

Specialty Clinics Ophthalmology

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.

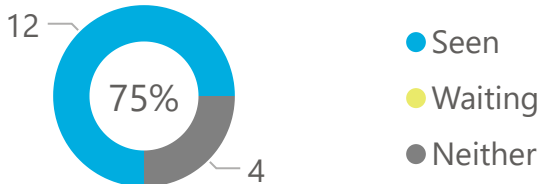
A full description of this report and the measures within can be found on [my GitHub site](#).

An example of work by Steven J Leathard

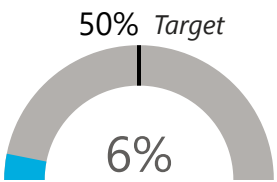
Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

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



Urgent Referrals Seen in 5 Days



Rate Compared to:

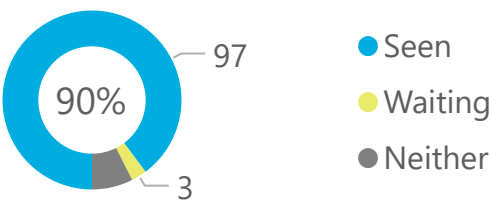
Prev. Month	18%
3 Months	12%
12 Months	39%

Over / Under Target:

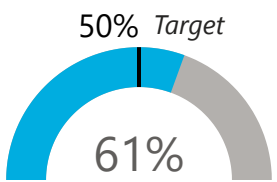
This Month	-44%
3 Months	-38%
12 Months	-11%

Routine Referrals After 30 Days

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



Routine Referrals Seen in 30 Days



Rate Compared to:

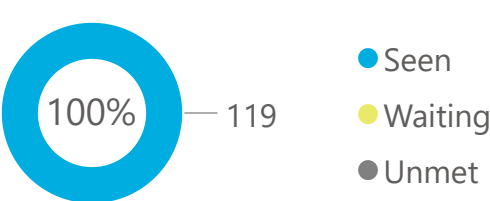
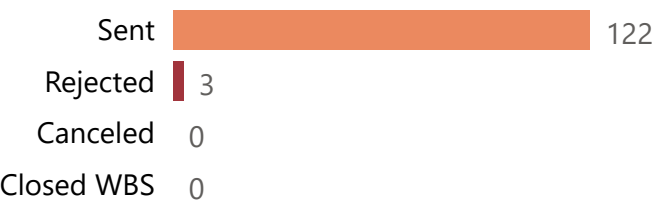
Prev. Month	19%
3 Months	58%
12 Months	80%

Over / Under Target:

This Month	11%
3 Months	8%
12 Months	30%

Referrals After 90 Days

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



Process Milestones:



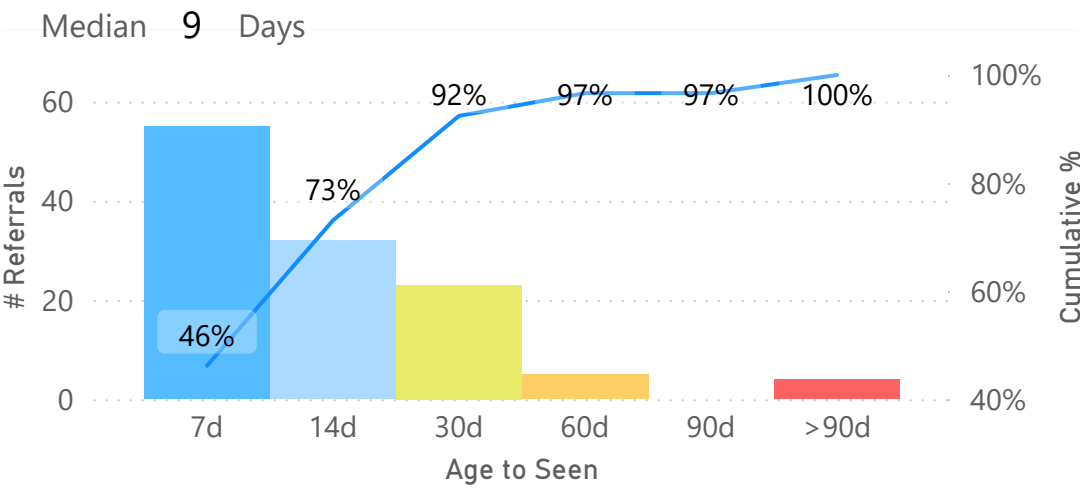
Process Rates:

Accepted	88%
Scheduled	100%
Completed	100%

Median Times:

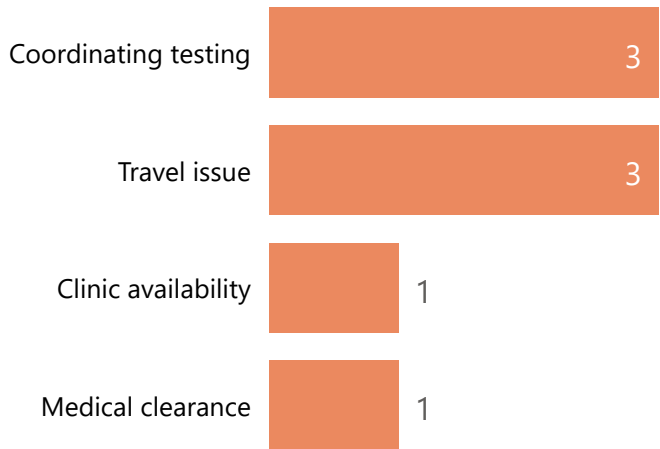
5 Days to Accept
1 Days to Schedule
32 Days to Complete

Days to See All Referrals - by Category with Cumulative %

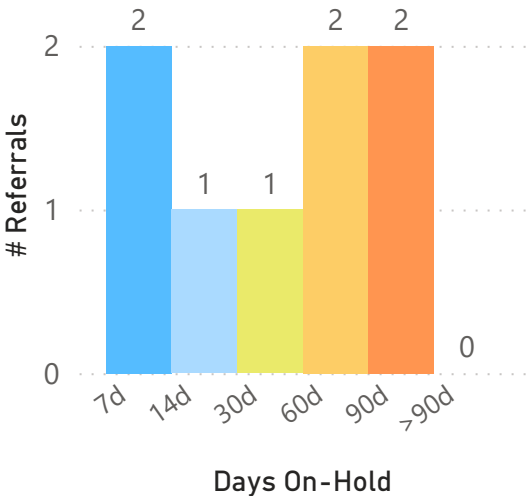


Breakouts of referrals in a hold or pending status sent any time prior to today's date

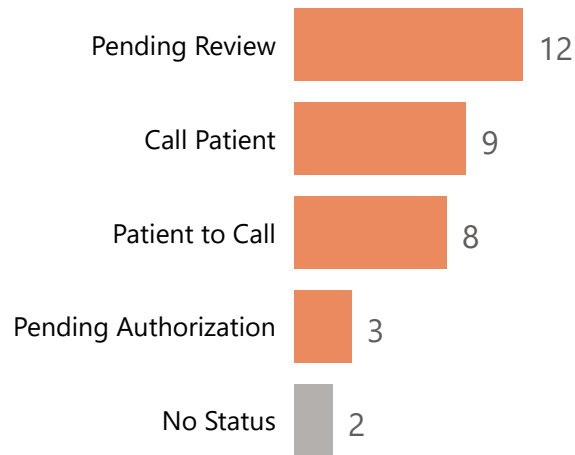
All Referrals On-Hold by Reason



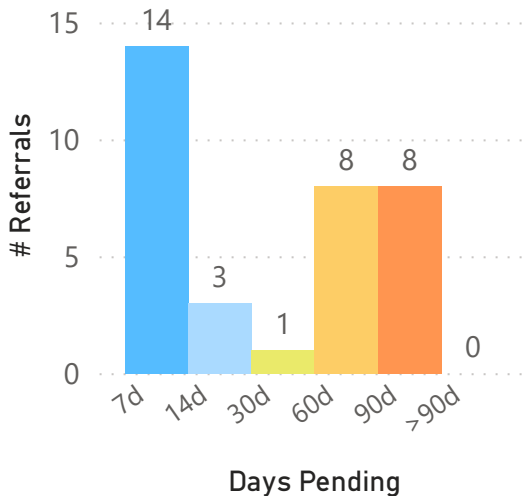
Referrals by Age of Hold



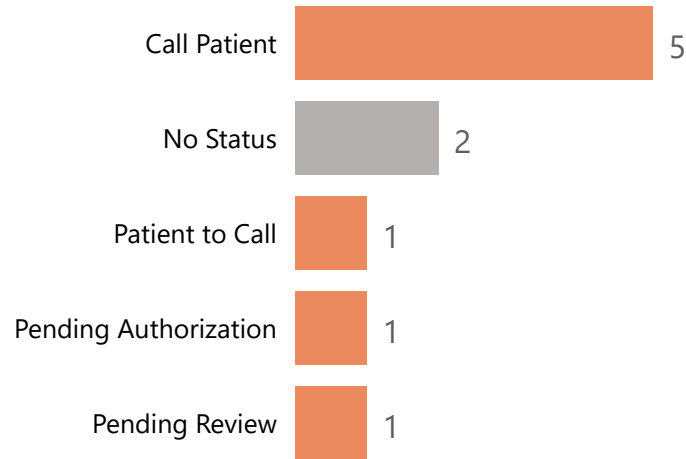
Referrals Pending Reschedule



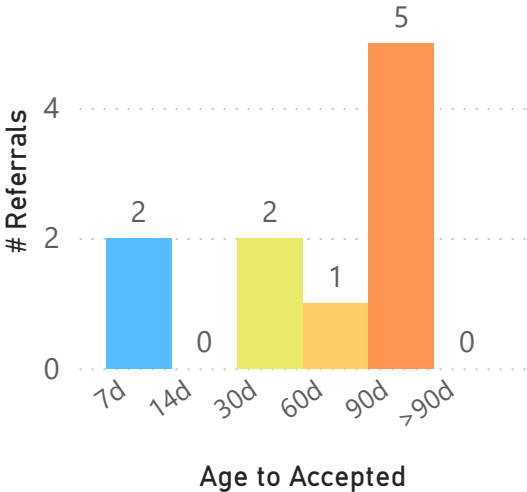
Reschedules by Days Pending



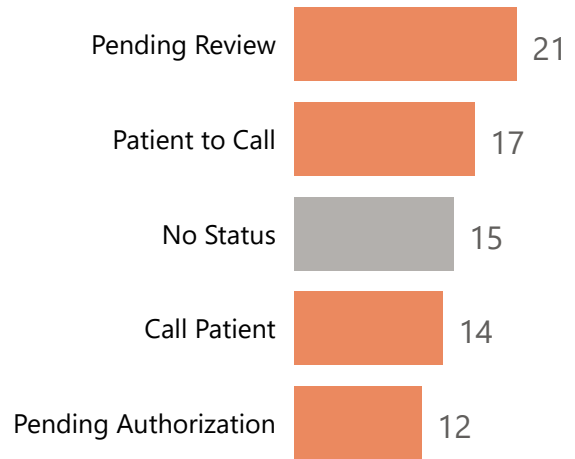
Referrals Pending Acceptance



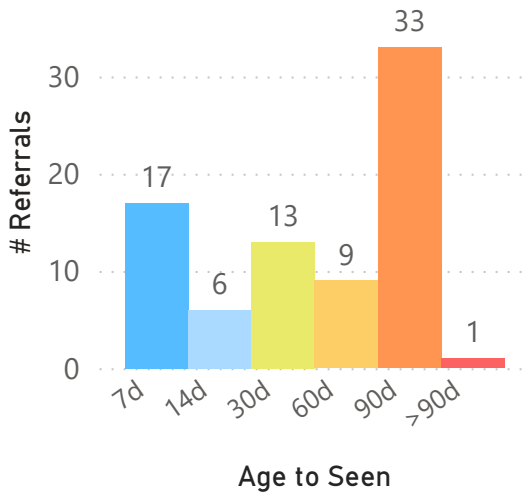
Pending Acceptance by Age



Referrals in Accepted Status



Accepted Status by Age



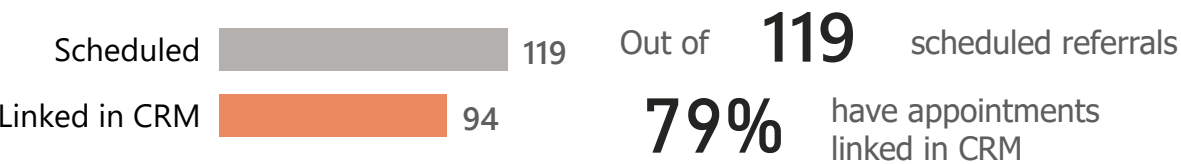
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

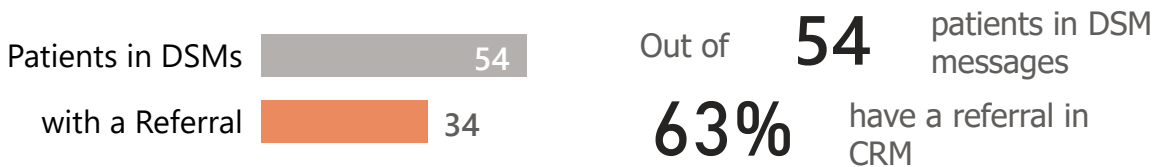
By Current Status:



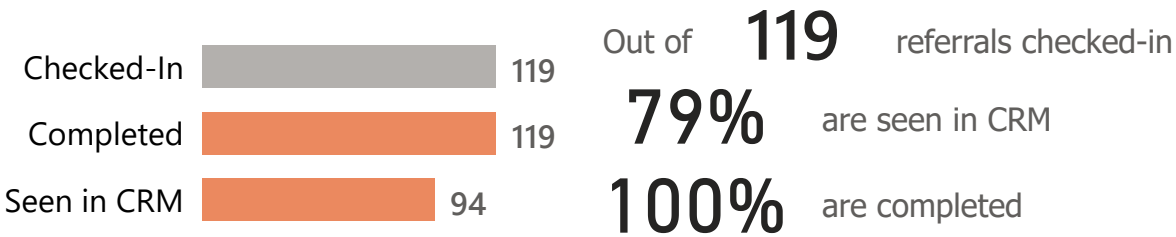
Referral Appointments Linked in CRM after 90 Days



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	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