

Specialty Clinics Rheumatology

Referral Volume and Throughput

Saturday, March 04, 2023

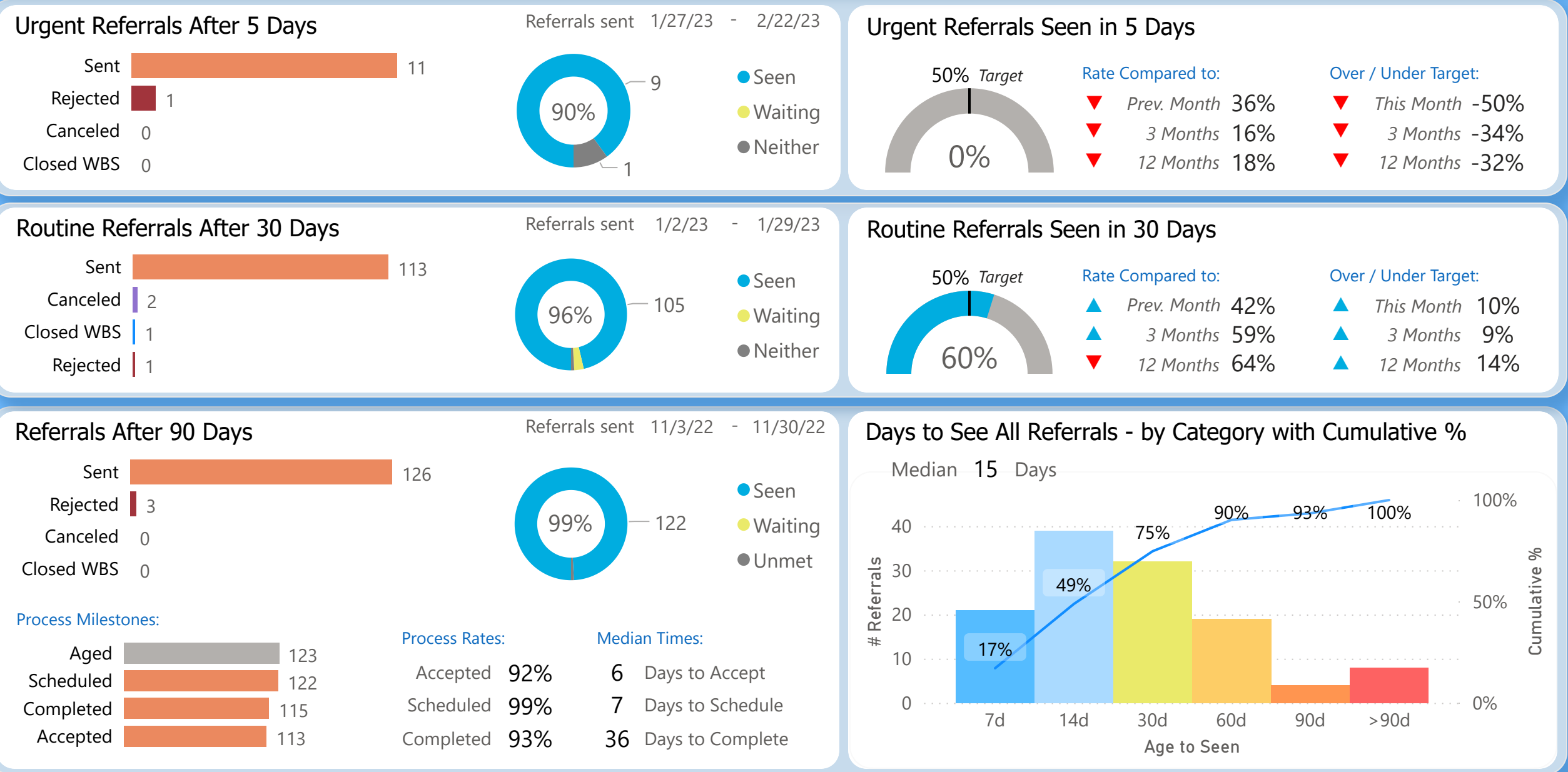


This report contains measures of the rate at which referred patients are seen at these Medical Center specialty clinics.

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

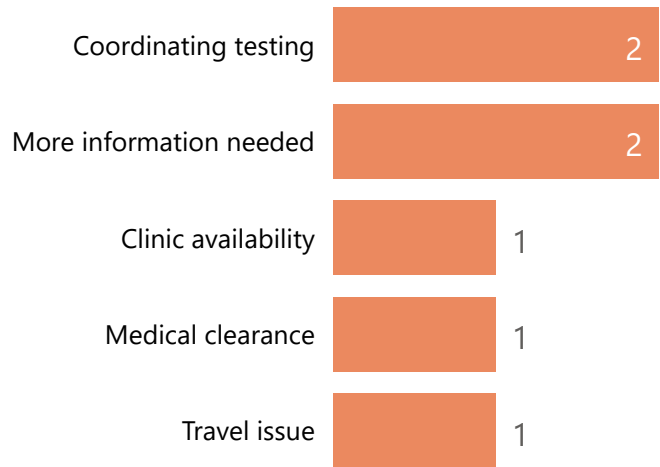
An example of work by Steven J Leathard

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

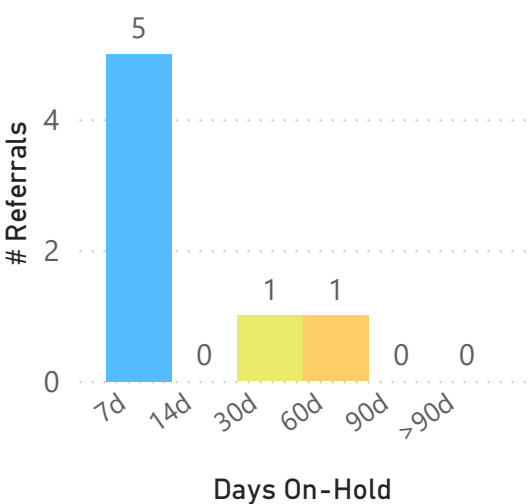


Breakouts of referrals in a hold or pending status sent any time prior to today's date

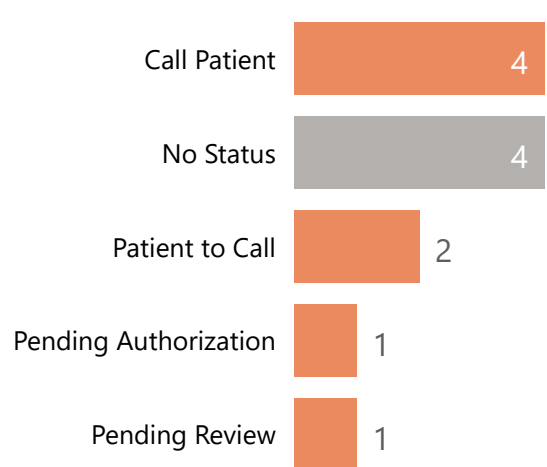
All Referrals On-Hold by Reason



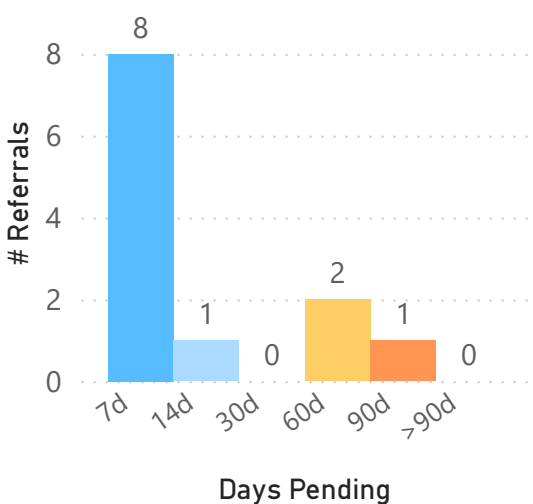
Referrals by Age of Hold



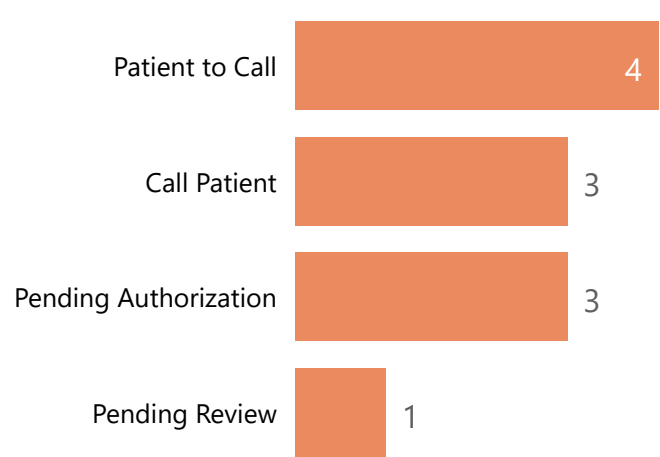
Referrals Pending Reschedule



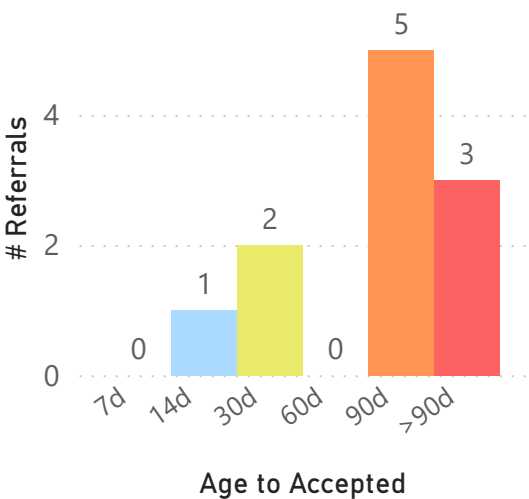
Reschedules by Days Pending



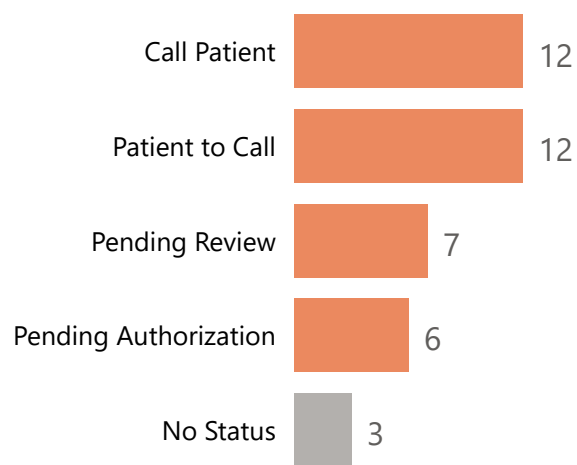
Referrals Pending Acceptance



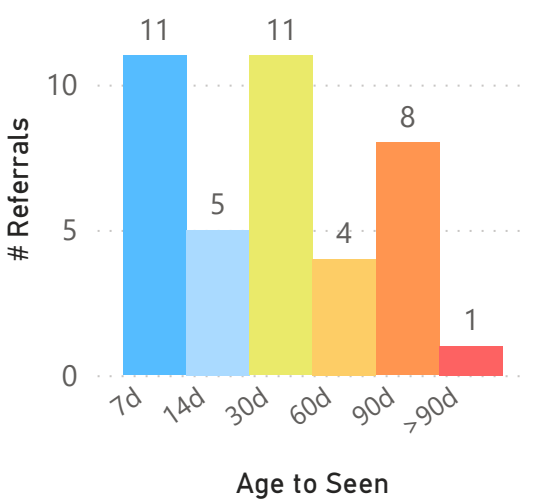
Pending Acceptance by Age



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 123 referrals kept

Pending Acceptance



92% are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled



Out of 122 scheduled referrals

Linked in CRM



76% have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs



Out of 69 patients in DSM messages

with a Referral



4% have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In



Out of 122 referrals checked-in

Completed



72% are seen in CRM

Seen in CRM



94% 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	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