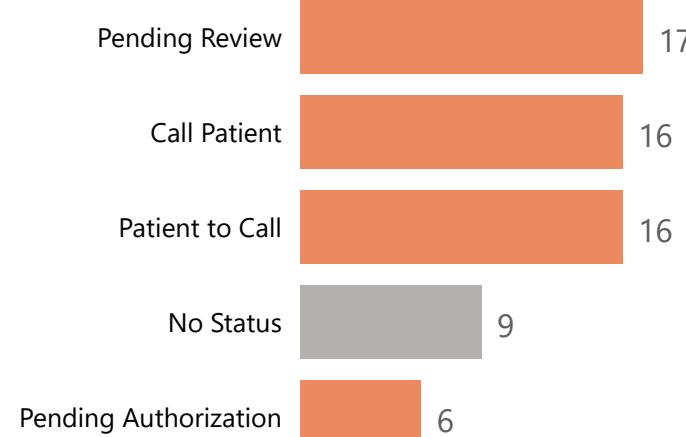
Referrals Pending Reschedule



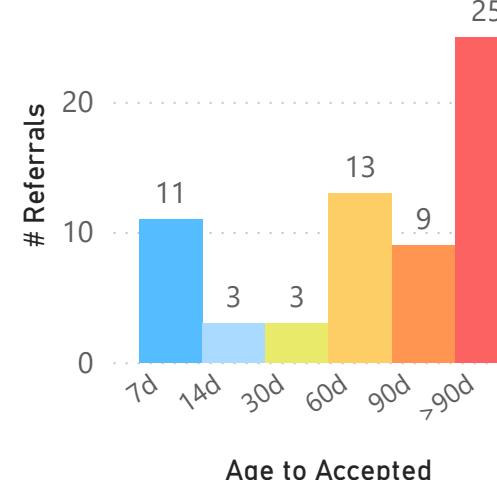
Reschedules by Days Pending



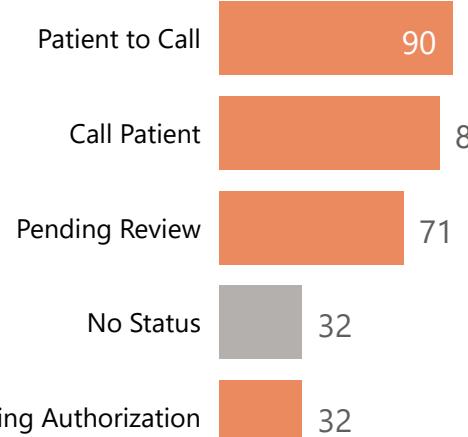
Referrals Pending Acceptance



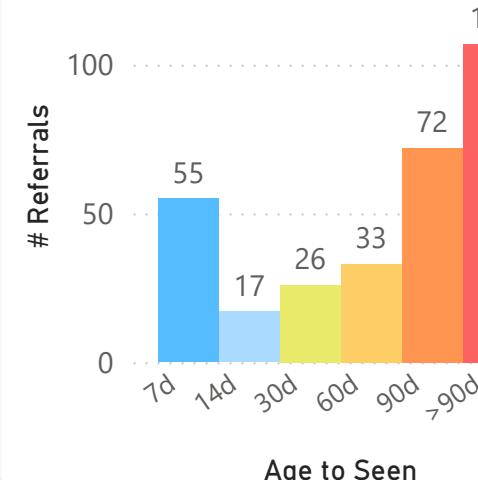
Pending Acceptance by Age



Referrals in Accepted Status



Accepted Status by Age



Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

By Current Status:

Completed	 23
Pending Acceptance	 3
Pending Reschedule	 3
Closed	 2

Out of **496** referrals kept

94% are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled	 459	Out of 459 scheduled referrals
Linked in CRM	 338	74% have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs	 270
with a Referral	 139

Out of **270** patients in DSM messages
51% have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In	 431	Out of 431 referrals checked-in
Completed	 385	68% are seen in CRM
Seen in CRM	 292	89% are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	94%	10	9.40
% of Scheduled Referrals with Linked Appt	74%	10	7.40
% of Seen Referrals Tagged as Seen	68%	10	6.80
% of Seen Referrals that are Completed	89%	10	8.90
% of DSM Referrals with CRM Referral	51%	5	2.55

35.05 points out of **45** points possible

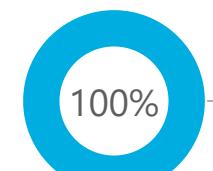
78% clinic score for CRM use

Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

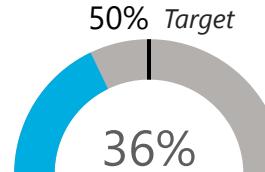
Sent	14
Canceled	0
Closed WBS	0
Rejected	0

Referrals sent 1/27/23 - 2/23/23



- Seen
- Waiting
- Neither

— 14

Urgent Referrals Seen in 5 Days

Rate Compared to:

- ▲ Prev. Month 11%
- ▲ 3 Months 19%
- ▲ 12 Months 16%

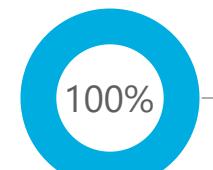
Over / Under Target:

- ▼ This Month -14%
- ▼ 3 Months -31%
- ▼ 12 Months -34%

Routine Referrals After 30 Days

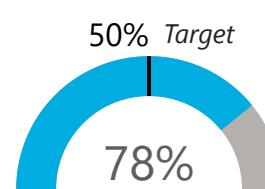
Sent	115
Canceled	0
Closed WBS	0
Rejected	0

Referrals sent 1/2/23 - 1/29/23



- Seen
- Waiting
- Neither

— 115

Routine Referrals Seen in 30 Days

Rate Compared to:

- ▲ Prev. Month 18%
- ▲ 3 Months 58%
- ▼ 12 Months 71%

Over / Under Target:

- ▲ This Month 28%
- ▲ 3 Months 8%
- ▲ 12 Months 21%

Referrals After 90 Days

Sent	113
Rejected	7
Closed WBS	1
Canceled	0

Referrals sent 11/3/22 - 11/30/22



- Seen
- Waiting
- Unmet

— 105

Process Milestones:

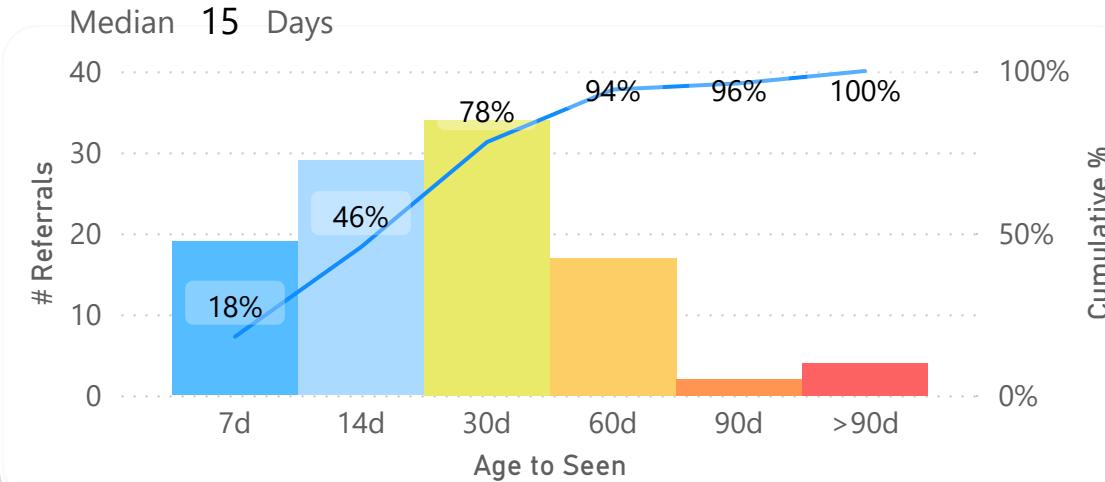
Aged	105
Scheduled	105
Accepted	102
Completed	102

Process Rates:

Accepted	97%
Scheduled	100%
Completed	97%

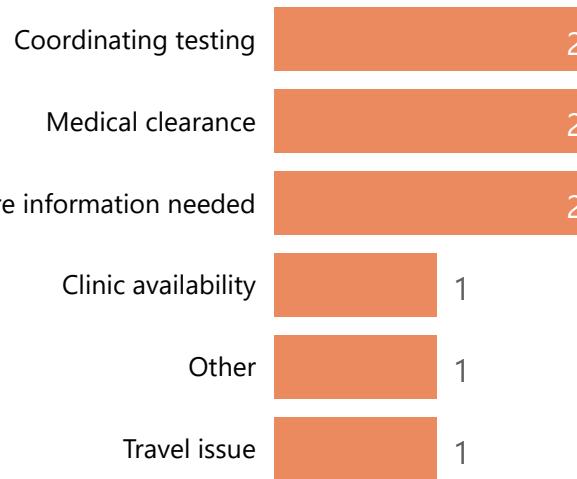
Median Times:

6	Days to Accept
7	Days to Schedule
54	Days to Complete

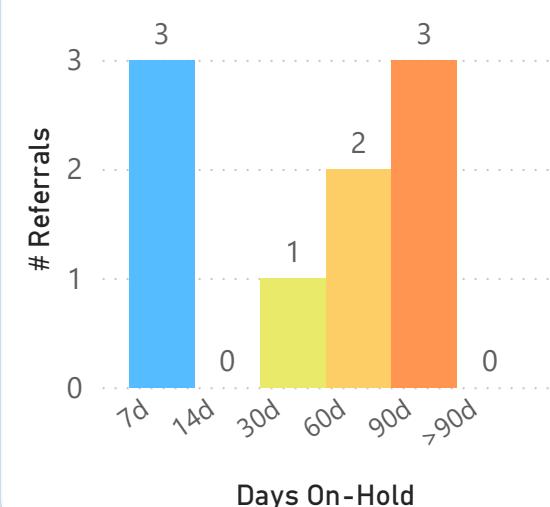
Days to See All Referrals - by Category with Cumulative %

Breakouts of referrals in a hold or pending status sent any time prior to today's date

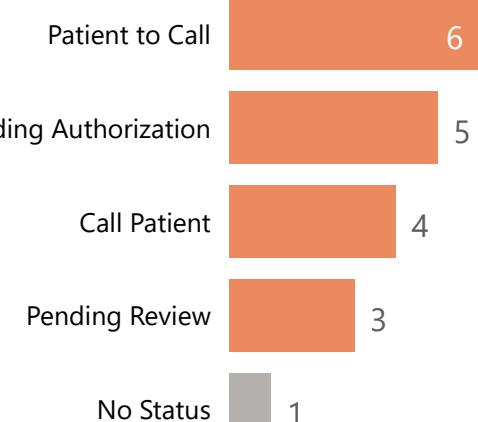
All Referrals On-Hold by Reason



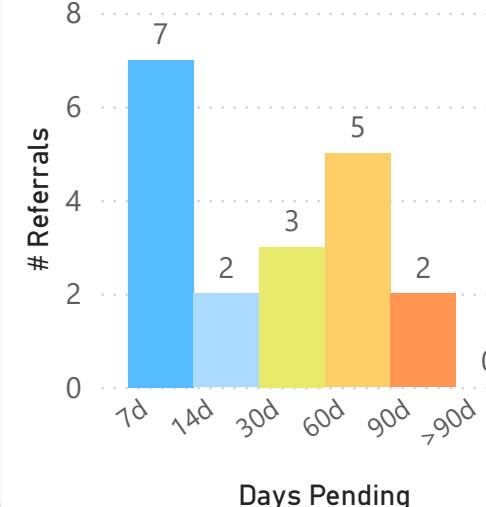
Referrals by Age of Hold



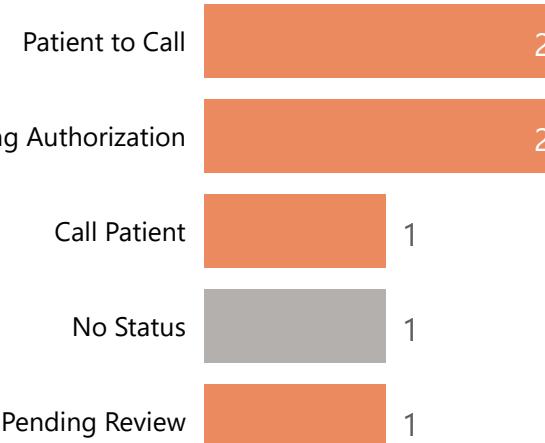
Referrals Pending Reschedule



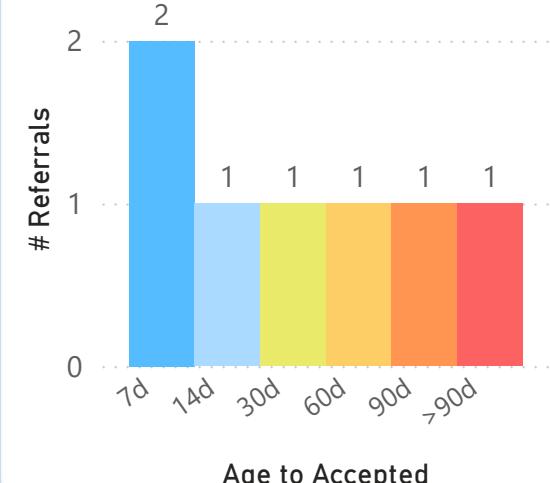
Reschedules by Days Pending



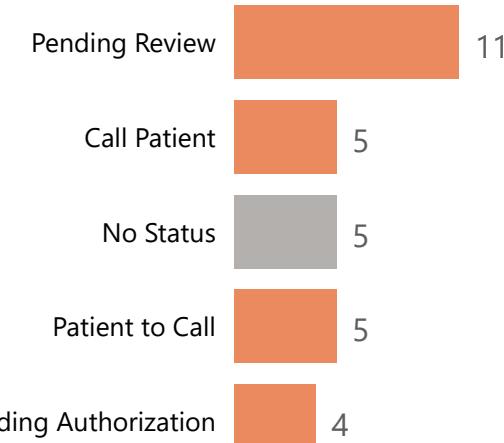
Referrals Pending Acceptance



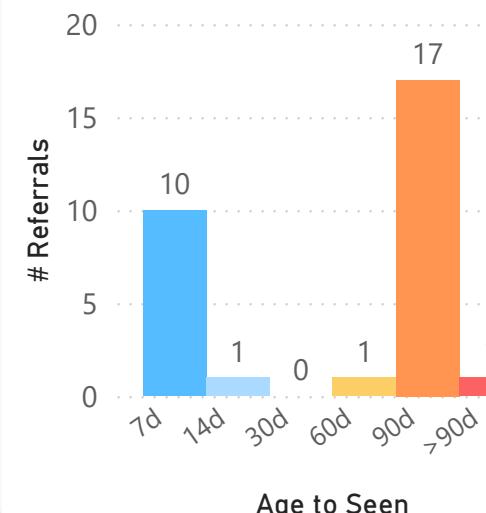
Pending Acceptance by Age



Referrals in Accepted Status



Accepted Status by Age



Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

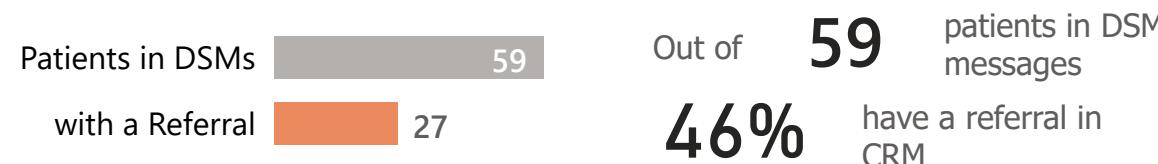
By Current Status:



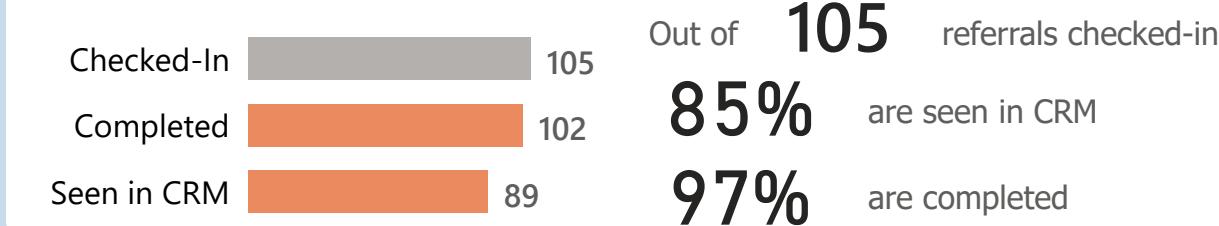
Referral Appointments Linked in CRM after 90 Days



Direct Secure Message Referrals in CRM after 90 Days



Referrals Seen in CRM after 90 Days



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	97%	10	9.70
% of Scheduled Referrals with Linked Appt	85%	10	8.50
% of Seen Referrals Tagged as Seen	85%	10	8.50
% of Seen Referrals that are Completed	97%	10	9.70
% of DSM Referrals with CRM Referral	46%	5	2.30

38.70 points out of **45** points possible

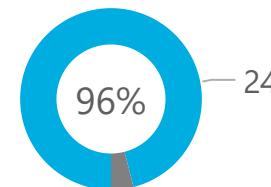
86% clinic score for CRM use

Referrals aged from date sent to date scheduled, date seen, or today's date

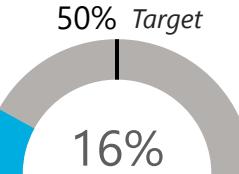
Urgent Referrals After 5 Days

Sent	26
Canceled	1
Closed WBS	0
Rejected	0

Referrals sent 1/27/23 - 2/23/23



- Seen
- Waiting
- Neither

Urgent Referrals Seen in 5 Days

Rate Compared to:

▼ Prev. Month	19%
▲ 3 Months	13%
▼ 12 Months	18%

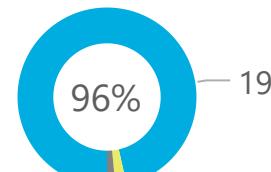
Over / Under Target:

▼ This Month	-34%
▼ 3 Months	-37%
▼ 12 Months	-32%

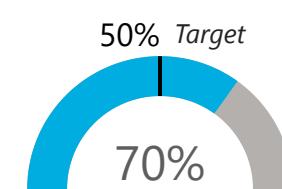
Routine Referrals After 30 Days

Sent	205
Rejected	5
Canceled	1
Closed WBS	0

Referrals sent 1/2/23 - 1/29/23



- Seen
- Waiting
- Neither

Routine Referrals Seen in 30 Days

Rate Compared to:

▲ Prev. Month	46%
▲ 3 Months	54%
▼ 12 Months	63%

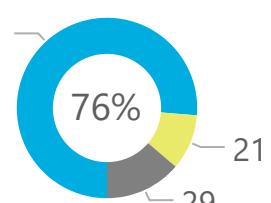
Over / Under Target:

▲ This Month	20%
▲ 3 Months	4%
▲ 12 Months	13%

Referrals After 90 Days

Sent	228
Canceled	10
Rejected	4
Closed WBS	3

Referrals sent 11/3/22 - 11/30/22



- Seen
- Waiting
- Unmet

Process Milestones:

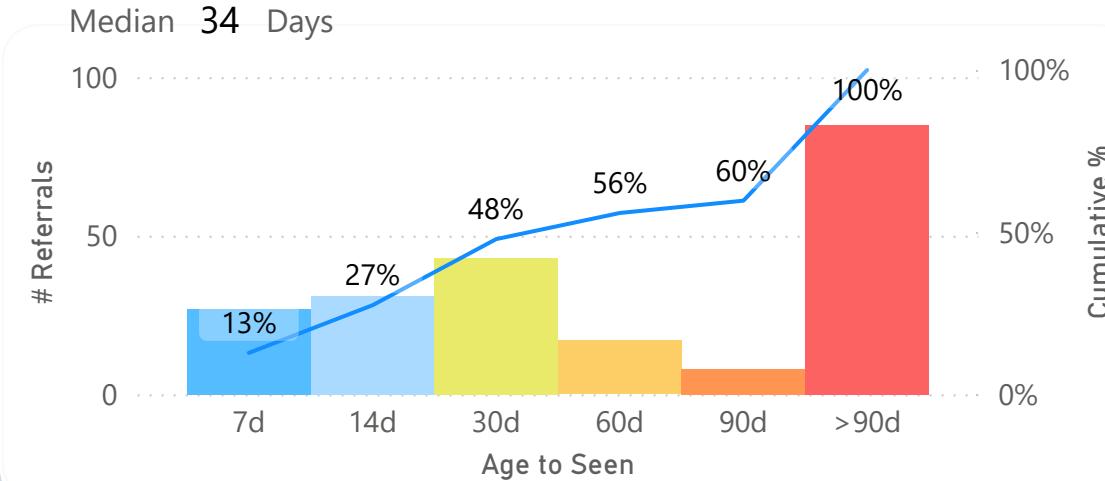
Aged	211
Accepted	194
Scheduled	182
Completed	138

Process Rates:

Accepted	92%
Scheduled	86%
Completed	65%

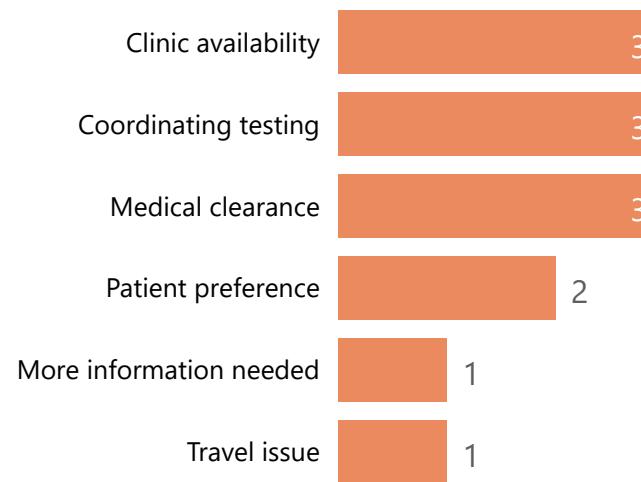
Median Times:

5	Days to Accept
8	Days to Schedule
96	Days to Complete

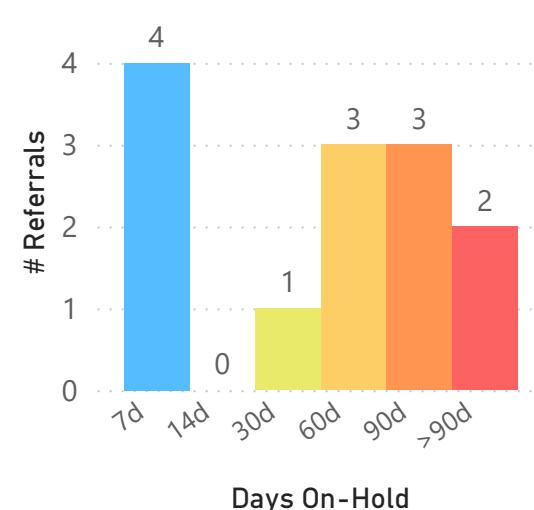
Days to See All Referrals - by Category with Cumulative %

Breakouts of referrals in a hold or pending status sent any time prior to today's date

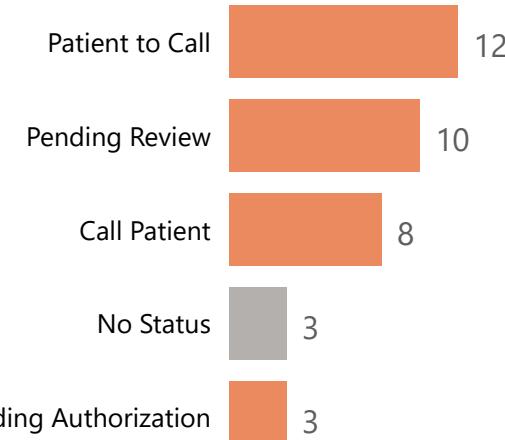
All Referrals On-Hold by Reason



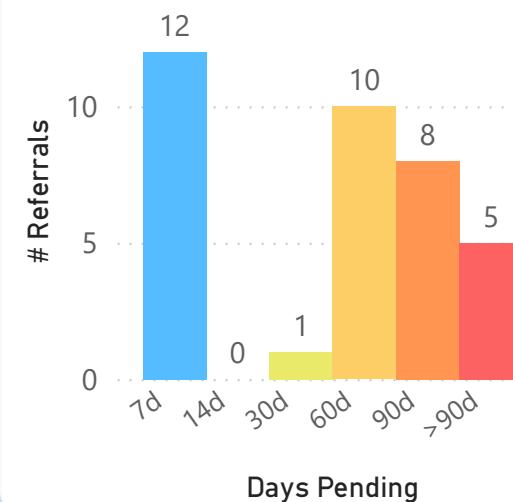
Referrals by Age of Hold



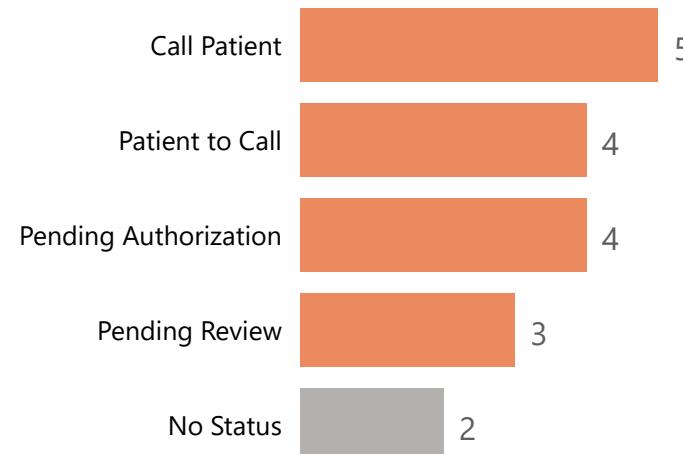
Referrals Pending Reschedule



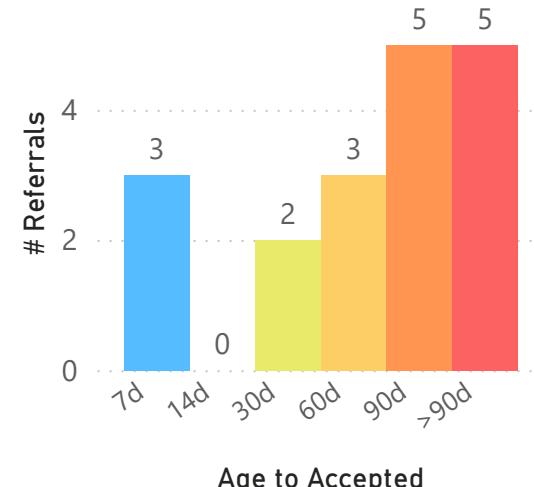
Reschedules by Days Pending



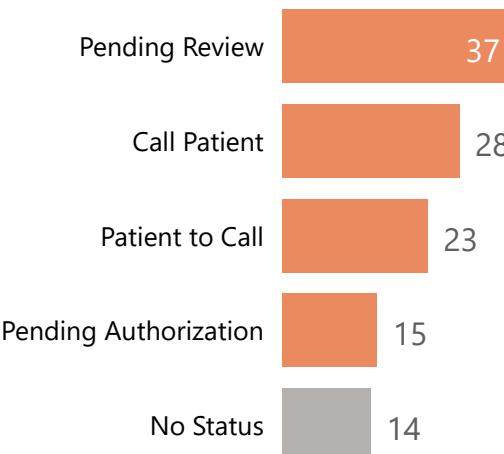
Referrals Pending Acceptance



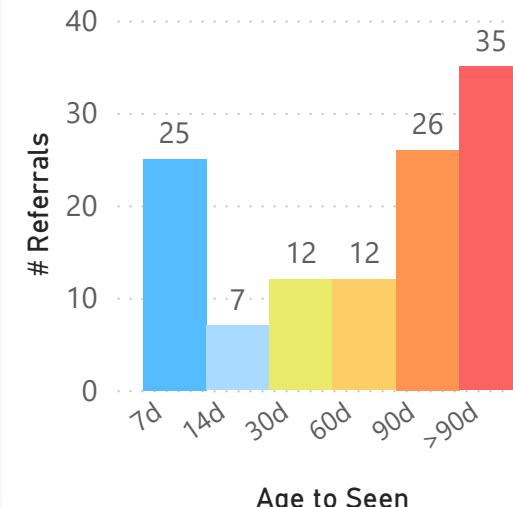
Pending Acceptance by Age



Referrals in Accepted Status



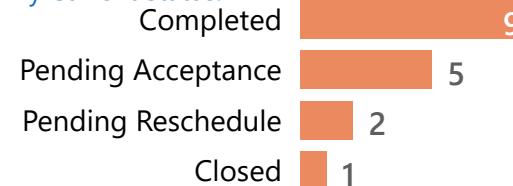
Accepted Status by Age



Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

By Current Status:



Out of **211** referrals kept

92% are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled

Linked in CRM

 182

 138

Out of **182**

scheduled referrals

76%

have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days



Out of **126** patients in DSM messages
31% have a referral in CRM

Referrals Seen in CRM after 90 Days



Out of **161** referrals checked-in
73% are seen in CRM
86% are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	92%	10	9.20
% of Scheduled Referrals with Linked Appt	76%	10	7.60
% of Seen Referrals Tagged as Seen	73%	10	7.30
% of Seen Referrals that are Completed	86%	10	8.60
% of DSM Referrals with CRM Referral	31%	5	1.55

34.25 points out of **45** points possible

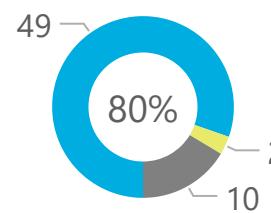
76% clinic score for CRM use

Referrals aged from date sent to date scheduled, date seen, or today's date

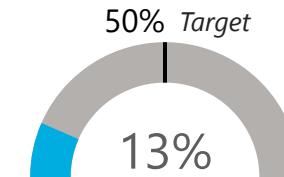
Urgent Referrals After 5 Days

Sent	63
Closed WBS	1
Rejected	1
Canceled	0

Referrals sent 1/27/23 - 2/23/23

**Urgent Referrals Seen in 5 Days**

Rate Compared to:
▲ Prev. Month 8%
▲ 3 Months 11%
▼ 12 Months 14%

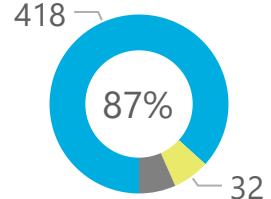


Over / Under Target:
▲ This Month -37%
▼ 3 Months -39%
▼ 12 Months -36%

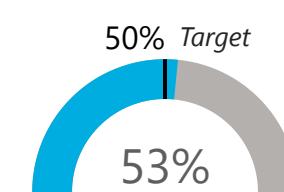
Routine Referrals After 30 Days

Sent	515
Canceled	13
Rejected	13
Closed WBS	7

Referrals sent 1/2/23 - 1/29/23

**Routine Referrals Seen in 30 Days**

Rate Compared to:
▲ Prev. Month 37%
▲ 3 Months 47%
▼ 12 Months 59%

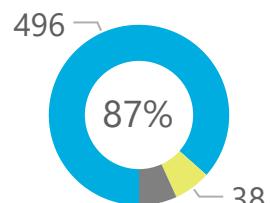


Over / Under Target:
▲ This Month 3%
▼ 3 Months -3%
▲ 12 Months 9%

Referrals After 90 Days

Sent	611
Canceled	17
Rejected	16
Closed WBS	5

Referrals sent 11/3/22 - 11/30/22

**Process Milestones:**

Aged	573
Scheduled	534
Accepted	522
Completed	410

Process Rates:

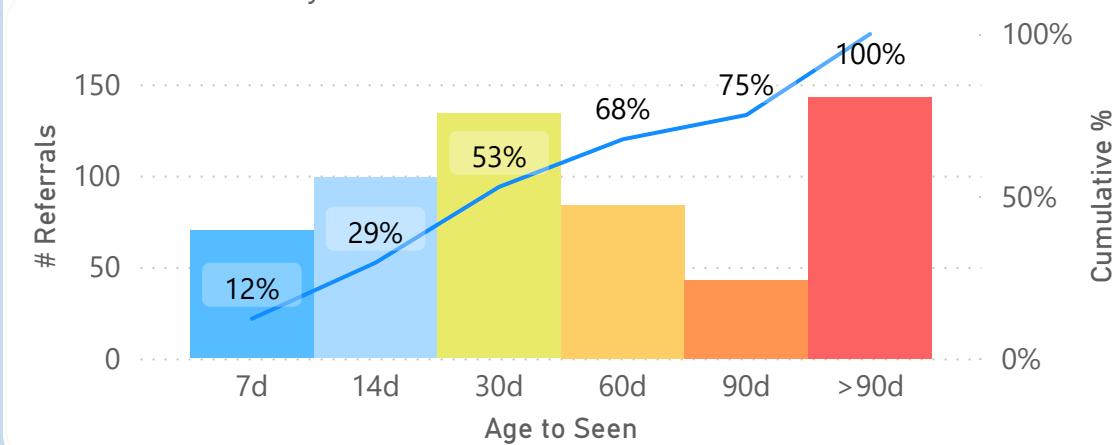
Accepted	91%
Scheduled	93%
Completed	72%

Median Times:

6	Days to Accept
8	Days to Schedule
95	Days to Complete

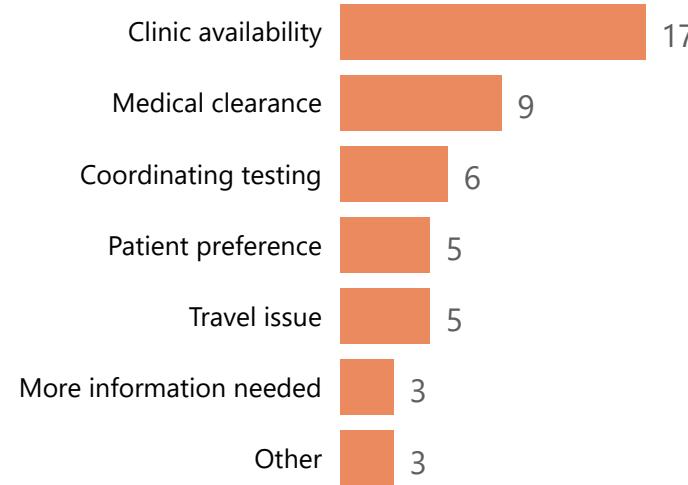
Days to See All Referrals - by Category with Cumulative %

Median 27 Days

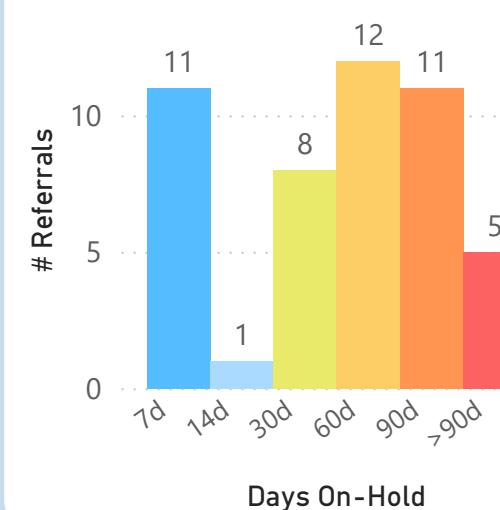


Breakouts of referrals in a hold or pending status sent any time prior to today's date

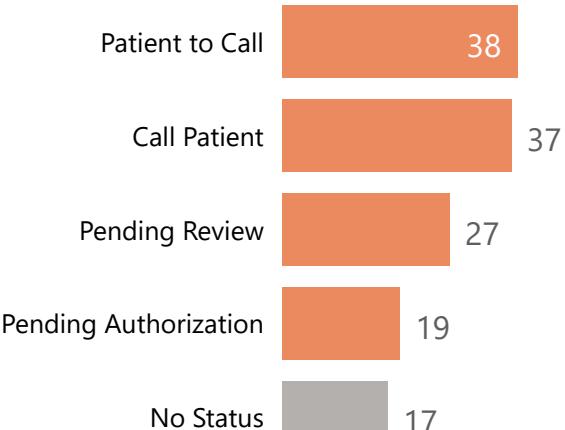
All Referrals On-Hold by Reason



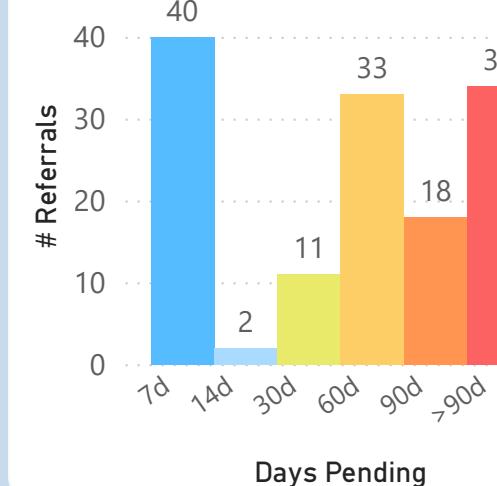
Referrals by Age of Hold



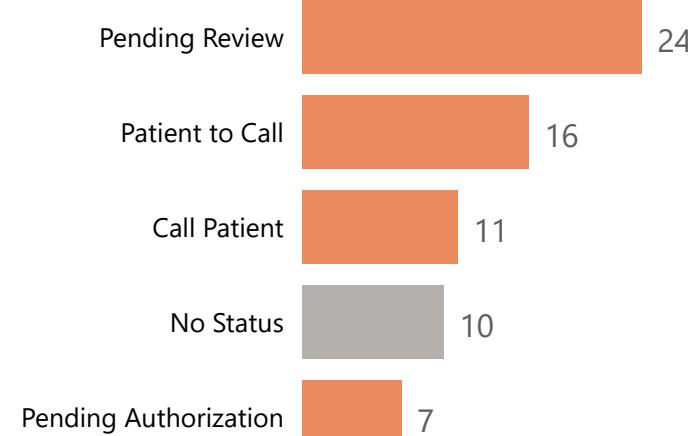
Referrals Pending Reschedule



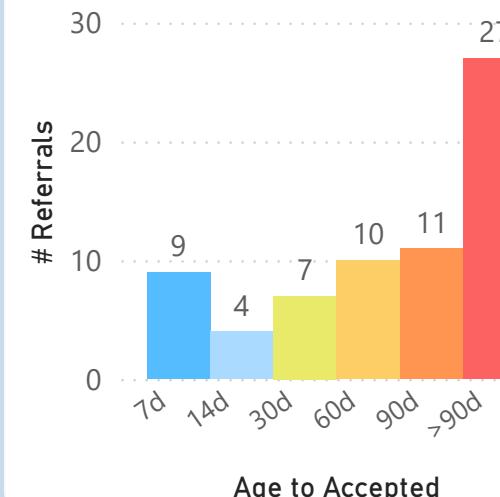
Reschedules by Days Pending



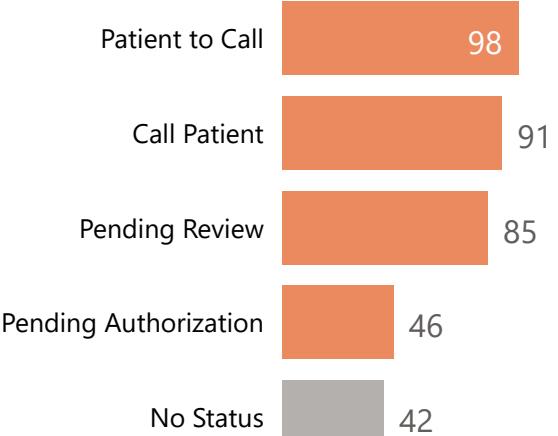
Referrals Pending Acceptance



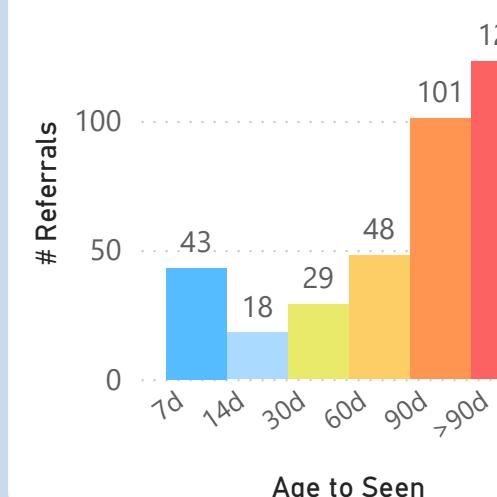
Pending Acceptance by Age



Referrals in Accepted Status



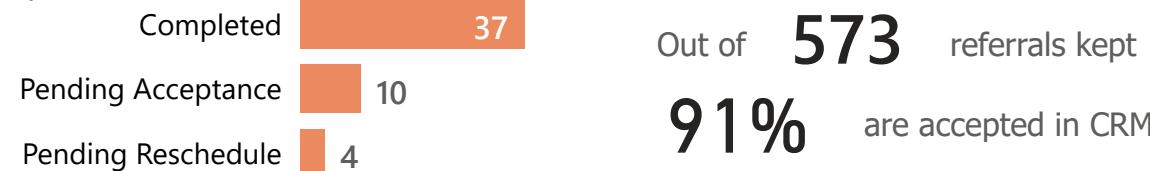
Accepted Status by Age



Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

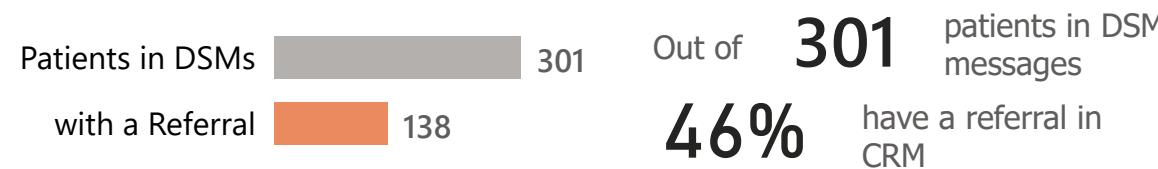
By Current Status:



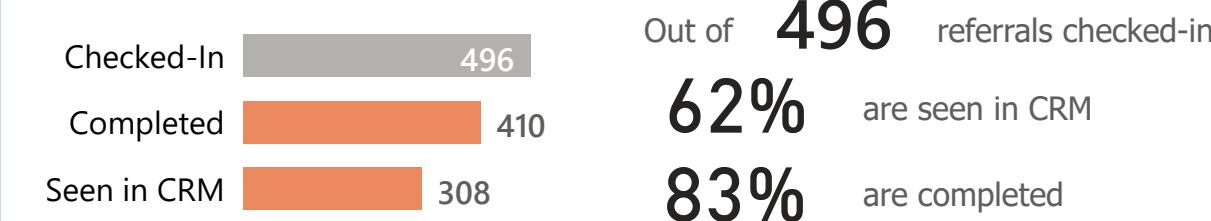
Referral Appointments Linked in CRM after 90 Days



Direct Secure Message Referrals in CRM after 90 Days



Referrals Seen in CRM after 90 Days



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	91%	10	9.10
% of Scheduled Referrals with Linked Appt	66%	10	6.60
% of Seen Referrals Tagged as Seen	62%	10	6.20
% of Seen Referrals that are Completed	83%	10	8.30
% of DSM Referrals with CRM Referral	46%	5	2.30

32.50 points out of **45** points possible

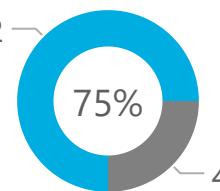
72% clinic score for CRM use

Referrals aged from date sent to date scheduled, date seen, or today's date

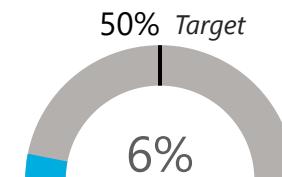
Urgent Referrals After 5 Days

Sent	18
Canceled	1
Rejected	1
Closed WBS	0

Referrals sent 1/27/23 - 2/23/23

**Urgent Referrals Seen in 5 Days**

50% Target



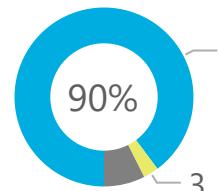
Over / Under Target:

▼ Prev. Month	9%	▼ This Month	-44%
▼ 3 Months	9%	▼ 3 Months	-41%
▼ 12 Months	16%	▼ 12 Months	-34%

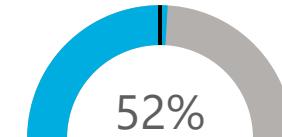
Routine Referrals After 30 Days

Sent	113
Canceled	5
Closed WBS	0
Rejected	0

Referrals sent 1/2/23 - 1/29/23

**Routine Referrals Seen in 30 Days**

50% Target



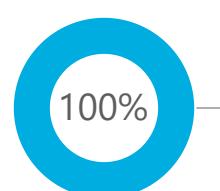
Over / Under Target:

▲ Prev. Month	18%	▲ This Month	2%
▲ 3 Months	49%	▼ 3 Months	-1%
▼ 12 Months	66%	▲ 12 Months	16%

Referrals After 90 Days

Sent	122
Rejected	3
Canceled	0
Closed WBS	0

Referrals sent 11/3/22 - 11/29/22

**Process Milestones:**

Aged	119
Completed	119
Scheduled	119
Accepted	105

Process Rates:

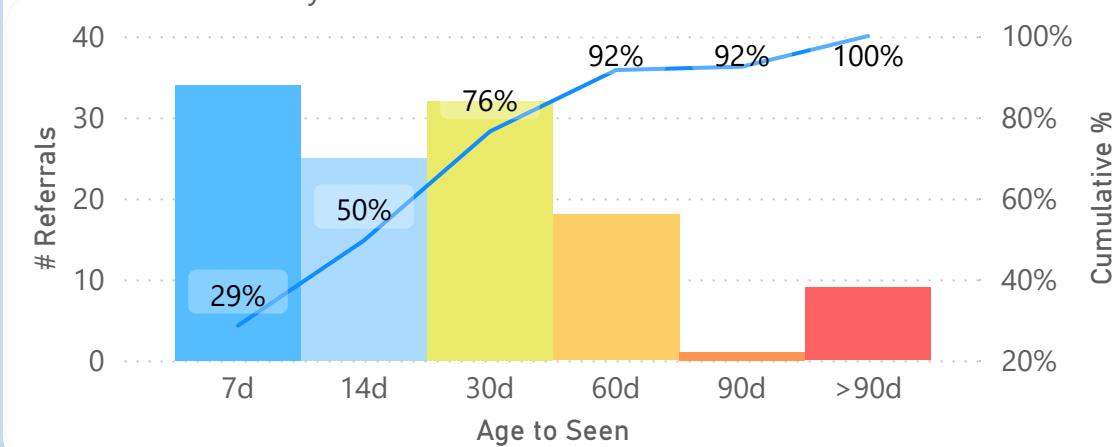
Accepted	88%
Scheduled	100%
Completed	100%

Median Times:

5	Days to Accept
6	Days to Schedule
32	Days to Complete

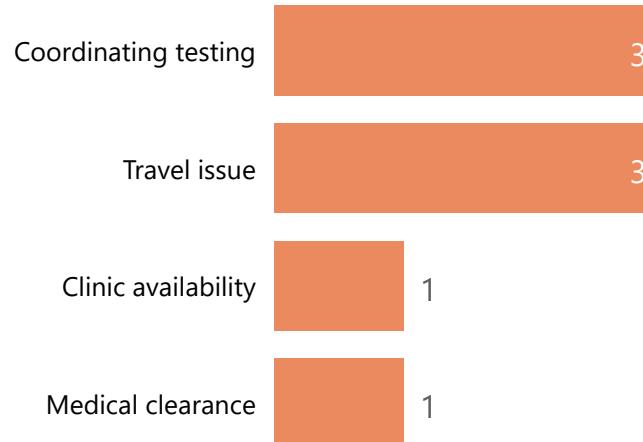
Days to See All Referrals - by Category with Cumulative %

Median 15 Days

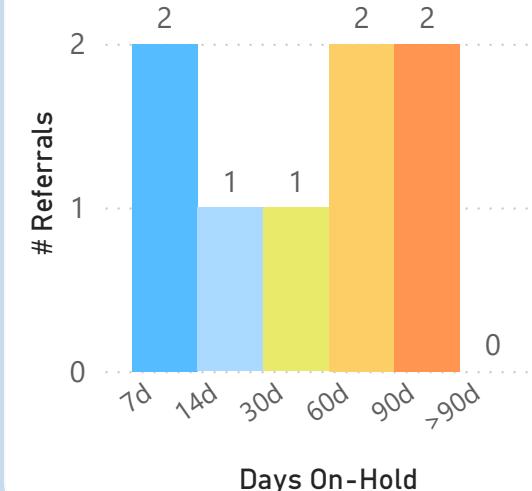


Breakouts of referrals in a hold or pending status sent any time prior to today's date

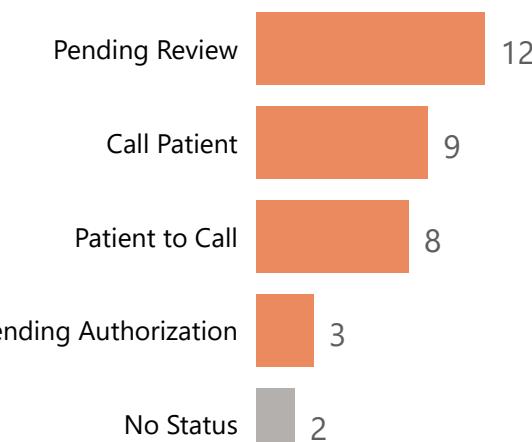
All Referrals On-Hold by Reason



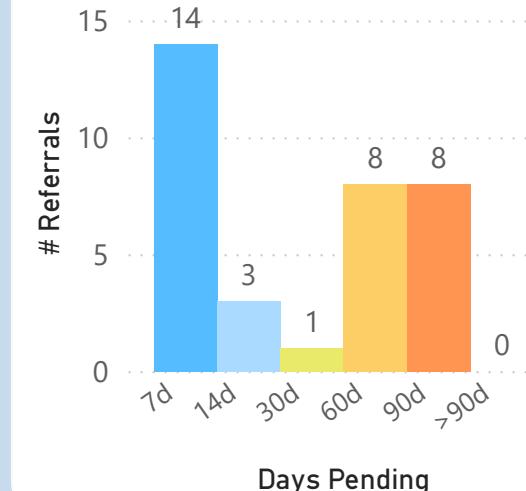
Referrals by Age of Hold



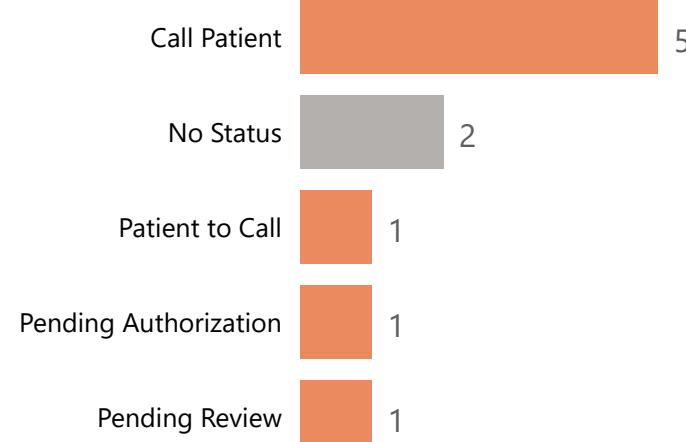
Referrals Pending Reschedule



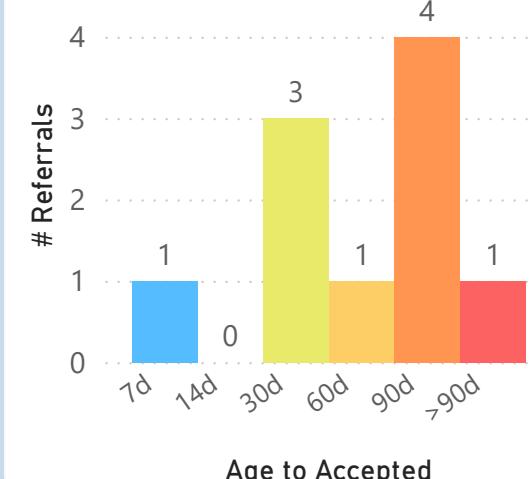
Reschedules by Days Pending



Referrals Pending Acceptance



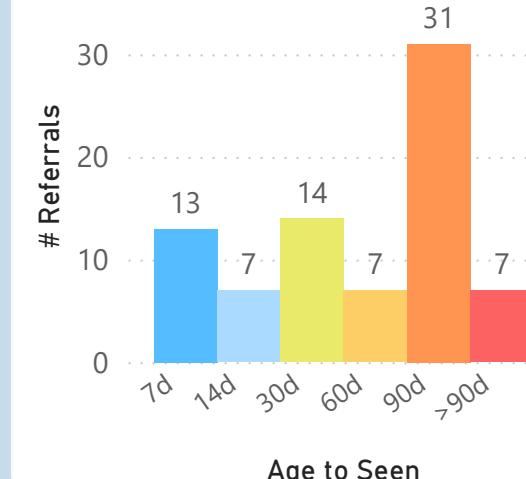
Pending Acceptance by Age



Referrals in Accepted Status



Accepted Status by Age



Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

By Current Status:

Completed



Out of **119** referrals kept
88% are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled



Out of **119** scheduled referrals

Linked in CRM



79% have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs



Out of **54** patients in DSM messages
63% have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In



Out of **119** referrals checked-in

Completed



79% are seen in CRM

Seen in CRM



100% are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test

	% Result	Points Possible	Point Result
--	----------	-----------------	--------------

% of Referrals Accepted	88%	10	8.80
% of Scheduled Referrals with Linked Appt	79%	10	7.90
% of Seen Referrals Tagged as Seen	79%	10	7.90
% of Seen Referrals that are Completed	100%	10	10.00
% of DSM Referrals with CRM Referral	63%	5	3.15

37.75 points out of **45** points possible

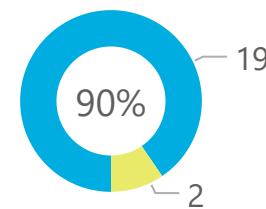
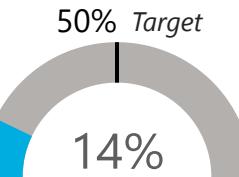
84% clinic score for CRM use

Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

Sent	25
Rejected	2
Canceled	1
Closed WBS	1

Referrals sent 1/27/23 - 2/23/23

**Urgent Referrals Seen in 5 Days**

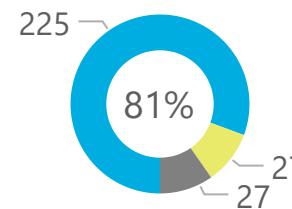
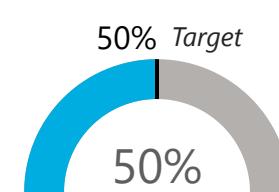
Rate Compared to:

▲ Prev. Month	7%	▼ This Month	-36%
▲ 3 Months	9%	▼ 3 Months	-41%
▼ 12 Months	12%	▼ 12 Months	-38%

Routine Referrals After 30 Days

Sent	296
Rejected	7
Canceled	5
Closed WBS	5

Referrals sent 1/2/23 - 1/29/23

**Routine Referrals Seen in 30 Days**

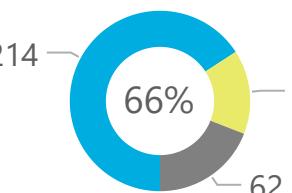
Rate Compared to:

▲ Prev. Month	30%	▲ This Month	0%
▲ 3 Months	37%	▼ 3 Months	-13%
▼ 12 Months	56%	▲ 12 Months	6%

Referrals After 90 Days

Sent	360
Canceled	24
Rejected	6
Closed WBS	5

Referrals sent 11/3/22 - 11/30/22

**Process Milestones:**

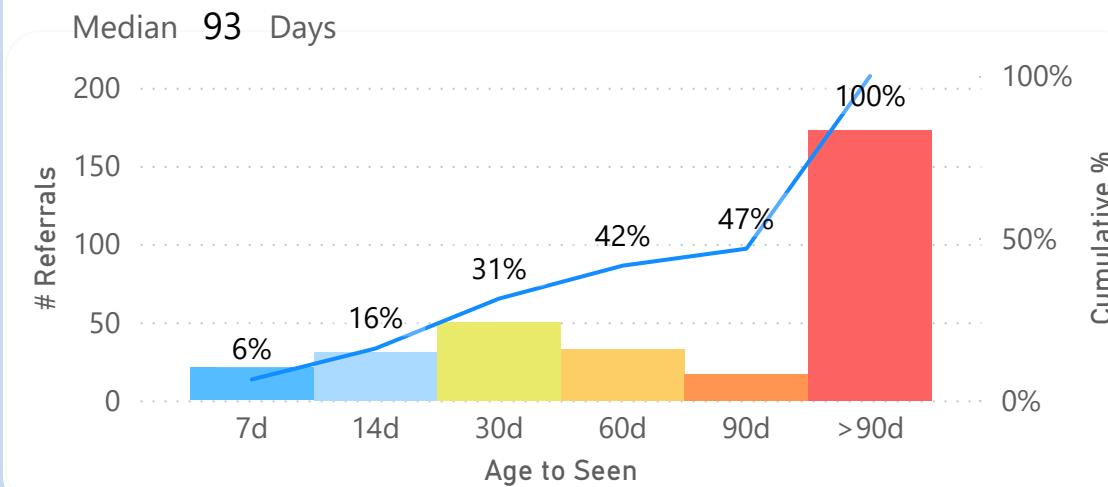
Aged	325
Accepted	295
Scheduled	263
Completed	155

Process Rates:

Accepted	91%
Scheduled	81%
Completed	48%

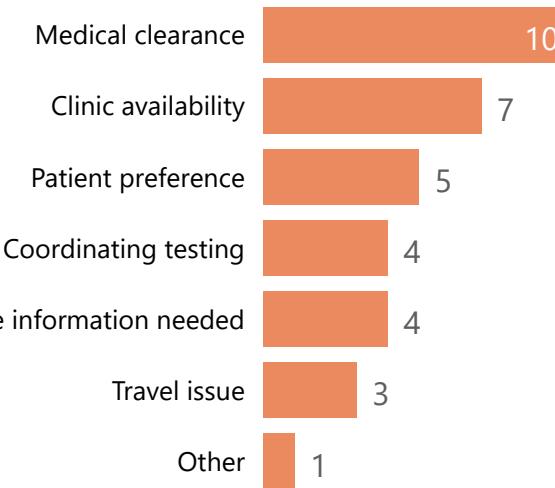
Median Times:

6	Days to Accept
12	Days to Schedule
103	Days to Complete

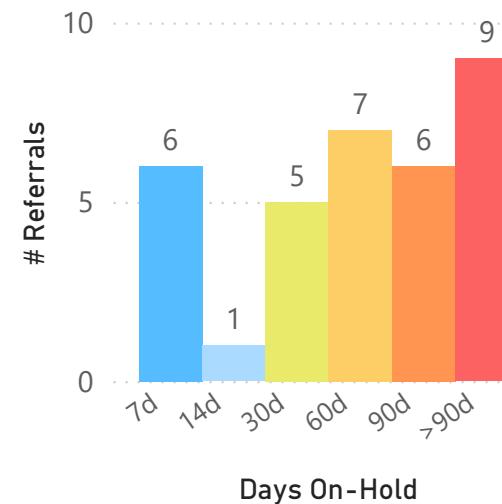
Days to See All Referrals - by Category with Cumulative %

Breakouts of referrals in a hold or pending status sent any time prior to today's date

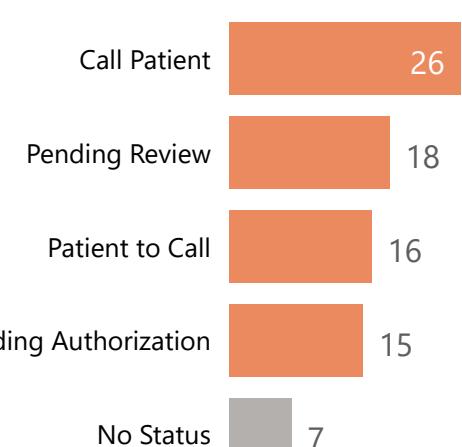
All Referrals On-Hold by Reason



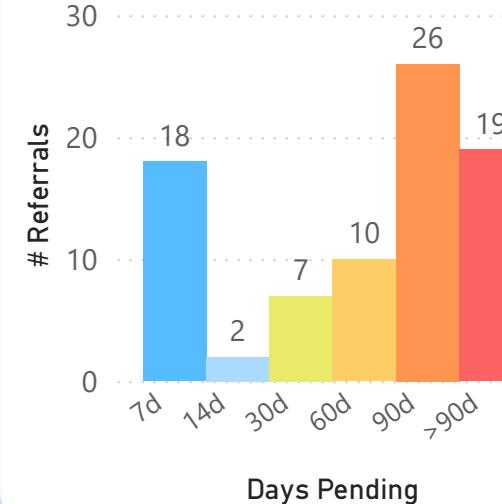
Referrals by Age of Hold



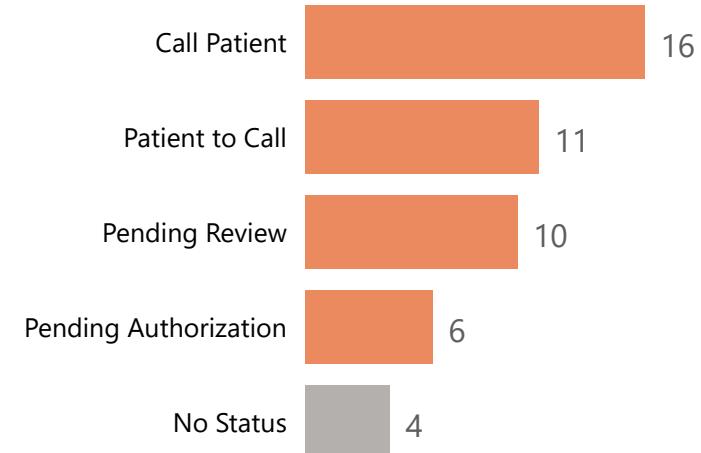
Referrals Pending Reschedule



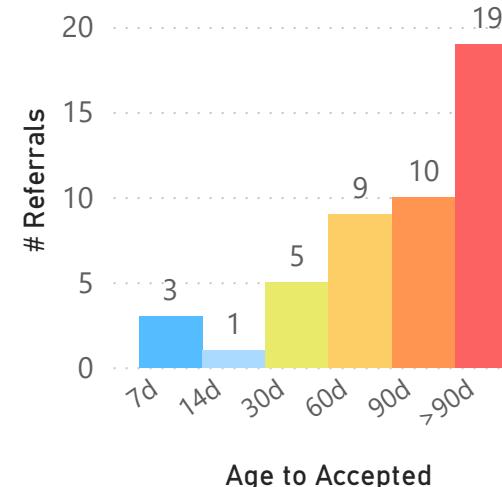
Reschedules by Days Pending



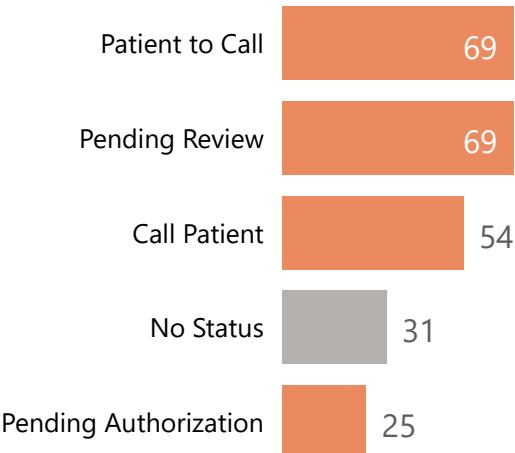
Referrals Pending Acceptance



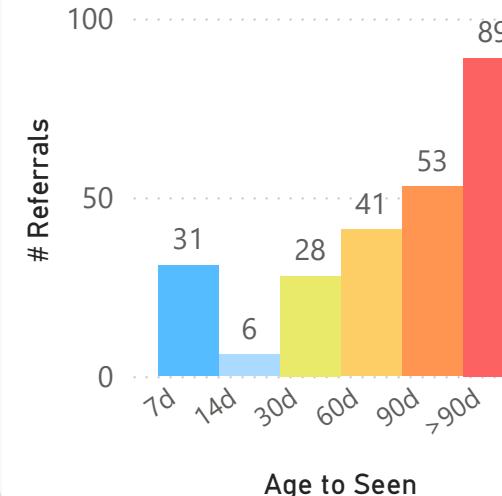
Pending Acceptance by Age



Referrals in Accepted Status



Accepted Status by Age



Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

By Current Status:

Pending Acceptance	 13
Completed	 10
Pending Reschedule	 4
Closed	 2
On Hold	 1

Out of **325** referrals kept

91% are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled

 263

Out of **263** scheduled referrals

Linked in CRM

 150

57% have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs

 195

Out of **195** patients in DSM messages

with a Referral

 62

32% have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In

Out of **214** referrals checked-in

 214

Completed

 155

53% are seen in CRM

Seen in CRM

 113

72% are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test

	% Result	Points Possible	Point Result
--	----------	-----------------	--------------

% of Referrals Accepted 91% 10 9.10

% of Scheduled Referrals with Linked Appt 57% 10 5.70

% of Seen Referrals Tagged as Seen 53% 10 5.30

% of Seen Referrals that are Completed 72% 10 7.20

% of DSM Referrals with CRM Referral 32% 5 1.60

28.90 points out of **45** points possible

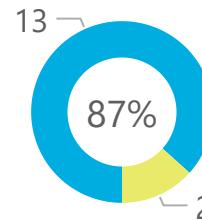
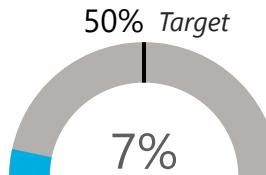
64% clinic score for CRM use

Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

Sent	17
Canceled	1
Rejected	1
Closed WBS	0

Referrals sent 1/27/23 - 2/23/23

**Urgent Referrals Seen in 5 Days**

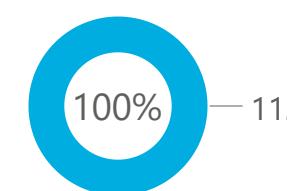
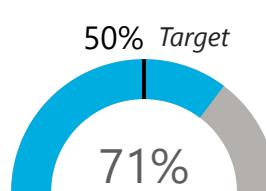
Rate Compared to:

▼ Prev. Month	11%	▼ This Month	-43%
▲ 3 Months	5%	▲ 3 Months	-45%
▼ 12 Months	9%	▼ 12 Months	-41%

Routine Referrals After 30 Days

Sent	116
Rejected	4
Canceled	0
Closed WBS	0

Referrals sent 1/2/23 - 1/29/23

**Routine Referrals Seen in 30 Days**

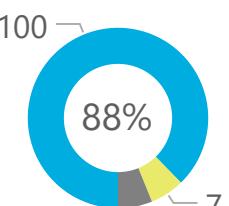
Rate Compared to:

▲ Prev. Month	31%	▲ This Month	21%
▲ 3 Months	52%	▲ 3 Months	2%
▼ 12 Months	59%	▲ 12 Months	9%

Referrals After 90 Days

Sent	122
Canceled	4
Closed WBS	3
Rejected	1

Referrals sent 11/3/22 - 11/29/22

**Process Milestones:**

Aged	114
Scheduled	107
Accepted	104
Completed	84

Process Rates:

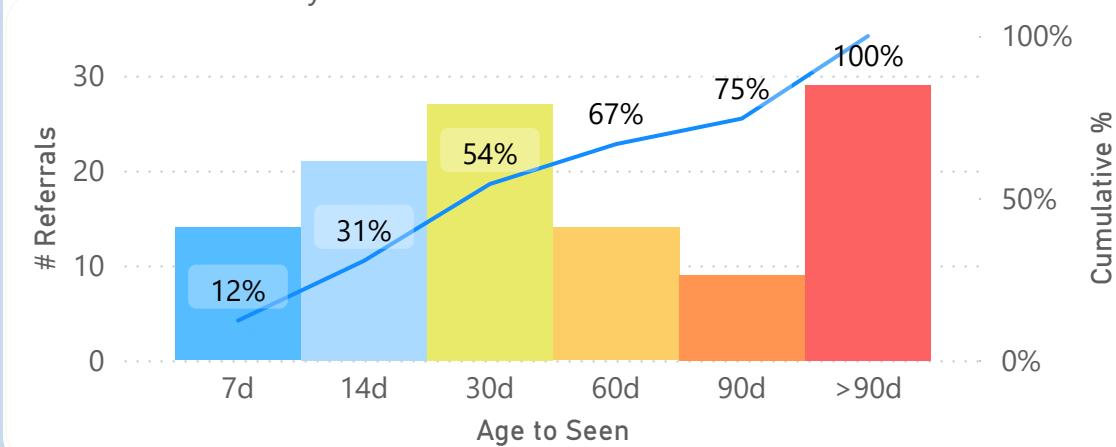
Accepted	91%
Scheduled	94%
Completed	74%

Median Times:

6	Days to Accept
7	Days to Schedule
98	Days to Complete

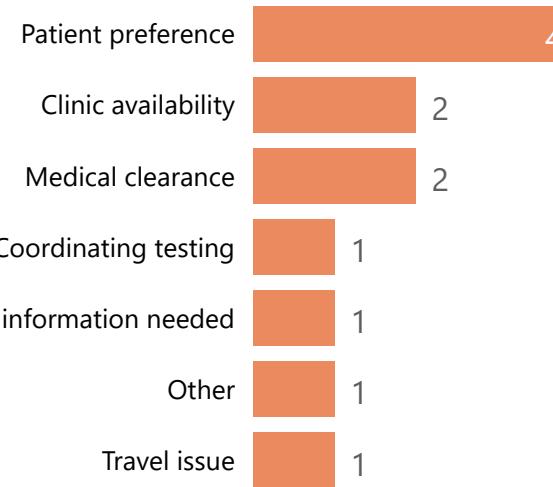
Days to See All Referrals - by Category with Cumulative %

Median 24 Days

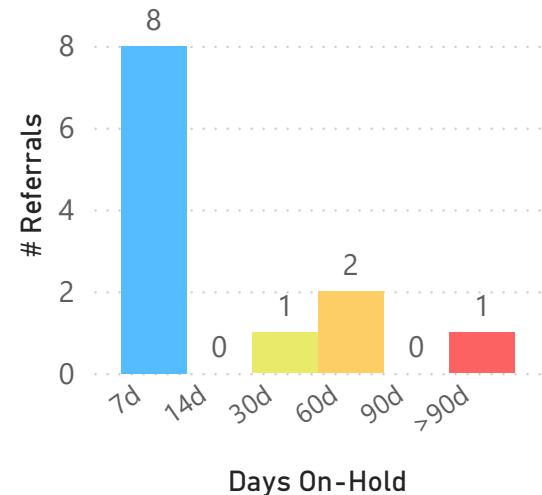


Breakouts of referrals in a hold or pending status sent any time prior to today's date

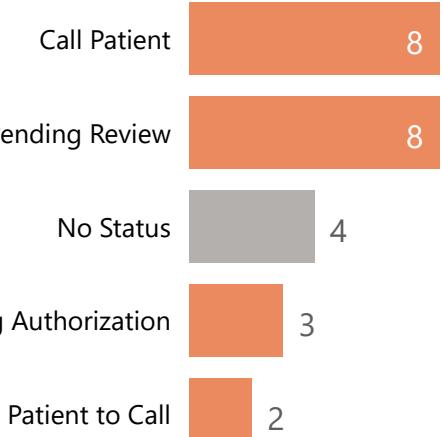
All Referrals On-Hold by Reason



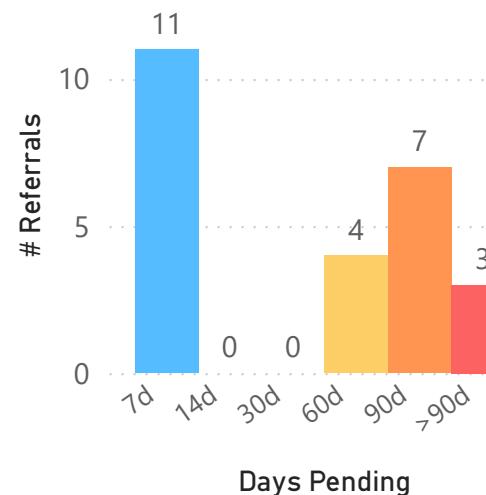
Referrals by Age of Hold



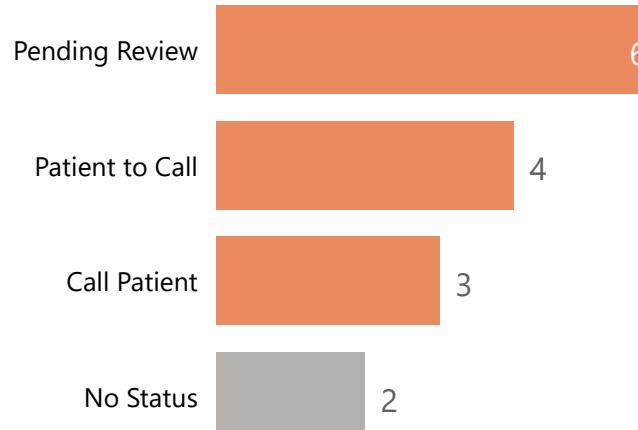
Referrals Pending Reschedule



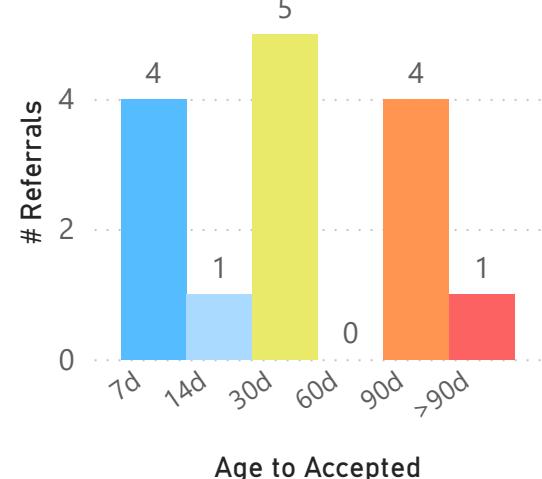
Reschedules by Days Pending



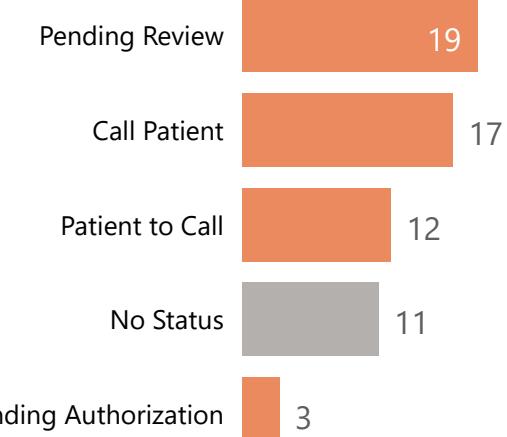
Referrals Pending Acceptance



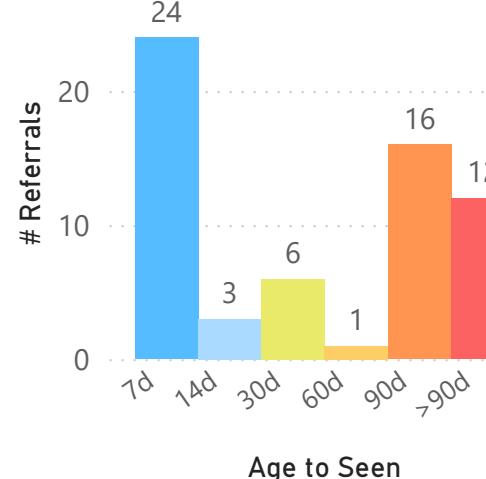
Pending Acceptance by Age



Referrals in Accepted Status



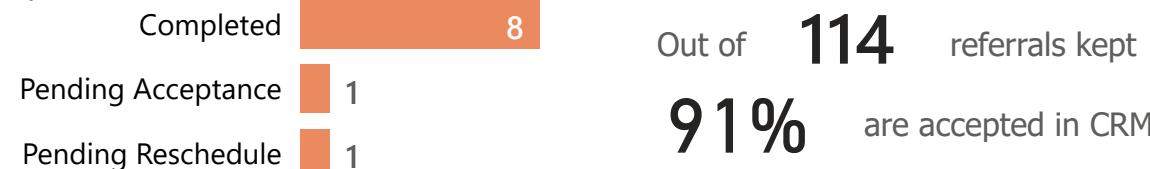
Accepted Status by Age



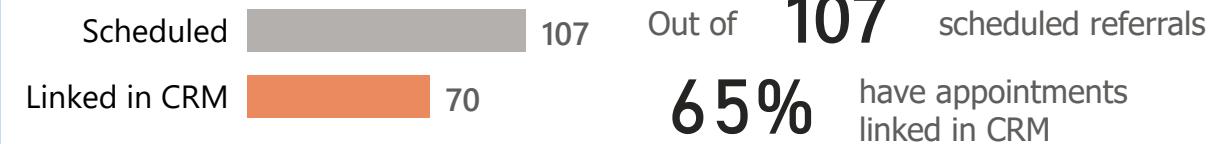
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

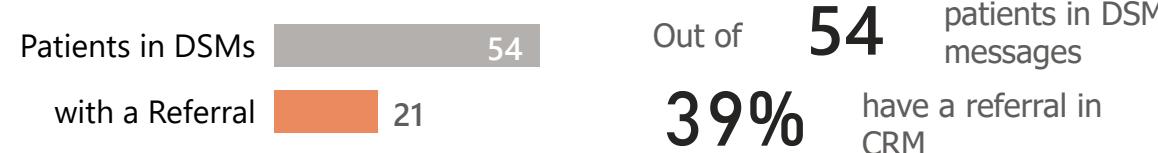
By Current Status:



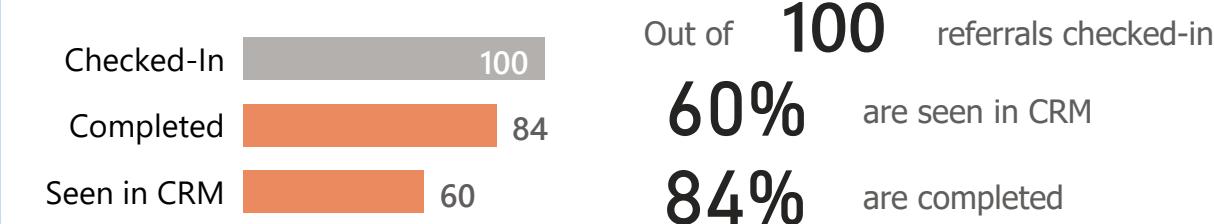
Referral Appointments Linked in CRM after 90 Days



Direct Secure Message Referrals in CRM after 90 Days



Referrals Seen in CRM after 90 Days



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	91%	10	9.10
% of Scheduled Referrals with Linked Appt	65%	10	6.50
% of Seen Referrals Tagged as Seen	60%	10	6.00
% of Seen Referrals that are Completed	84%	10	8.40
% of DSM Referrals with CRM Referral	39%	5	1.95

31.95 points out of **45** points possible

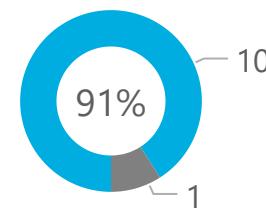
71% clinic score for CRM use

Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

Sent	13
Canceled	2
Closed WBS	0
Rejected	0

Referrals sent 1/27/23 - 2/23/23

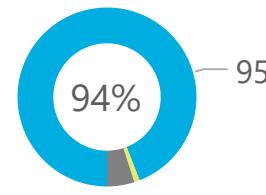
**Urgent Referrals Seen in 5 Days**

Rate Compared to:	Over / Under Target:
▲ Prev. Month 9%	▼ This Month -32%
▲ 3 Months 16%	▼ 3 Months -34%
▲ 12 Months 12%	▼ 12 Months -38%

Routine Referrals After 30 Days

Sent	104
Rejected	2
Canceled	1
Closed WBS	0

Referrals sent 1/2/23 - 1/29/23

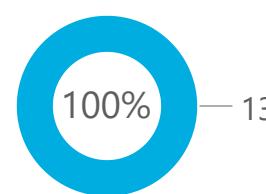
**Routine Referrals Seen in 30 Days**

Rate Compared to:	Over / Under Target:
▼ Prev. Month 76%	▲ This Month 17%
▼ 3 Months 73%	▲ 3 Months 23%
▲ 12 Months 62%	▲ 12 Months 12%

Referrals After 90 Days

Sent	136
Rejected	2
Canceled	0
Closed WBS	0

Referrals sent 11/3/22 - 11/29/22

**Process Milestones:**

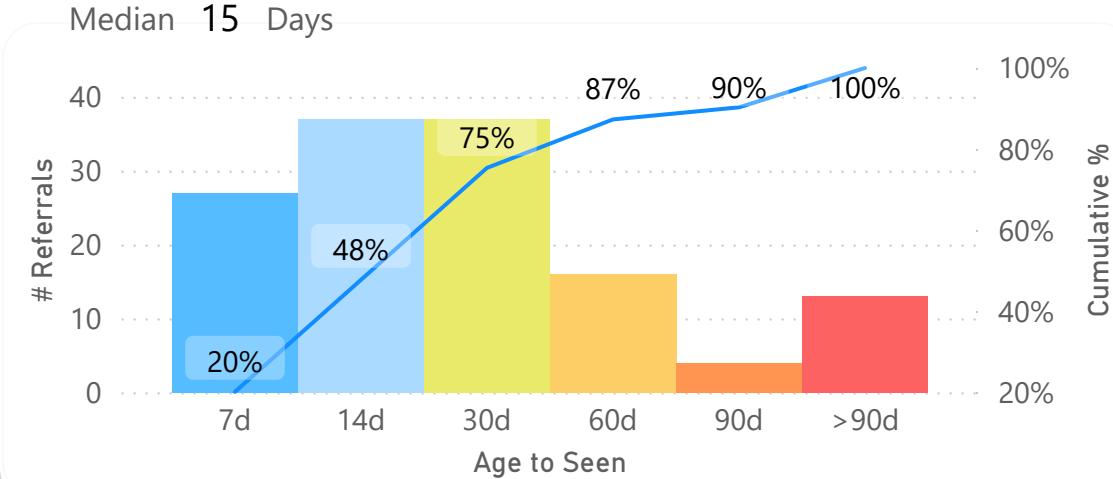
Aged	134
Completed	134
Scheduled	134
Accepted	126

Process Rates:

Accepted	94%
Scheduled	100%
Completed	100%
Accepted	100%

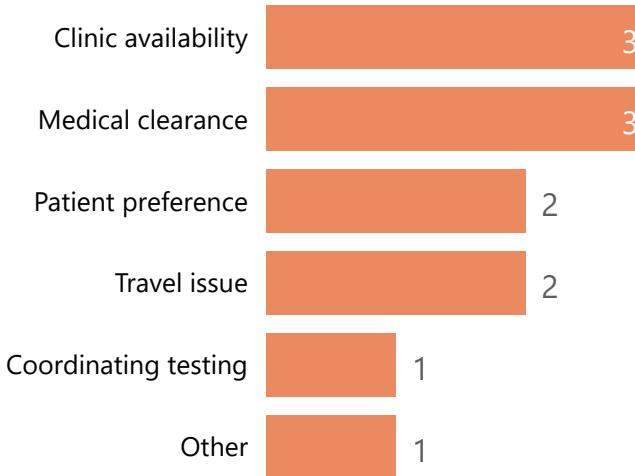
Median Times:

6	Days to Accept
7	Days to Schedule
39	Days to Complete

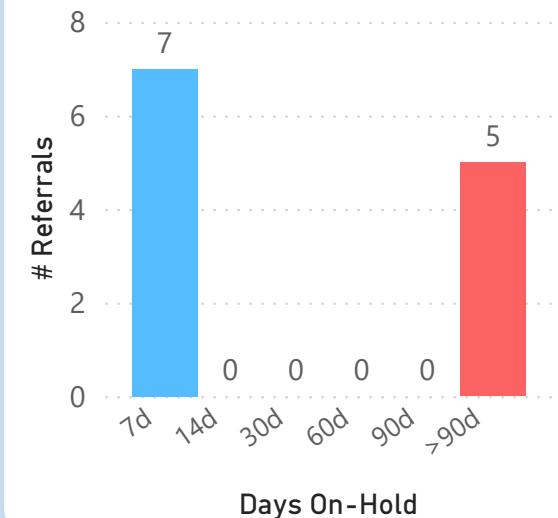
Days to See All Referrals - by Category with Cumulative %

Breakouts of referrals in a hold or pending status sent any time prior to today's date

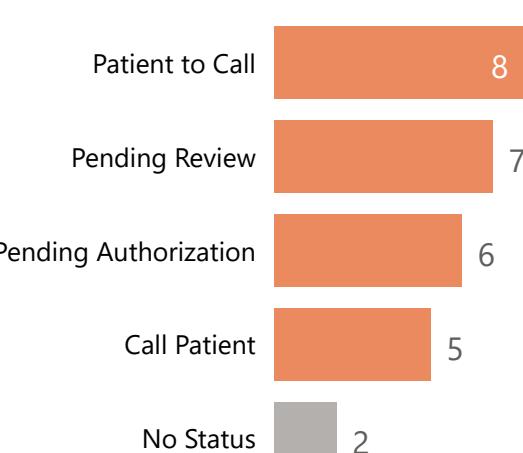
All Referrals On-Hold by Reason



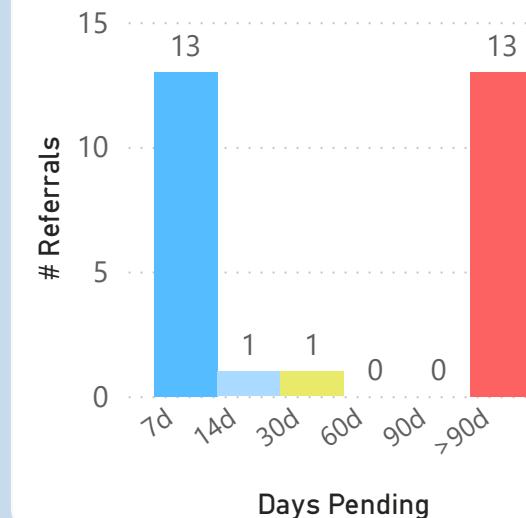
Referrals by Age of Hold



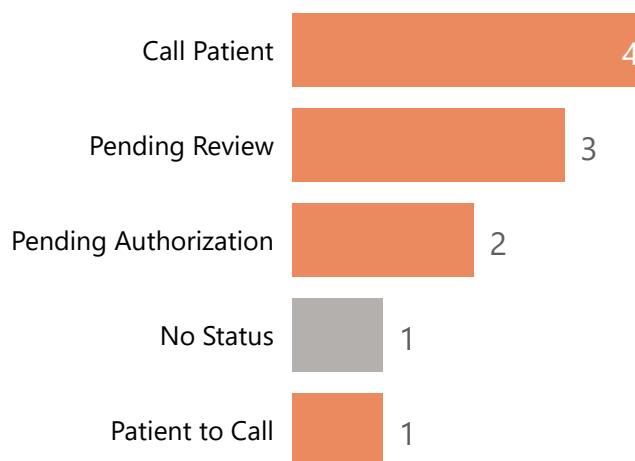
Referrals Pending Reschedule



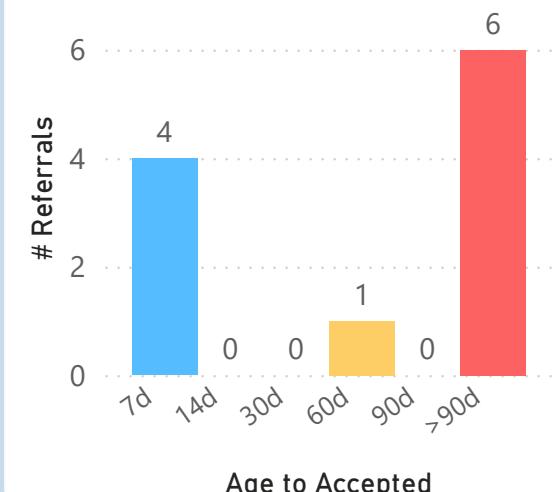
Reschedules by Days Pending



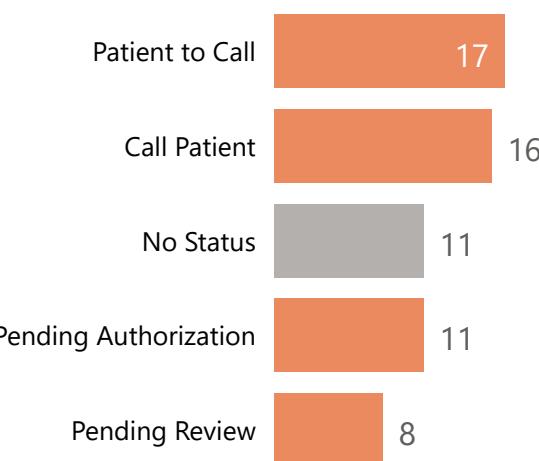
Referrals Pending Acceptance



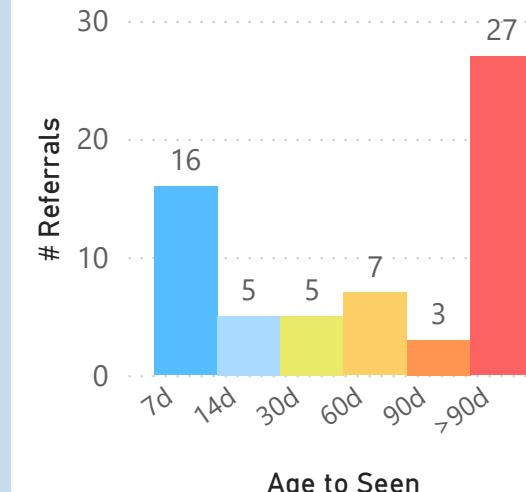
Pending Acceptance by Age



Referrals in Accepted Status



Accepted Status by Age



Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

By Current Status:

Completed



Out of **134** referrals kept
94% are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled



Out of **134** scheduled referrals
84% have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs



with a Referral



Out of **64** patients in DSM messages
55% have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In



Completed



Seen in CRM



Out of **134** referrals checked-in
84% are seen in CRM
100% are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test

	% Result	Points Possible	Point Result
% of Referrals Accepted	94%	10	9.40
% of Scheduled Referrals with Linked Appt	84%	10	8.40
% of Seen Referrals Tagged as Seen	84%	10	8.40
% of Seen Referrals that are Completed	100%	10	10.00
% of DSM Referrals with CRM Referral	55%	5	2.75

38.95 points out of **45** points possible

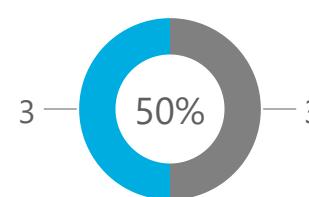
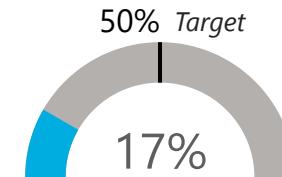
87% clinic score for CRM use

Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

Sent	6
Canceled	0
Closed WBS	0
Rejected	0

Referrals sent 1/27/23 - 2/23/23

**Urgent Referrals Seen in 5 Days**

Rate Compared to:

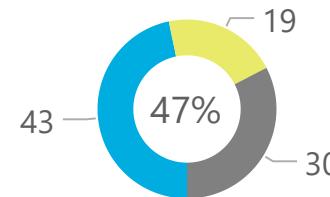
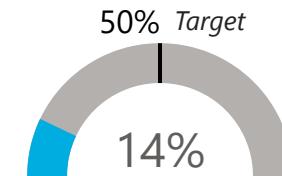
▲ Prev. Month	0%
▲ 3 Months	4%
▼ 12 Months	13%

Over / Under Target:
▼ This Month -33%
▼ 3 Months -46%
▼ 12 Months -37%

Routine Referrals After 30 Days

Sent	110
Canceled	13
Rejected	3
Closed WBS	2

Referrals sent 1/2/23 - 1/29/23

**Routine Referrals Seen in 30 Days**

Rate Compared to:

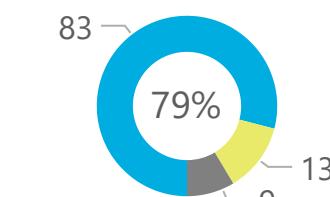
▼ Prev. Month	40%
▼ 3 Months	30%
▼ 12 Months	57%

Over / Under Target:
▼ This Month -36%
▼ 3 Months -20%
▲ 12 Months 7%

Referrals After 90 Days

Sent	111
Canceled	4
Rejected	2
Closed WBS	0

Referrals sent 11/3/22 - 11/29/22

**Process Milestones:**

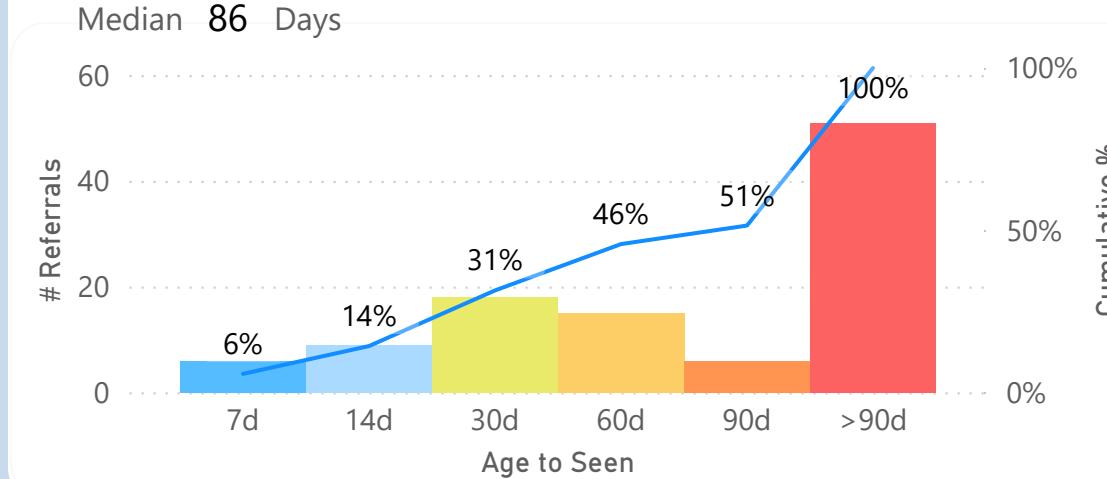
Aged	105
Accepted	99
Scheduled	96
Completed	65

Process Rates:

Accepted	94%
Scheduled	91%
Completed	62%

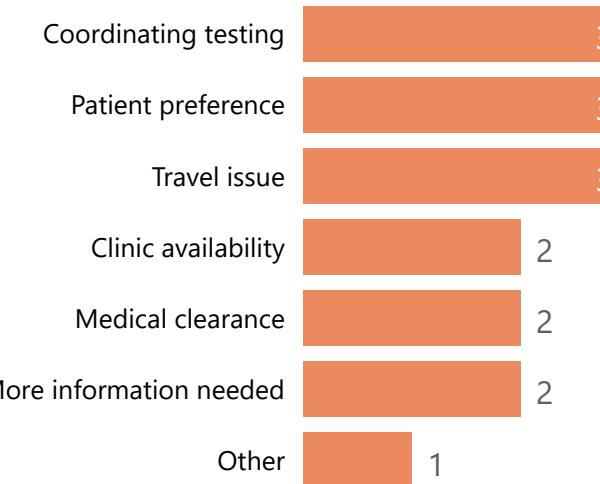
Median Times:

5 Days to Accept
10 Days to Schedule
110 Days to Complete

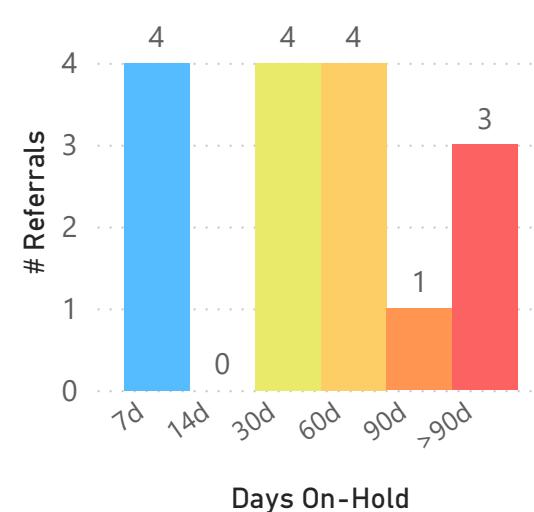
Days to See All Referrals - by Category with Cumulative %

Breakouts of referrals in a hold or pending status sent any time prior to today's date

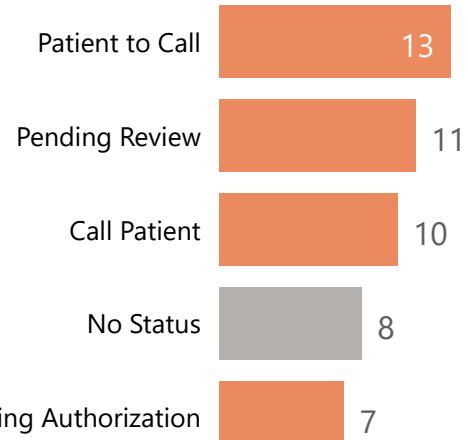
All Referrals On-Hold by Reason



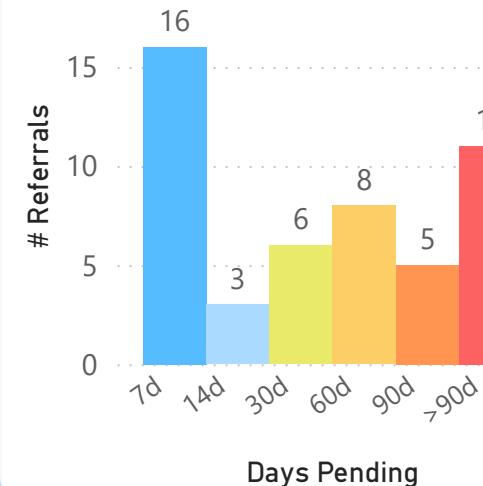
Referrals by Age of Hold



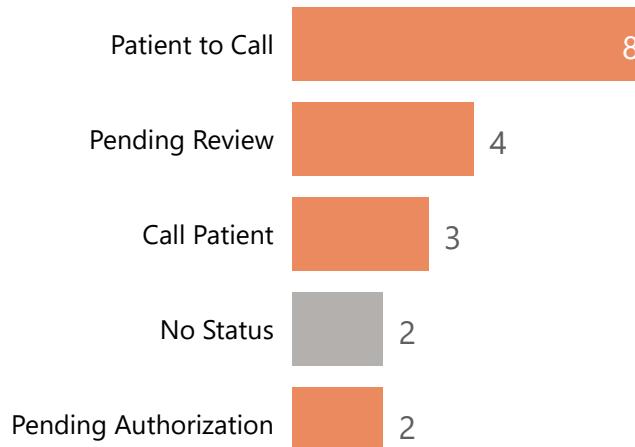
Referrals Pending Reschedule



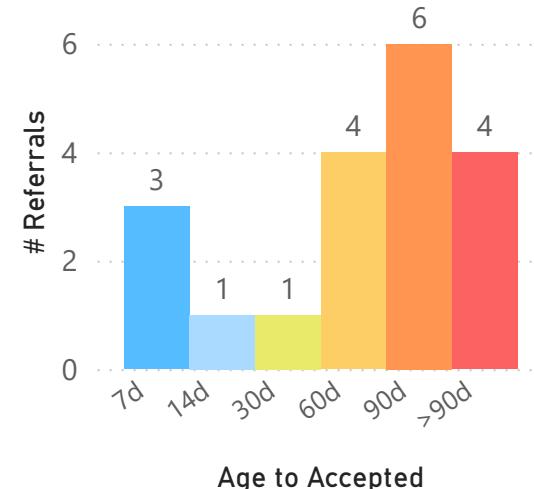
Reschedules by Days Pending



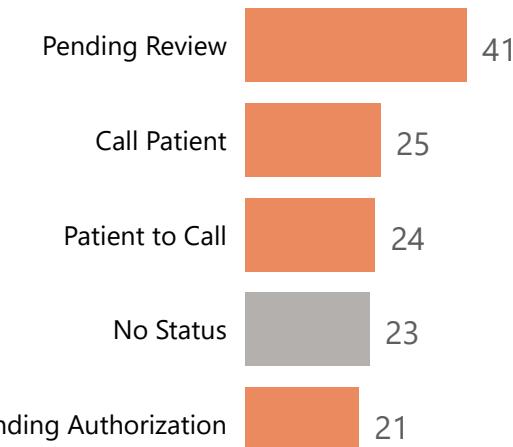
Referrals Pending Acceptance



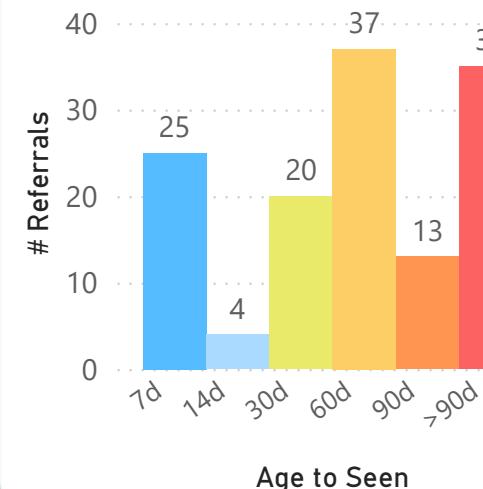
Pending Acceptance by Age



Referrals in Accepted Status



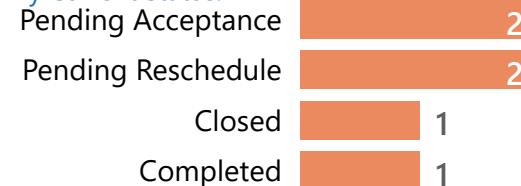
Accepted Status by Age



Referrals tracked using the Clinic Referral Management system versus the Schedule Book

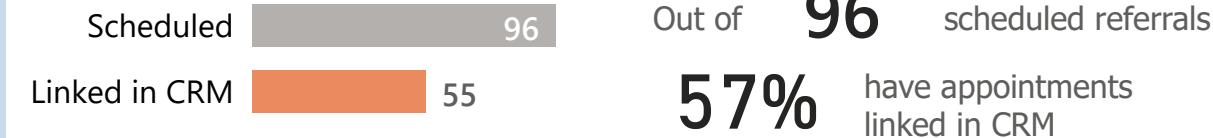
Referrals Not Accepted in CRM after 90 Days

By Current Status:

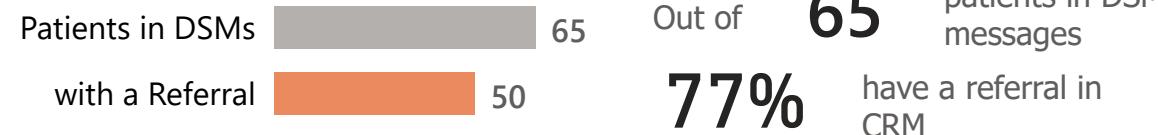


Out of **105** referrals kept
94% are accepted in CRM

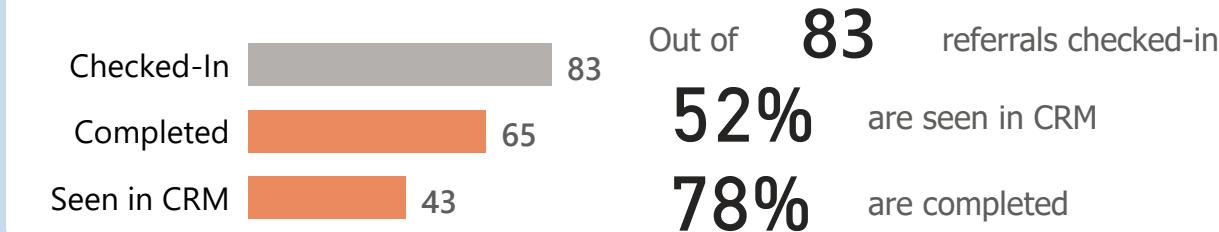
Referral Appointments Linked in CRM after 90 Days



Direct Secure Message Referrals in CRM after 90 Days



Referrals Seen in CRM after 90 Days



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	94%	10	9.40
% of Scheduled Referrals with Linked Appt	57%	10	5.70
% of Seen Referrals Tagged as Seen	52%	10	5.20
% of Seen Referrals that are Completed	78%	10	7.80
% of DSM Referrals with CRM Referral	77%	5	3.85

31.95 points out of **45** points possible

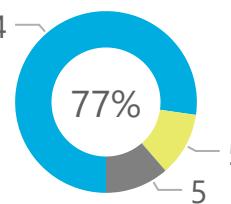
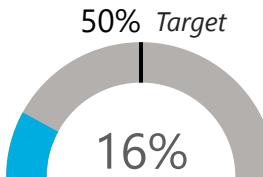
71% clinic score for CRM use

Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

Sent	48
Canceled	2
Closed WBS	1
Rejected	1

Referrals sent 1/27/23 - 2/23/23

**Urgent Referrals Seen in 5 Days**

Rate Compared to:

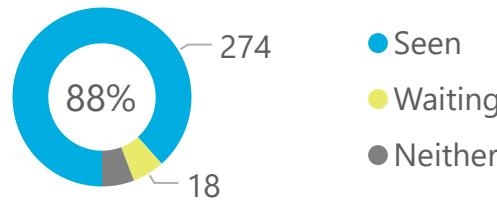
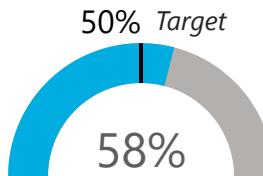
▼ Prev. Month	22%
▲ 3 Months	14%
▼ 12 Months	15%

Over / Under Target:
▼ This Month -34%
▼ 3 Months -36%
▼ 12 Months -35%

Routine Referrals After 30 Days

Sent	327
Rejected	8
Canceled	5
Closed WBS	4

Referrals sent 1/2/23 - 1/29/23

**Routine Referrals Seen in 30 Days**

Rate Compared to:

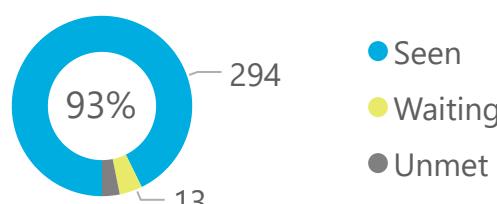
▲ Prev. Month	48%
▲ 3 Months	56%
▼ 12 Months	60%

Over / Under Target:
▲ This Month 8%
▲ 3 Months 6%
▲ 12 Months 10%

Referrals After 90 Days

Sent	333
Rejected	11
Canceled	3
Closed WBS	2

Referrals sent 11/3/22 - 11/30/22

**Process Milestones:**

Aged	317
Scheduled	307
Accepted	289
Completed	267

Process Rates:

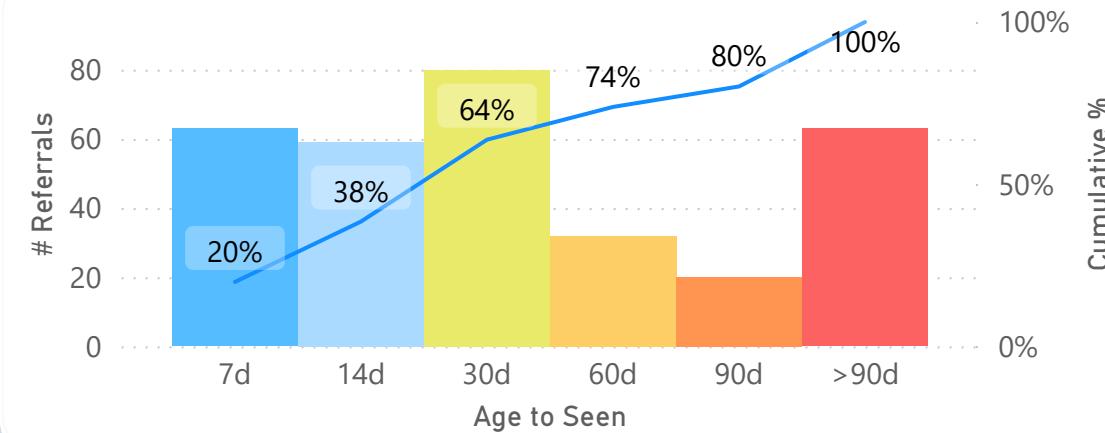
Accepted	91%
Scheduled	97%
Completed	84%

Median Times:

6	Days to Accept
7	Days to Schedule
65	Days to Complete

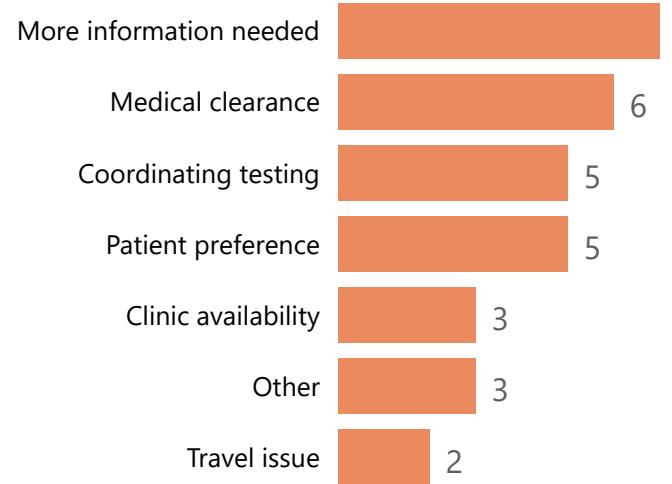
Days to See All Referrals - by Category with Cumulative %

Median 20 Days

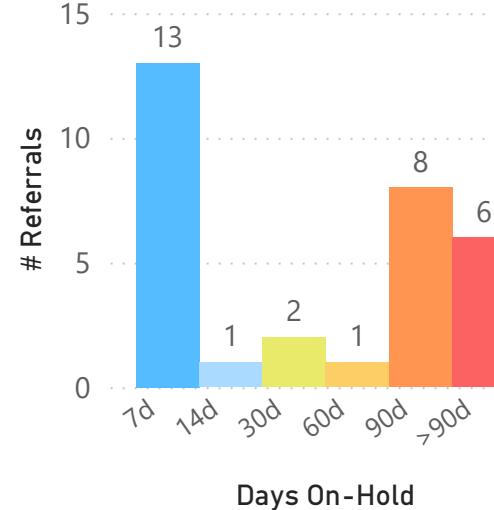


Breakouts of referrals in a hold or pending status sent any time prior to today's date

All Referrals On-Hold by Reason



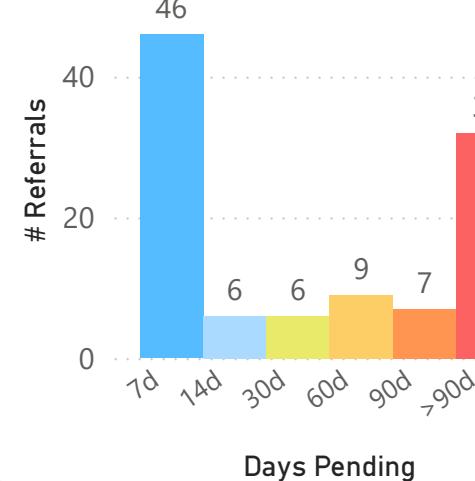
Referrals by Age of Hold



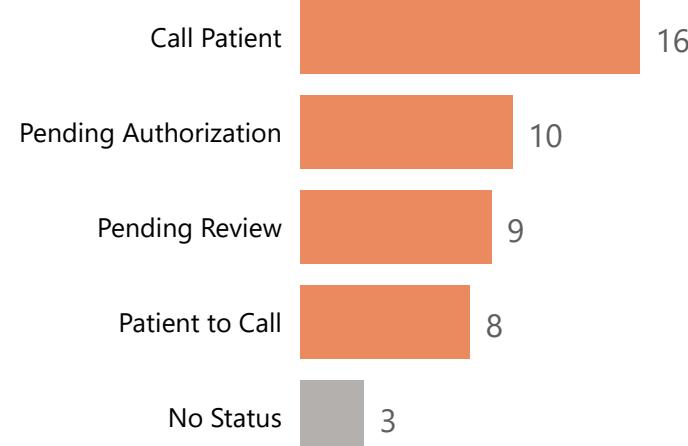
Referrals Pending Reschedule



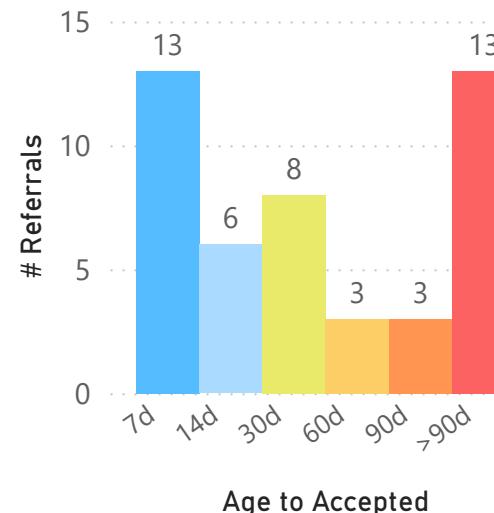
Reschedules by Days Pending



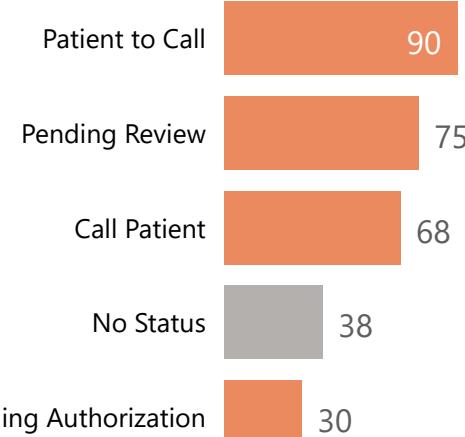
Referrals Pending Acceptance



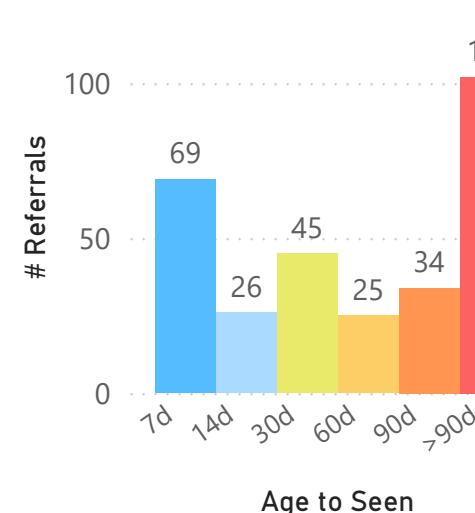
Pending Acceptance by Age



Referrals in Accepted Status



Accepted Status by Age



Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

By Current Status:

Completed	 19
Closed	 3
Pending Acceptance	 3
Pending Reschedule	 3

Out of **317** referrals kept

91% are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled  307 Out of **307** scheduled referrals

Linked in CRM  227 **74%** have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs  170

Out of **170** patients in DSM messages

with a Referral  43

25% have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In  294 Out of **294** referrals checked-in

Completed  267 **68%** are seen in CRM

Seen in CRM  201 **91%** are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	91%	10	9.10
% of Scheduled Referrals with Linked Appt	74%	10	7.40
% of Seen Referrals Tagged as Seen	68%	10	6.80
% of Seen Referrals that are Completed	91%	10	9.10
% of DSM Referrals with CRM Referral	25%	5	1.25

33.65 points out of **45** points possible

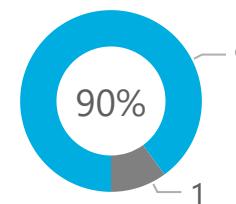
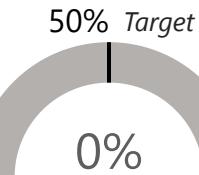
75% clinic score for CRM use

Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

Sent	11
Rejected	1
Canceled	0
Closed WBS	0

Referrals sent 1/27/23 - 2/22/23

**Urgent Referrals Seen in 5 Days**

Rate Compared to:

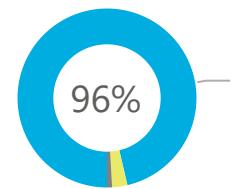
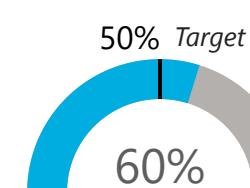
- ▼ Prev. Month 36%
- ▼ 3 Months 16%
- ▼ 12 Months 18%

- ▼ This Month -50%
- ▼ 3 Months -34%
- ▼ 12 Months -32%

Routine Referrals After 30 Days

Sent	113
Canceled	2
Closed WBS	1
Rejected	1

Referrals sent 1/2/23 - 1/29/23

**Routine Referrals Seen in 30 Days**

Rate Compared to:

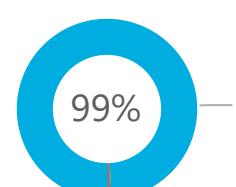
- ▲ Prev. Month 42%
- ▲ 3 Months 59%
- ▼ 12 Months 64%

- ▲ This Month 10%
- ▲ 3 Months 9%
- ▲ 12 Months 14%

Referrals After 90 Days

Sent	126
Rejected	3
Canceled	0
Closed WBS	0

Referrals sent 11/3/22 - 11/30/22

**Process Milestones:**

Aged	123
Scheduled	122
Completed	115
Accepted	113

Process Rates:

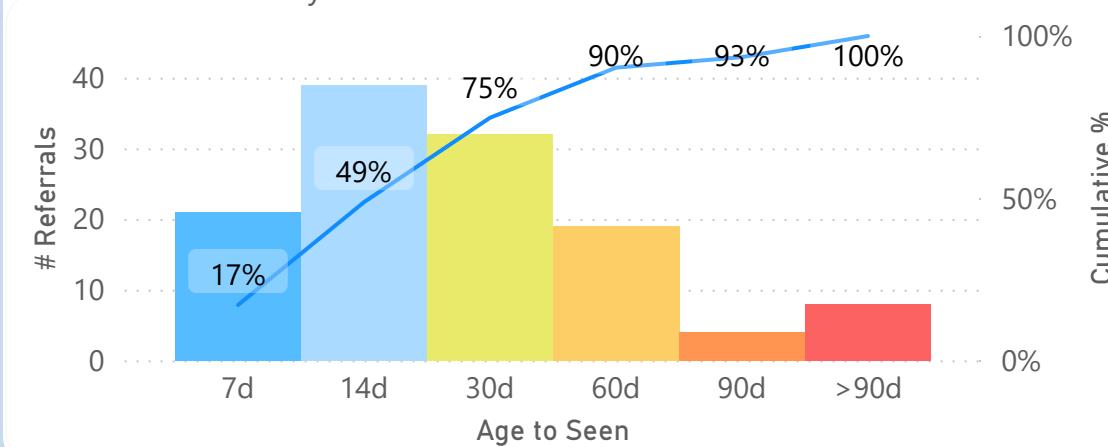
Accepted	92%
Scheduled	99%
Completed	93%
Accepted	93%

Median Times:

6	Days to Accept
7	Days to Schedule
36	Days to Complete

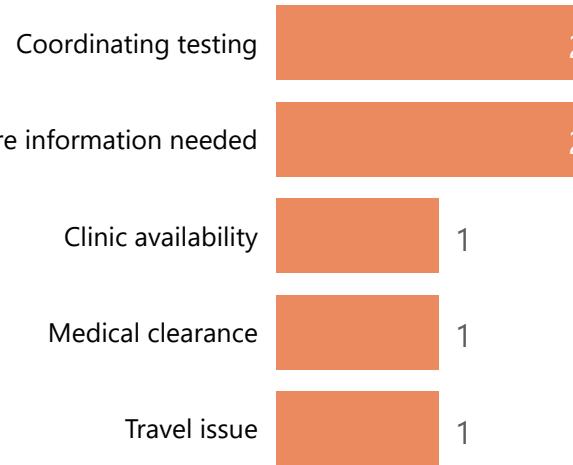
Days to See All Referrals - by Category with Cumulative %

Median 15 Days

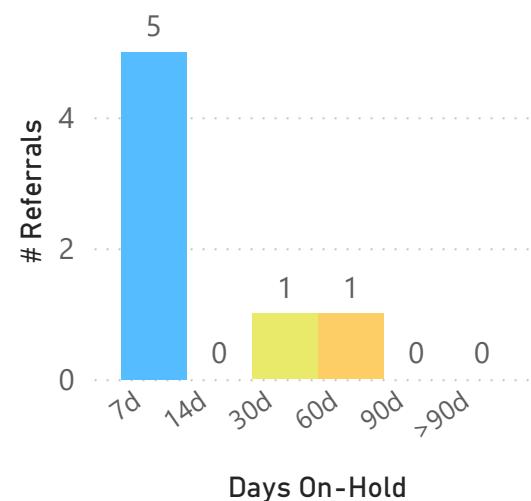


Breakouts of referrals in a hold or pending status sent any time prior to today's date

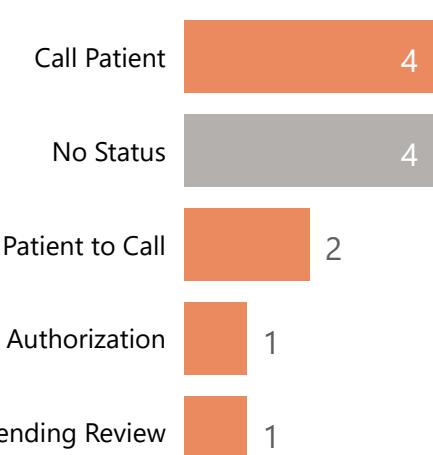
All Referrals On-Hold by Reason



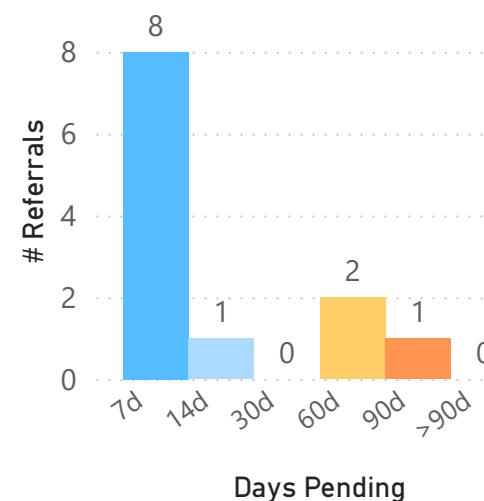
Referrals by Age of Hold



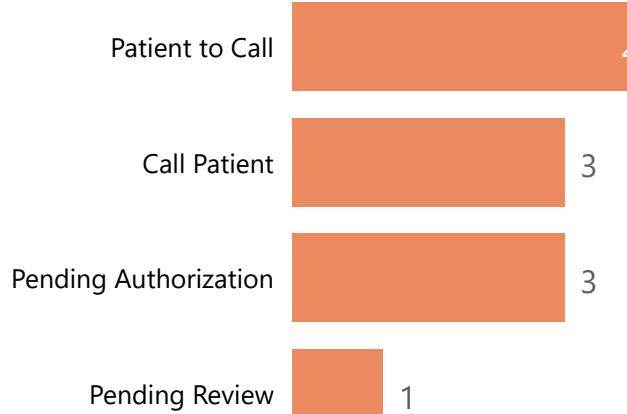
Referrals Pending Reschedule



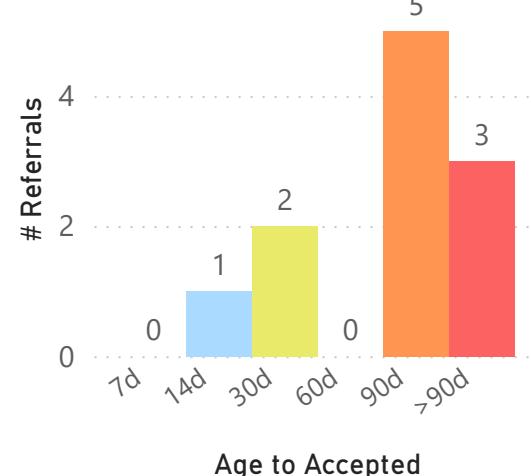
Reschedules by Days Pending



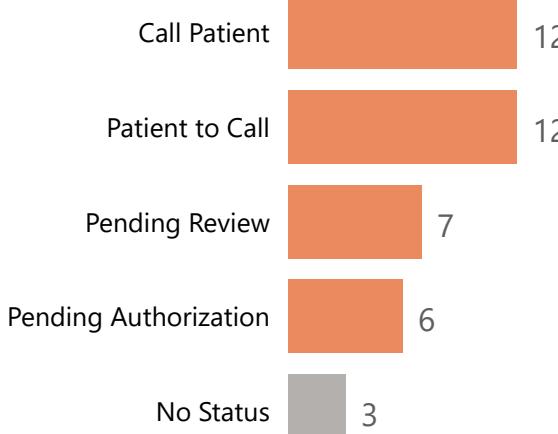
Referrals Pending Acceptance



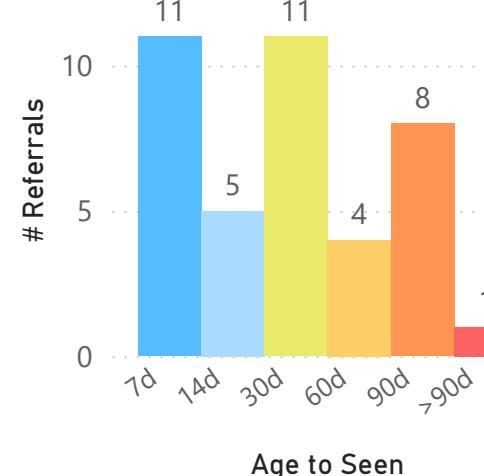
Pending Acceptance by Age



Referrals in Accepted Status



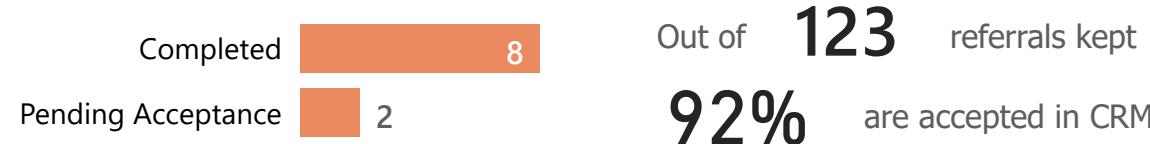
Accepted Status by Age



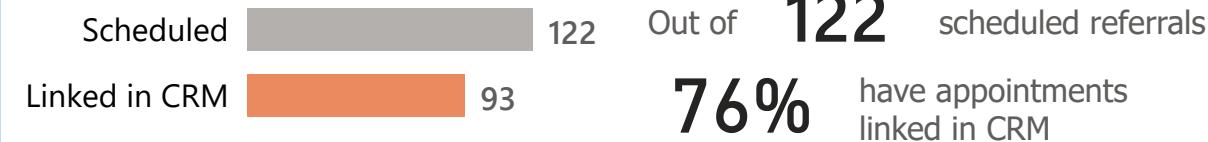
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

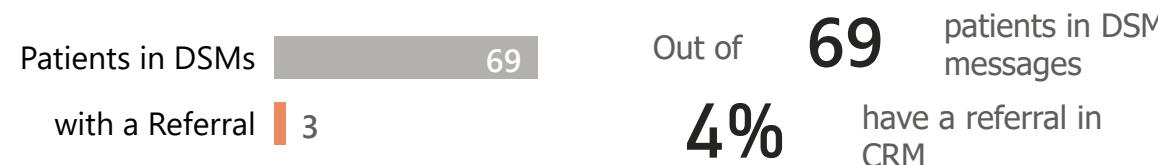
By Current Status:



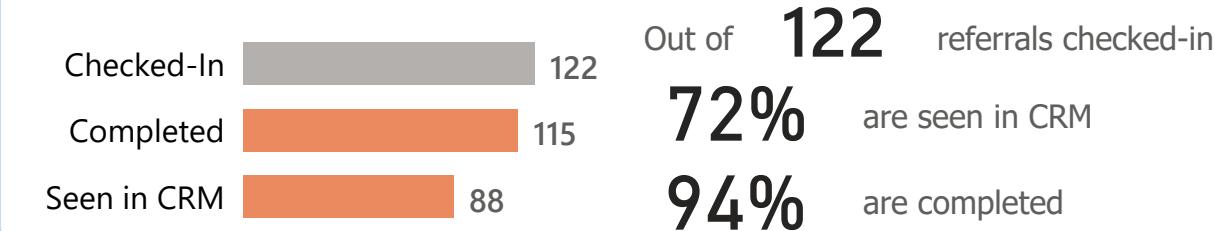
Referral Appointments Linked in CRM after 90 Days



Direct Secure Message Referrals in CRM after 90 Days



Referrals Seen in CRM after 90 Days



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	92%	10	9.20
% of Scheduled Referrals with Linked Appt	76%	10	7.60
% of Seen Referrals Tagged as Seen	72%	10	7.20
% of Seen Referrals that are Completed	94%	10	9.40
% of DSM Referrals with CRM Referral	4%	5	0.20

33.60 points out of **45** points possible

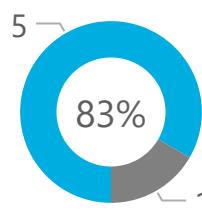
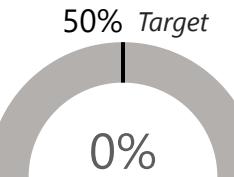
75% clinic score for CRM use

Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

Sent	8
Rejected	2
Canceled	0
Closed WBS	0

Referrals sent 1/27/23 - 2/22/23

**Urgent Referrals Seen in 5 Days**

Rate Compared to:

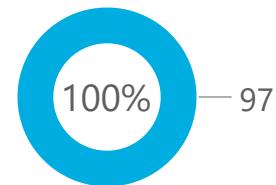
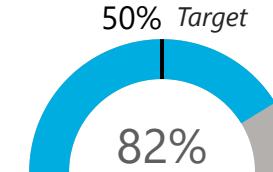
▼ Prev. Month	29%
▼ 3 Months	17%
▲ 12 Months	15%

Over / Under Target:
▼ This Month -50%
▼ 3 Months -33%
▼ 12 Months -35%

Routine Referrals After 30 Days

Sent	100
Rejected	3
Canceled	0
Closed WBS	0

Referrals sent 1/2/23 - 1/29/23

**Routine Referrals Seen in 30 Days**

Rate Compared to:

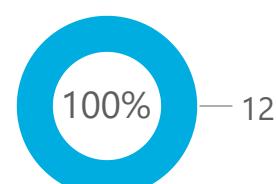
- Prev. Month	82%
▲ 3 Months	77%
▲ 12 Months	74%

Over / Under Target:
▲ This Month 32%
▲ 3 Months 27%
▲ 12 Months 24%

Referrals After 90 Days

Sent	127
Canceled	1
Rejected	1
Closed WBS	0

Referrals sent 11/3/22 - 11/30/22

**Process Milestones:**

Aged	125
Scheduled	125
Completed	120
Accepted	116

Process Rates:

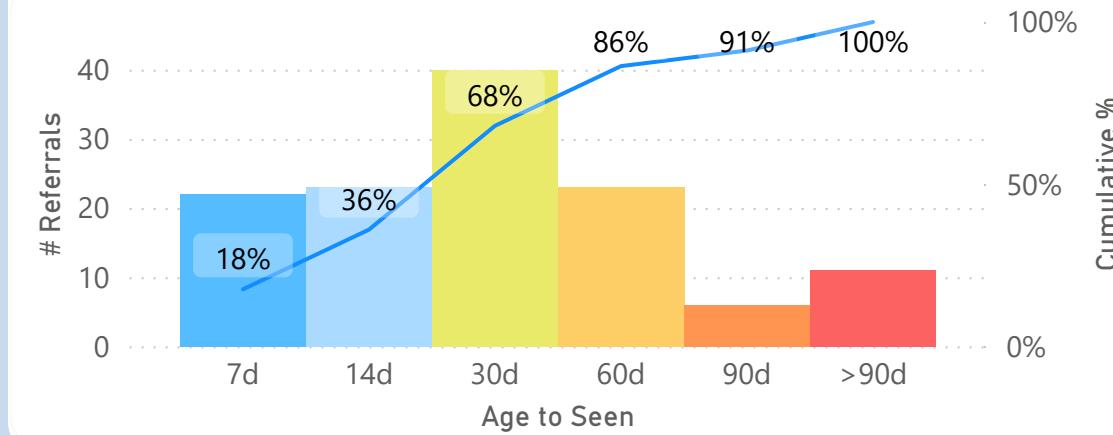
Accepted	93%
Scheduled	100%
Completed	96%
Accepted	96%

Median Times:

7 Days to Accept	7
Scheduled	8
Completed	42

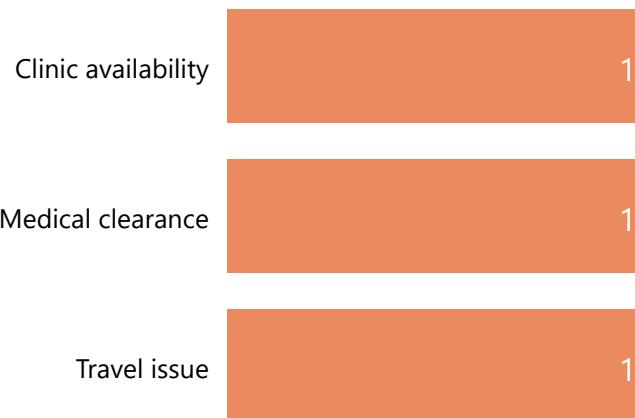
Days to See All Referrals - by Category with Cumulative %

Median 18 Days

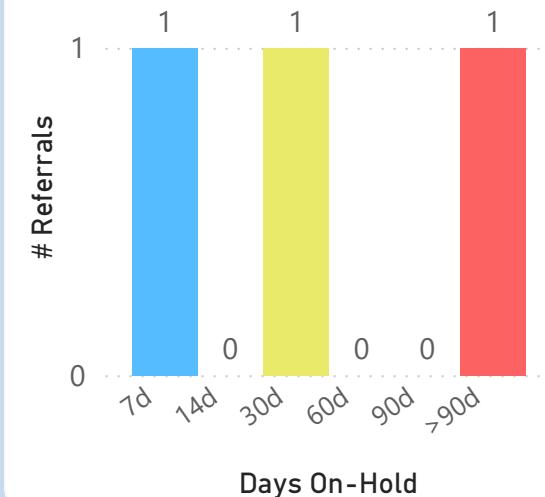


Breakouts of referrals in a hold or pending status sent any time prior to today's date

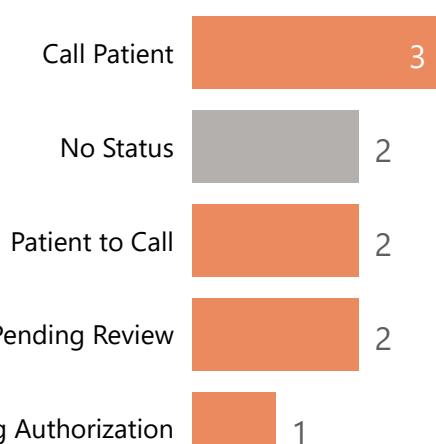
All Referrals On-Hold by Reason



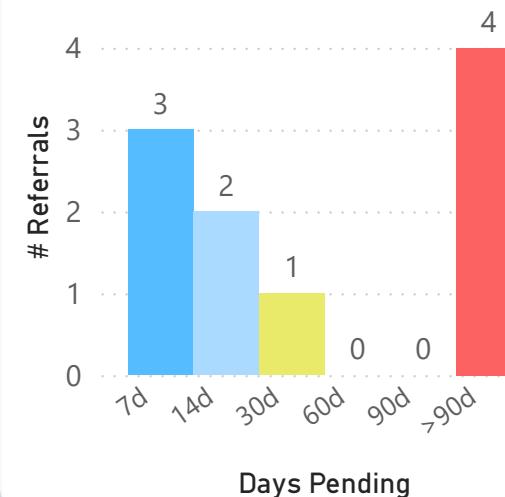
Referrals by Age of Hold



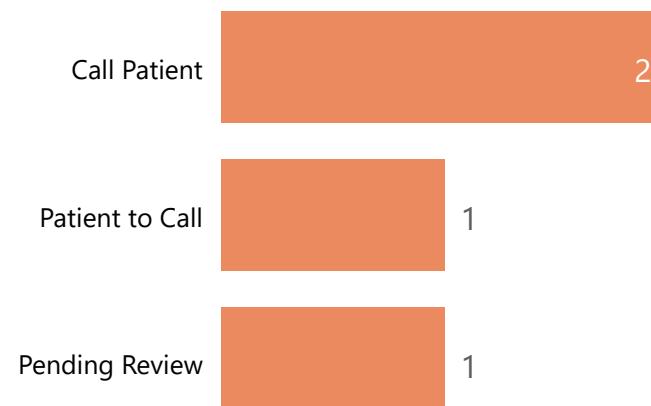
Referrals Pending Reschedule



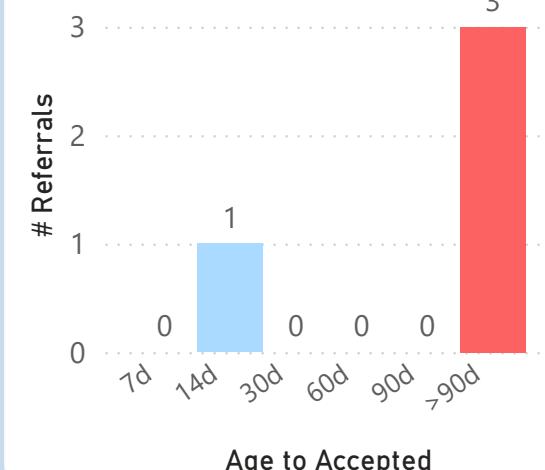
Reschedules by Days Pending



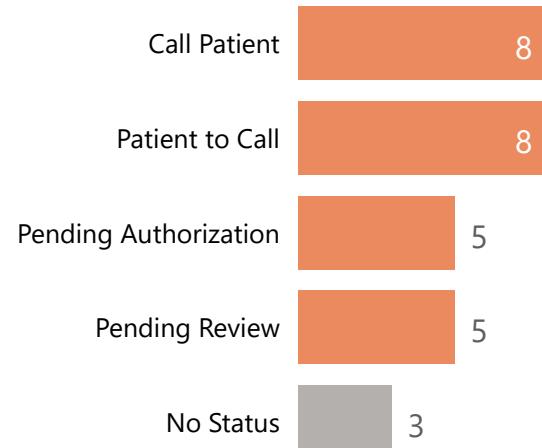
Referrals Pending Acceptance



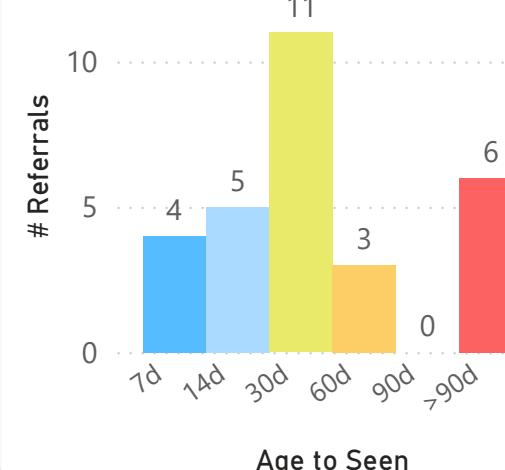
Pending Acceptance by Age



Referrals in Accepted Status



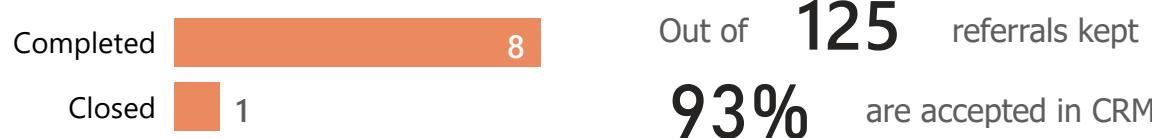
Accepted Status by Age



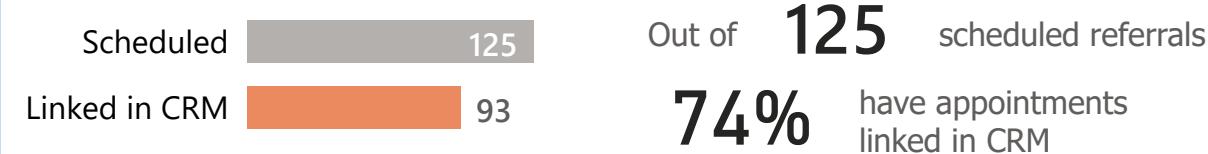
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

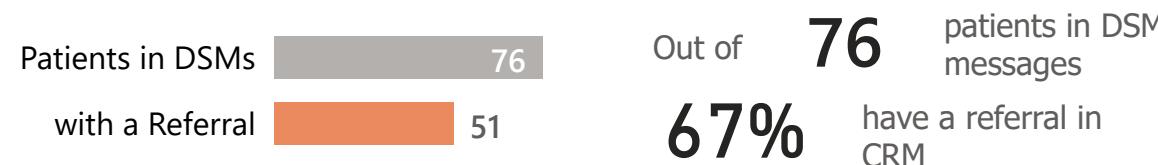
By Current Status:



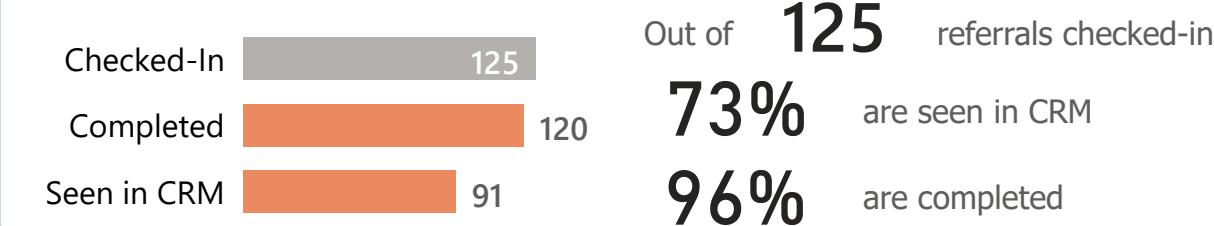
Referral Appointments Linked in CRM after 90 Days



Direct Secure Message Referrals in CRM after 90 Days



Referrals Seen in CRM after 90 Days



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	93%	10	9.30
% of Scheduled Referrals with Linked Appt	74%	10	7.40
% of Seen Referrals Tagged as Seen	73%	10	7.30
% of Seen Referrals that are Completed	96%	10	9.60
% of DSM Referrals with CRM Referral	67%	5	3.35

36.95 points out of **45** points possible

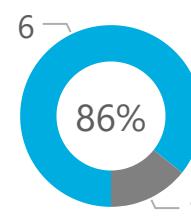
82% clinic score for CRM use

Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

Sent	11
Canceled	2
Closed WBS	1
Rejected	1

Referrals sent 1/27/23 - 2/23/23



Urgent Referrals Seen in 5 Days

Rate Compared to:

▼ Prev. Month	38%
▲ 3 Months	22%
▲ 12 Months	16%

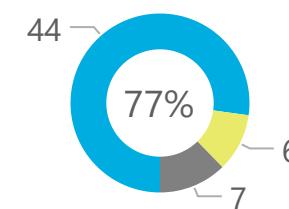
Over / Under Target:

▼ This Month	-21%
▼ 3 Months	-28%
▼ 12 Months	-34%

Routine Referrals After 30 Days

Sent	58
Rejected	1
Canceled	0
Closed WBS	0

Referrals sent 1/2/23 - 1/29/23



Routine Referrals Seen in 30 Days

Rate Compared to:

▼ Prev. Month	74%
▼ 3 Months	57%
▲ 12 Months	56%

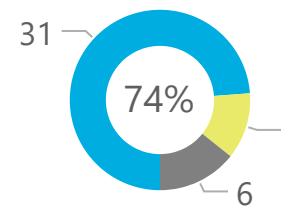
Over / Under Target:

▲ This Month	3%
▲ 3 Months	7%
▲ 12 Months	6%

Referrals After 90 Days

Sent	50
Canceled	6
Rejected	2
Closed WBS	0

Referrals sent 11/4/22 - 11/30/22



Process Milestones:

Aged	42
Accepted	39
Scheduled	36
Completed	27

Process Rates:

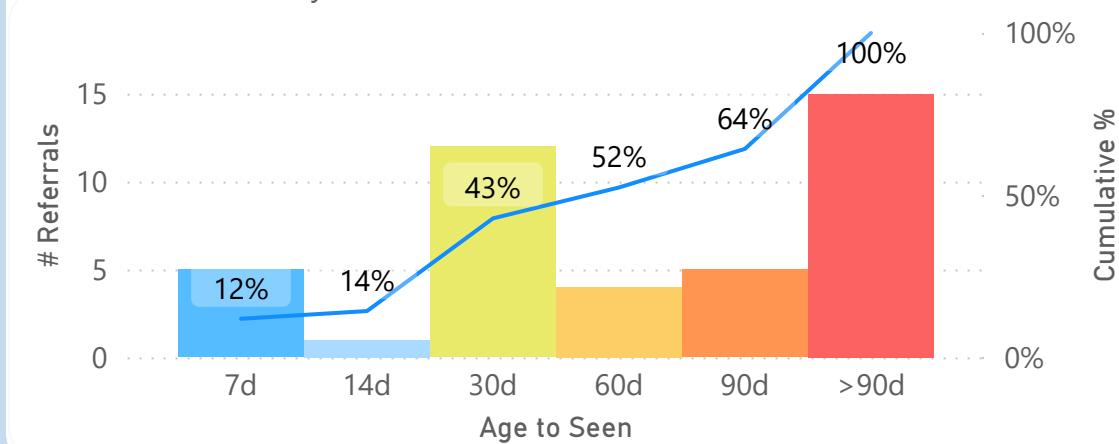
Accepted	93%
Scheduled	86%
Completed	64%

Median Times:

8	Days to Accept
10	Days to Schedule
97	Days to Complete

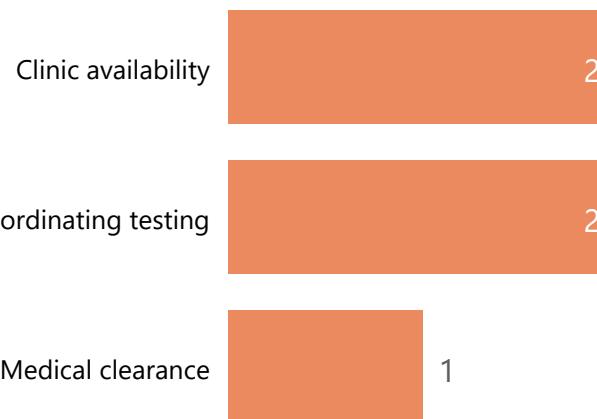
Days to See All Referrals - by Category with Cumulative %

Median 55 Days

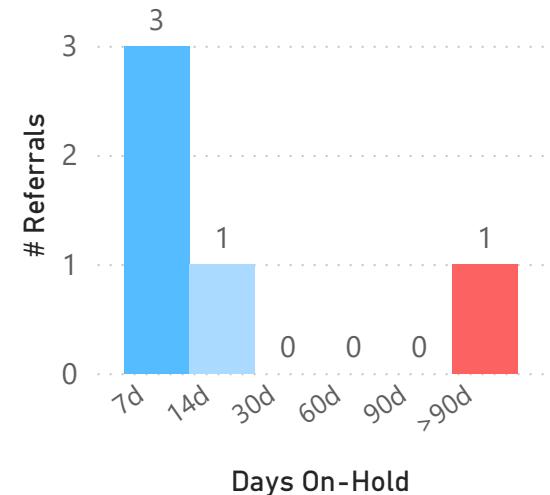


Breakouts of referrals in a hold or pending status sent any time prior to today's date

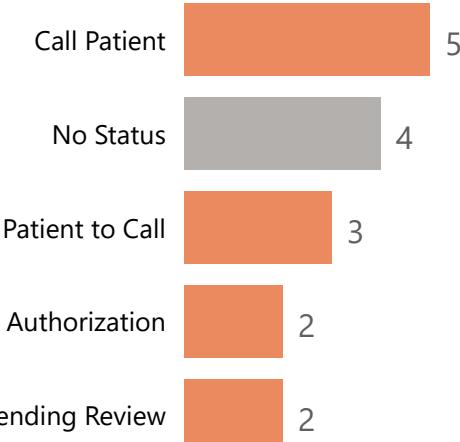
All Referrals On-Hold by Reason



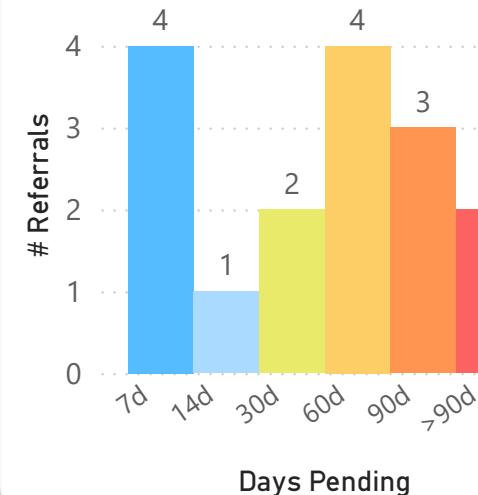
Referrals by Age of Hold



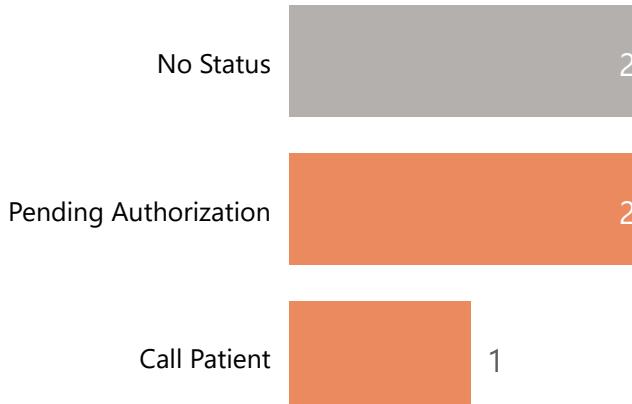
Referrals Pending Reschedule



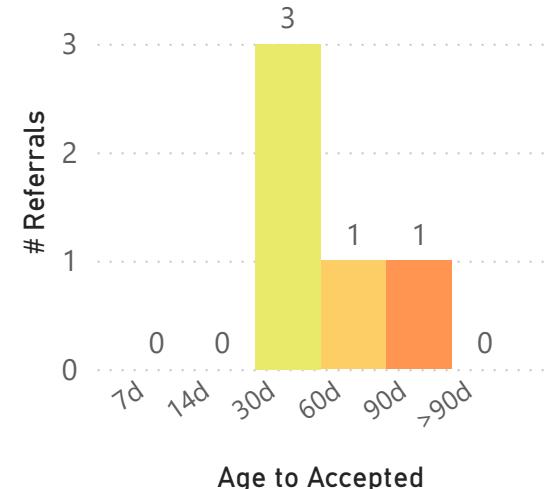
Reschedules by Days Pending



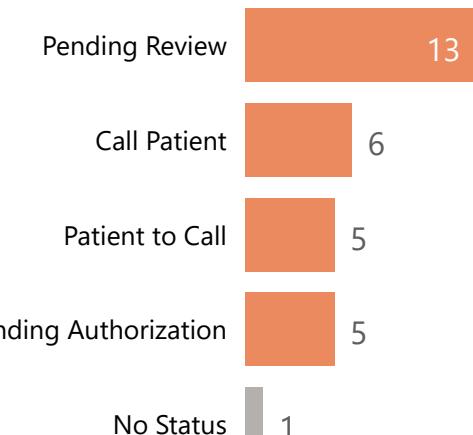
Referrals Pending Acceptance



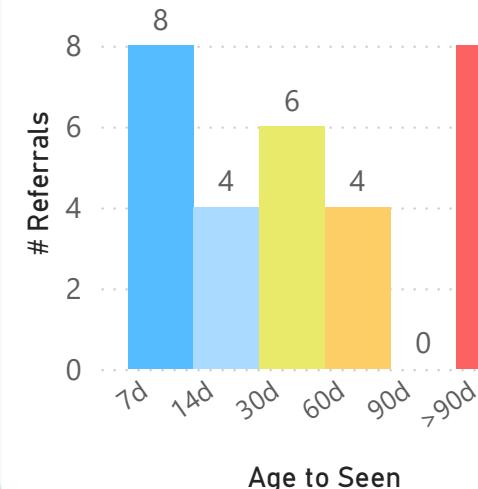
Pending Acceptance by Age



Referrals in Accepted Status



Accepted Status by Age



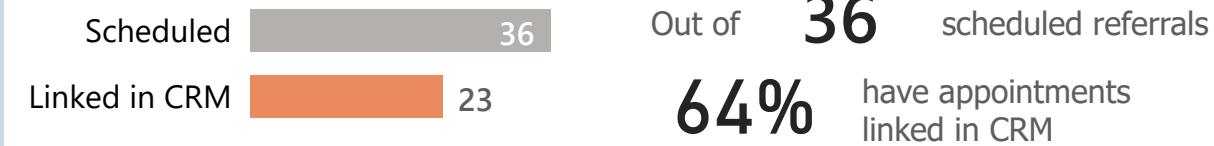
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

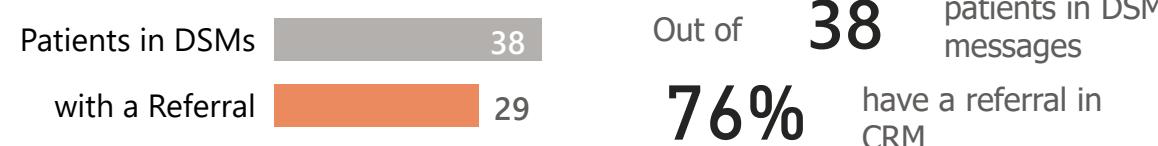
By Current Status:



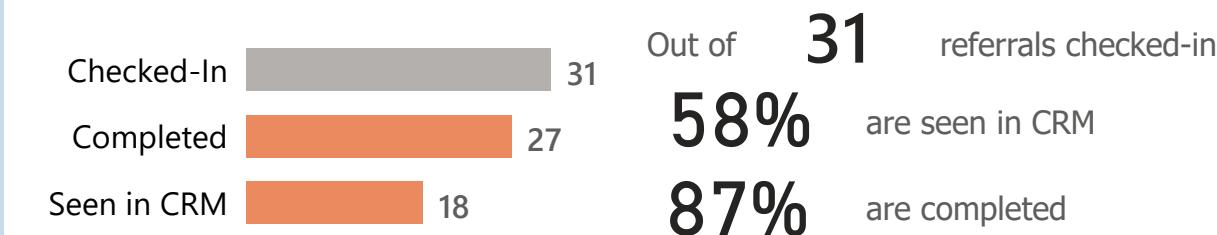
Referral Appointments Linked in CRM after 90 Days



Direct Secure Message Referrals in CRM after 90 Days



Referrals Seen in CRM after 90 Days



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	93%	10	9.30
% of Scheduled Referrals with Linked Appt	64%	10	6.40
% of Seen Referrals Tagged as Seen	58%	10	5.80
% of Seen Referrals that are Completed	87%	10	8.70
% of DSM Referrals with CRM Referral	76%	5	3.80

34.00 points out of **45** points possible

76% clinic score for CRM use