

Specialty Clinics

Cardiology

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 - 2/22/23

Sent10

Canceled0

Closed WBS0

Rejected0

100%

10

Seen

Waiting

Neither

Urgent Referrals Seen in 5 Days

50% Target

20%

Rate Compared to:

Prev. Month8%

3 Months14%

12 Months9%

Over / Under Target:

This Month-30%

3 Months-36%

12 Months-41%

Routine Referrals After 30 Days

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

Sent113

Canceled4

Rejected3

Closed WBS2

76%

79

10

15

Seen

Waiting

Neither

Routine Referrals Seen in 30 Days

50% Target

37%

Rate Compared to:

Prev. Month37%

3 Months48%

12 Months55%

Over / Under Target:

This Month-13%

3 Months-2%

12 Months5%

Referrals After 90 Days

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

Sent119

Rejected3

Canceled1

Closed WBS0

97%

112

Seen

Waiting

Unmet

Process Milestones:

Aged115

Scheduled113

Completed109

Accepted104

Process Rates:

Accepted90%

Scheduled98%

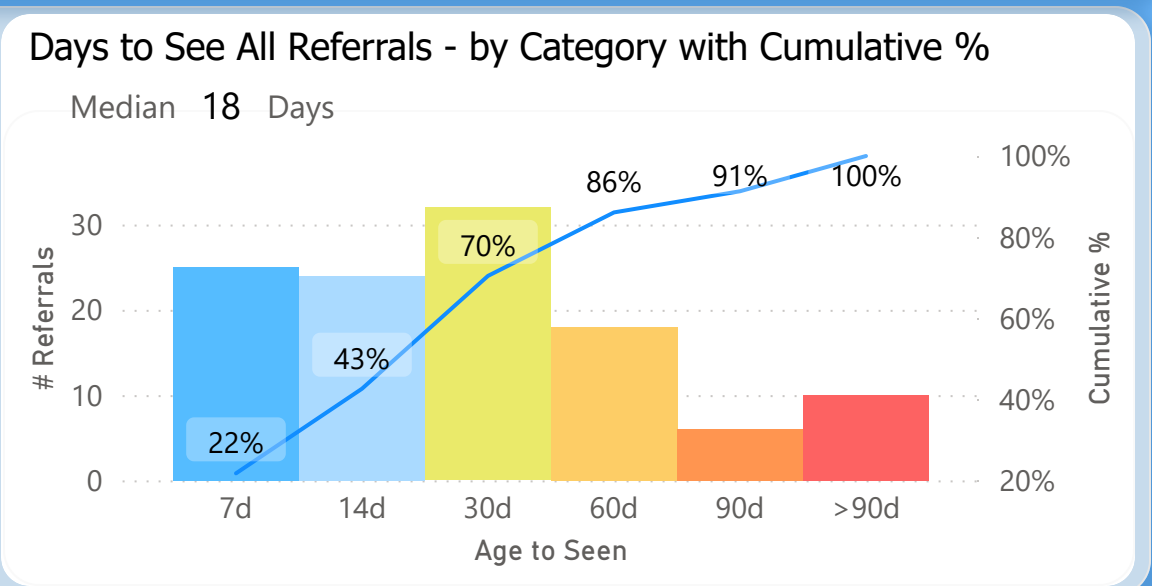
Completed95%

Median Times:

7 Days to Accept

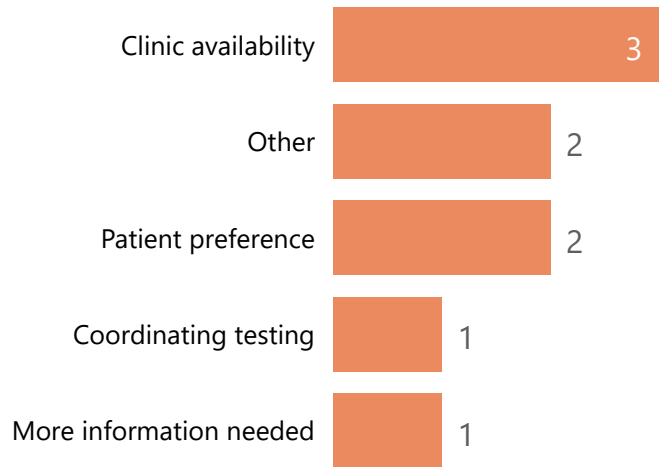
8 Days to Schedule

51 Days to Complete

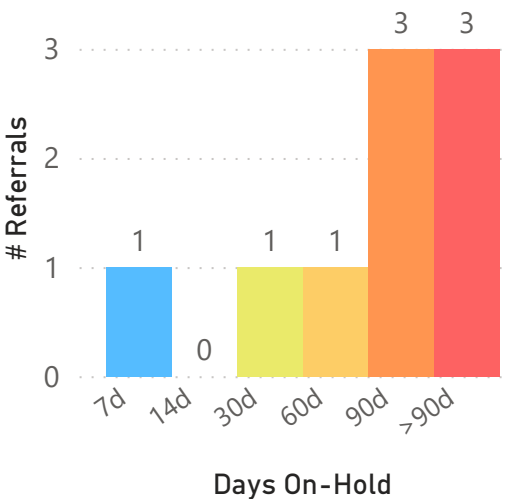


Breakouts of referrals in a hold or pending status sent any time prior to today's date

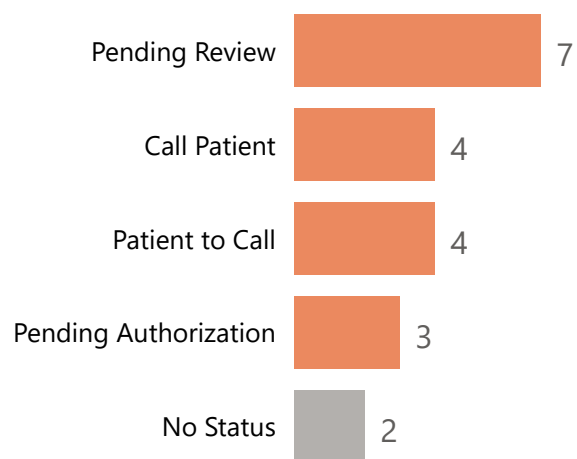
All Referrals On-Hold by Reason



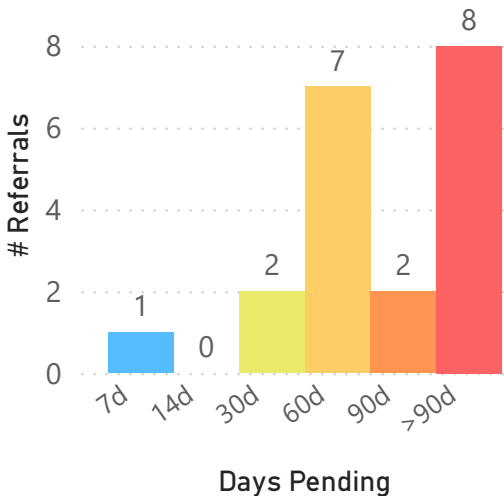
Referrals by Age of Hold



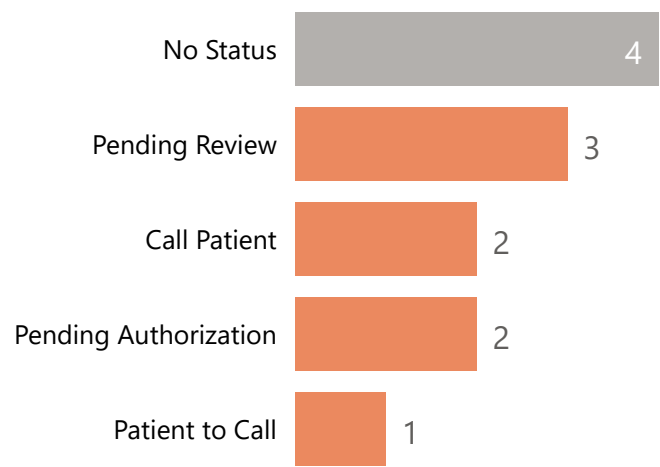
Referrals Pending Reschedule



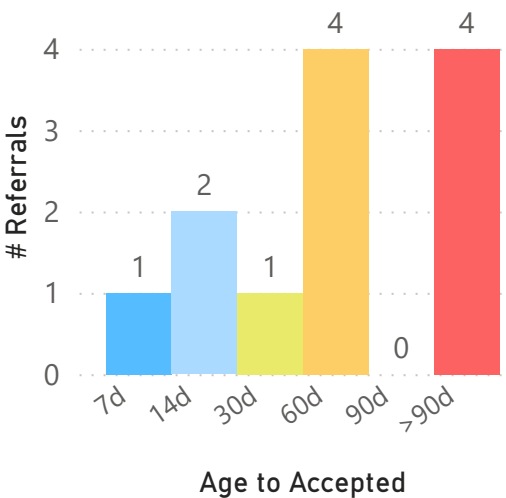
Reschedules by Days Pending



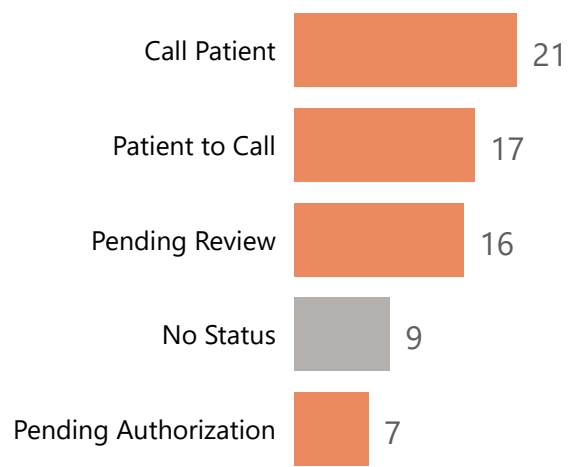
Referrals Pending Acceptance



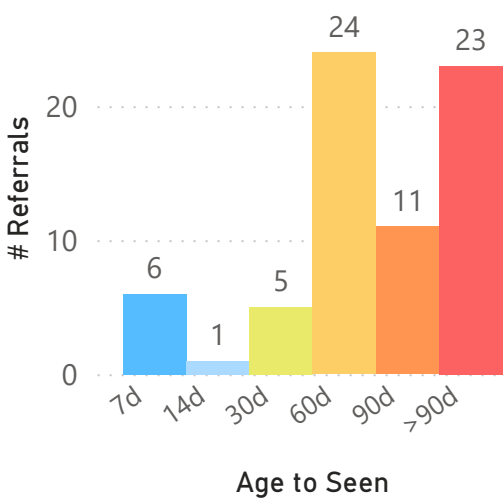
Pending Acceptance by Age



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

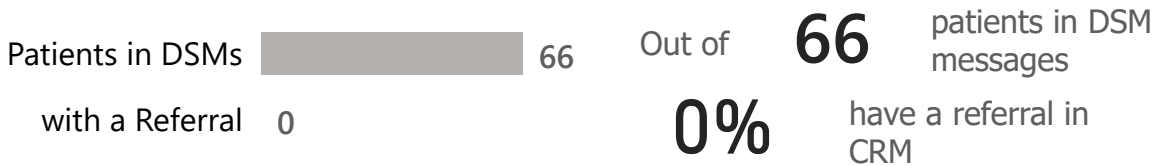
By Current Status:



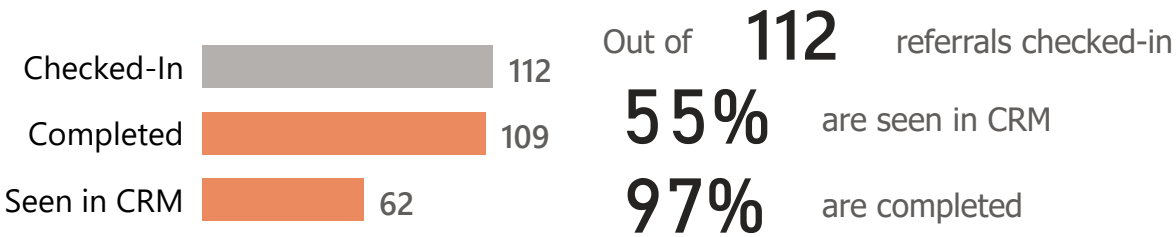
Referral Appointments Linked in CRM after 90 Days



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