Specialty Clinics Immunology

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.

An example of work by Steven J Leathard

Specialty Clinics

REFERRALS

Report of referral ages in the **Immunology** ▾ clinic for **February 2023** ▾

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

Urgent Referrals After 5 Days

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

Sent	19
Rejected	1
Canceled	0
Closed WBS	0

89%
- 16 ● Seen
- 2 ● Waiting
- ● Neither
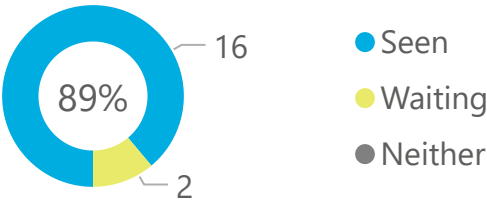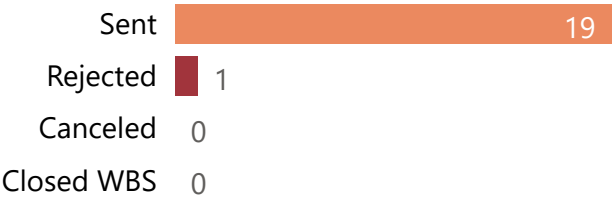
Urgent Referrals Seen in 5 Days
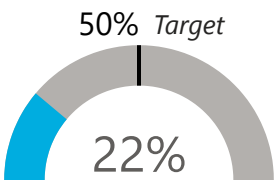
50% *Target*
22%

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

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

Sent	142
Rejected	4
Canceled	3
Closed WBS	2

95%
- 126 ● Seen
- ● Waiting
- ● Neither
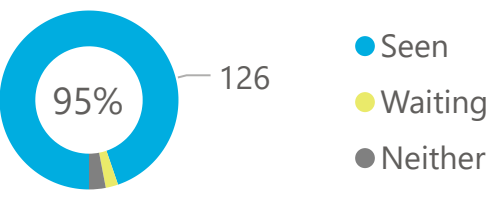
Routine Referrals Seen in 30 Days
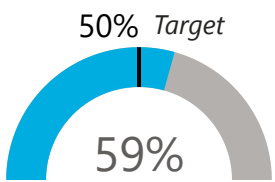
50% *Target*
59%

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

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

Sent	168
Canceled	11
Closed WBS	10
Rejected	7

60%
- 84 ● Seen
- 25 ● Waiting
- 31 ● Unmet

Process Milestones:

Aged	140
Accepted	124
Scheduled	109
Completed	56
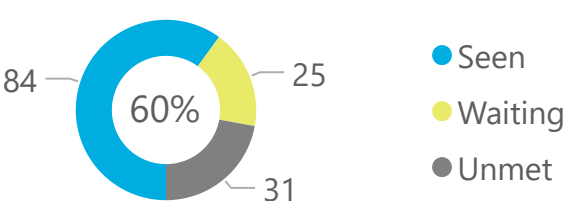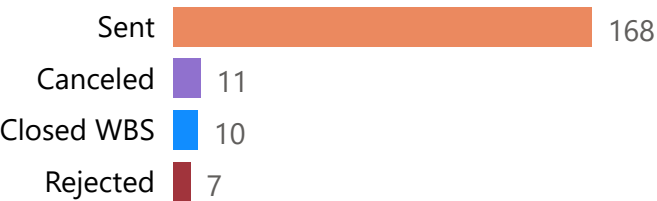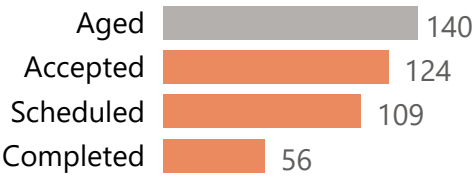
Process Rates:

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

Chart: # Referrals vs Age to Seen (7d, 14d, 30d, 60d, 90d, >90d) with Cumulative % line: 4%, 11%, 22%, 29%, 36%, 100%

Specialty Clinics — PENDING REFERRALS

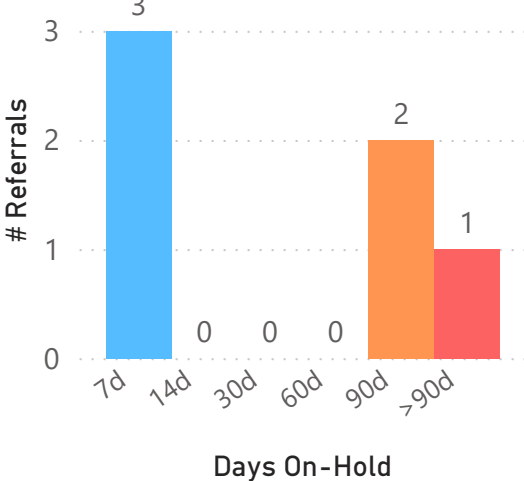Report of pending referrals in the **Immunology** clinic for **February 2023**
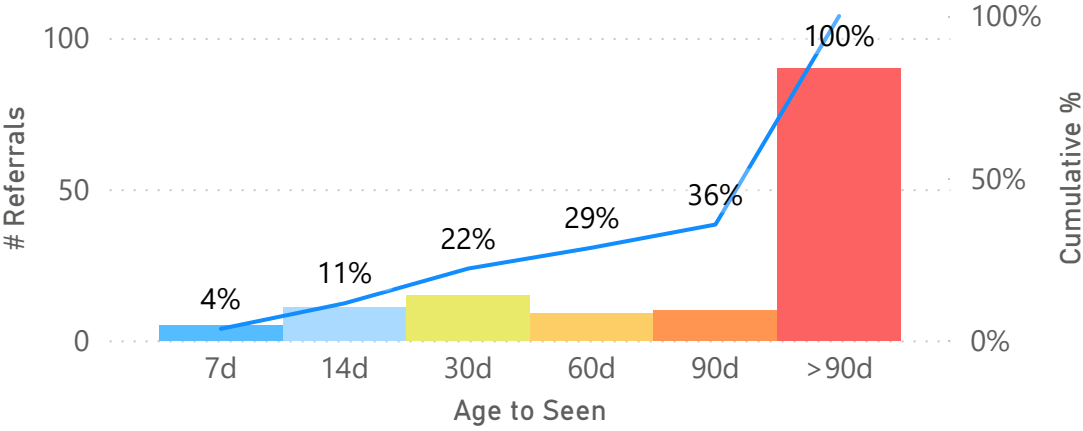
Breakouts of referrals in a hold or pending status sent any time prior to today's date

All Referrals On-Hold by Reason

- Clinic availability: 4
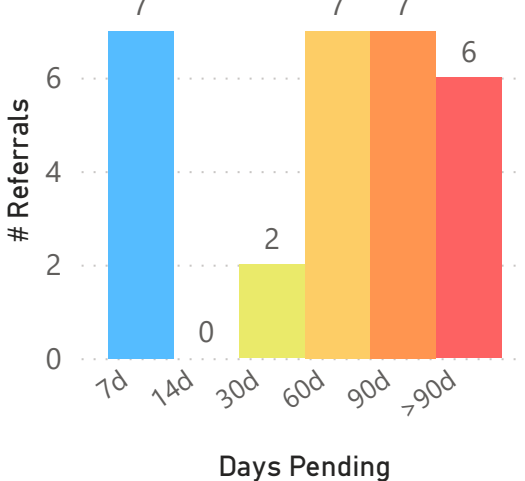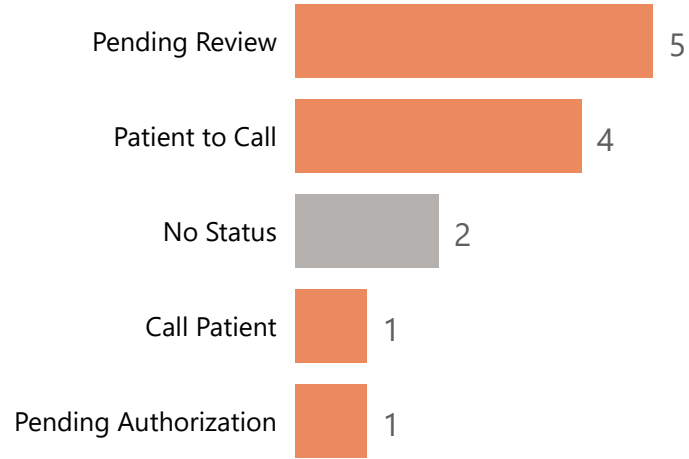- Other: 1
- Travel issue: 1

Referrals by Age of Hold

Days On-Hold	# Referrals
7d	3
14d	0
30d	0
60d	0
90d	2
>90d	1
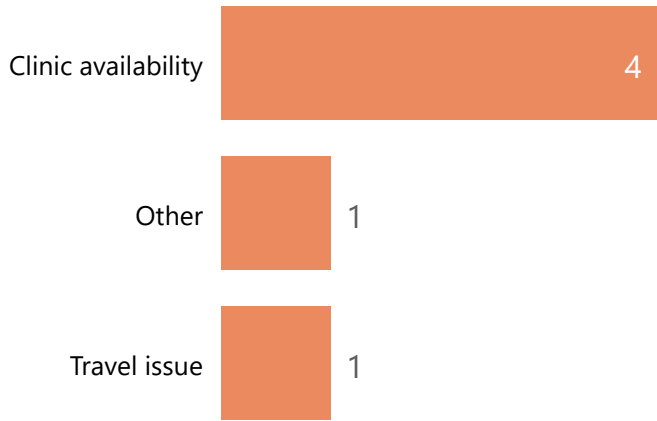
Referrals Pending Reschedule

- Pending Review: 11
- Patient to Call: 7
- Call Patient: 6
- No Status: 4
- Pending Authorization: 1
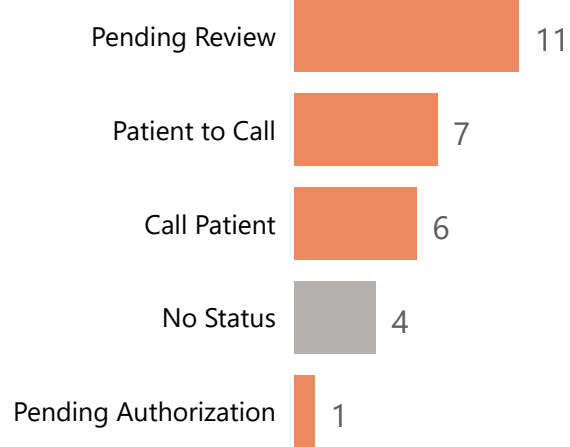
Reschedules by Days Pending

Days Pending	# Referrals
7d	7
14d	0
30d	2
60d	7
90d	7
>90d	6

Referrals Pending Acceptance

- Pending Review: 5
- Patient to Call: 4
- No Status: 2
- Call Patient: 1
- Pending Authorization: 1

Pending Acceptance by Age

Age to Accepted	# Referrals
7d	2
14d	1
30d	0
60d	2
90d	1
>90d	7
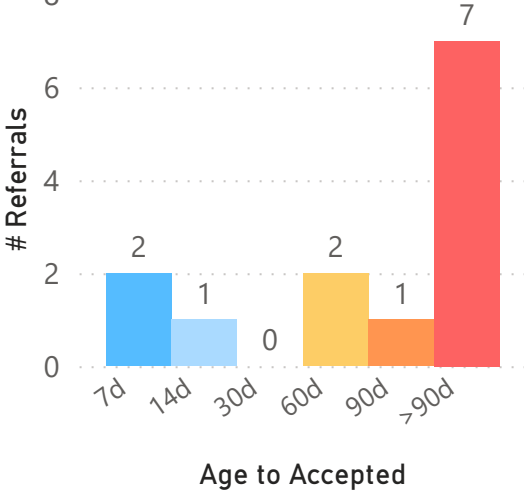
Referrals in Accepted Status

- Pending Review: 23
- Patient to Call: 22
- Call Patient: 16
- No Status: 16
- Pending Authorization: 5

Accepted Status by Age

Age to Seen	# Referrals
7d	17
14d	3
30d	6
60d	7
90d	13
>90d	36

Specialty Clinics

CRM USE

Report of referral ages in the **Immunology** ▾ clinic for **February 2023** ▾
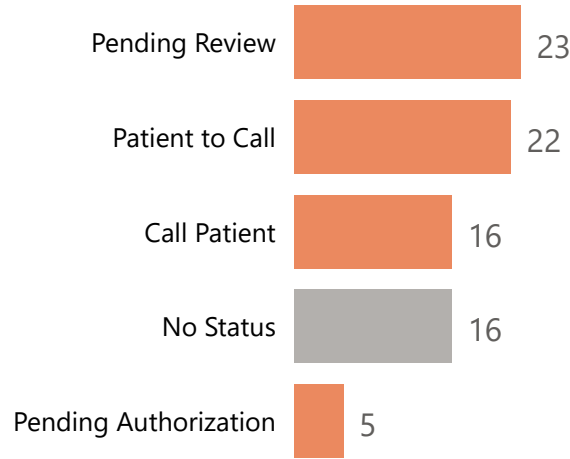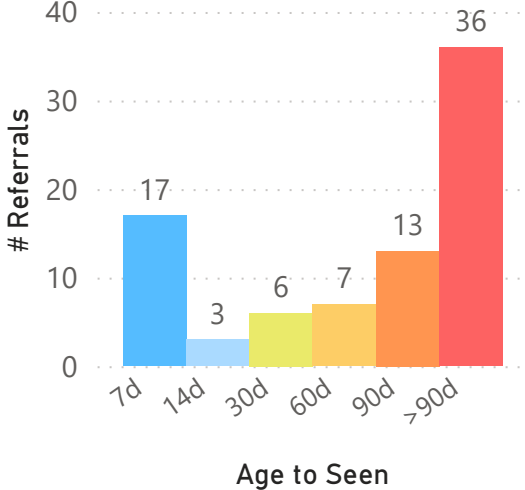
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

By Current Status:

Pending Acceptance	8
Completed	5
Pending Reschedule	3

Out of **140** referrals kept

89% are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled	109
Linked in CRM	55

Out of **109** scheduled referrals

50% have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs	102
with a Referral	47

Out of **102** patients in DSM messages

46% have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In	84
Completed	56
Seen in CRM	39

Out of **84** referrals checked-in

46% are 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	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