

Specialty Clinics Pulmonology

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](#).

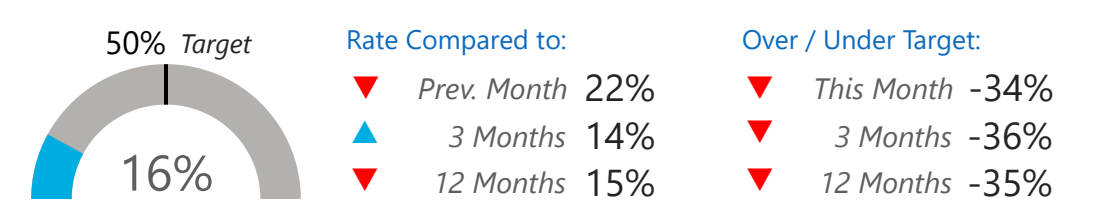
An example of work by Steven J Leathard

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

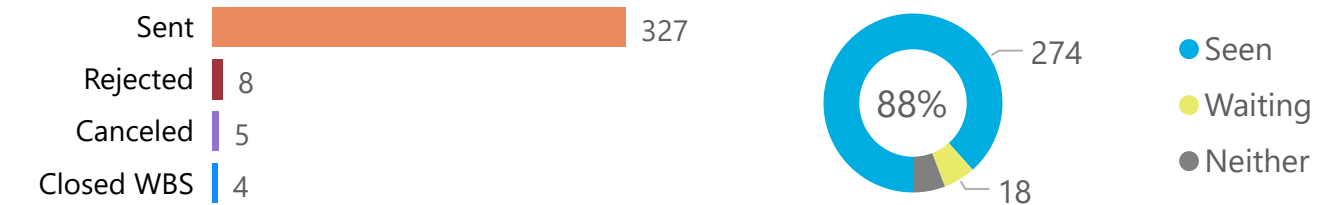
Urgent Referrals After 5 Days



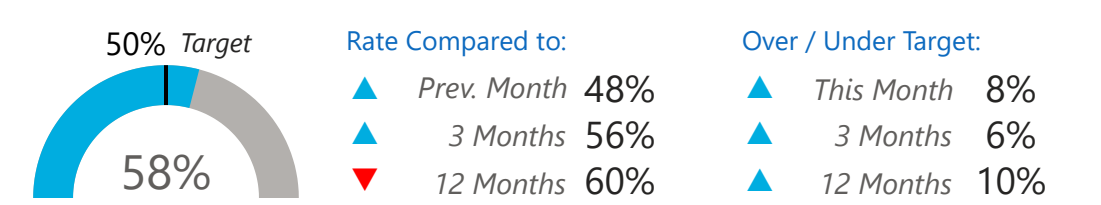
Urgent Referrals Seen in 5 Days



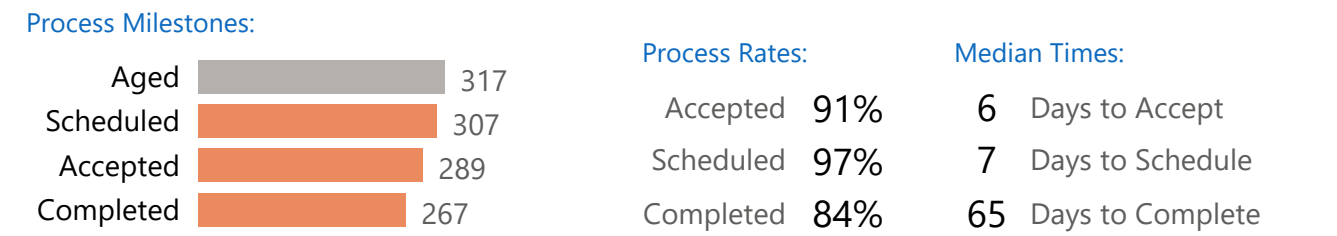
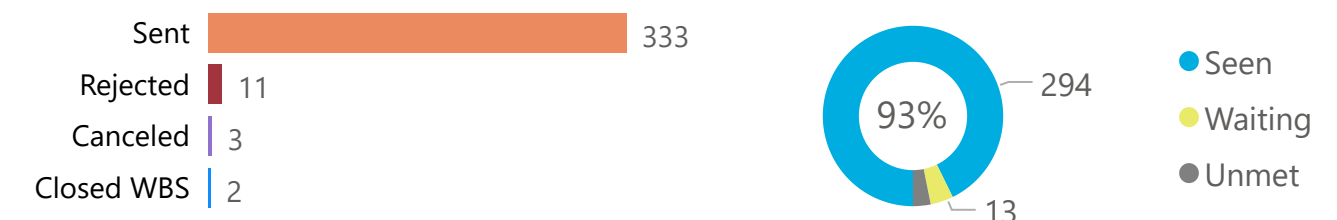
Routine Referrals After 30 Days



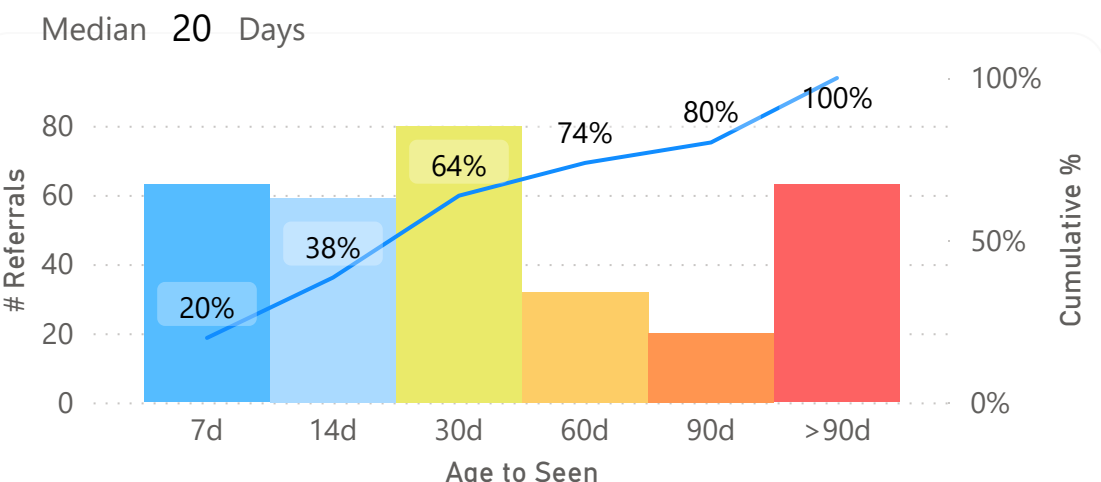
Routine Referrals Seen in 30 Days



Referrals After 90 Days

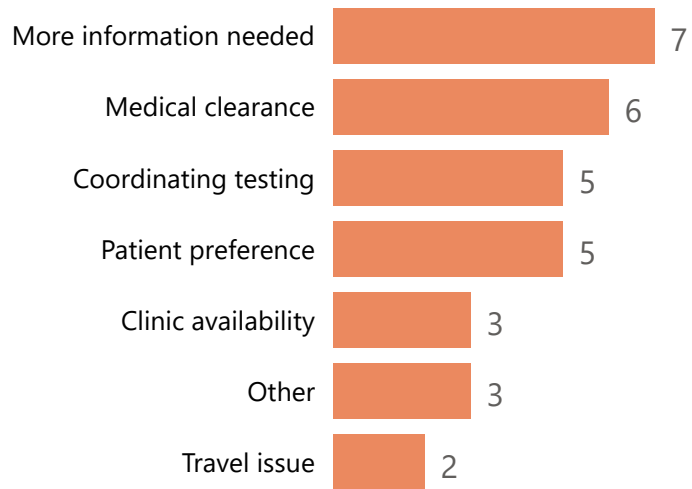


Days to See All Referrals - by Category with Cumulative %

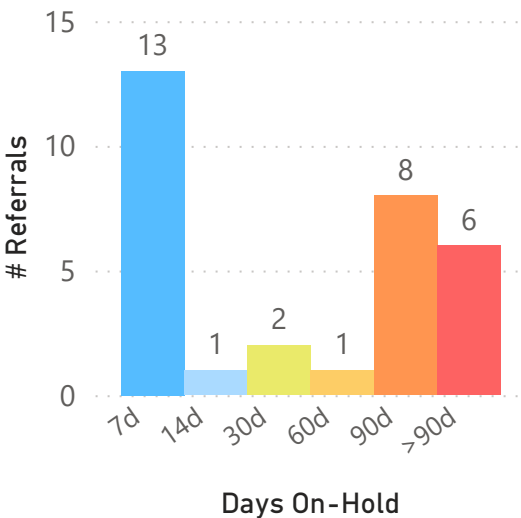


Breakouts of referrals in a hold or pending status sent any time prior to today's date

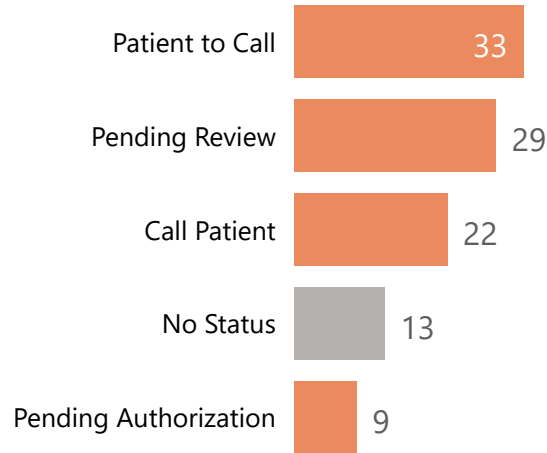
All Referrals On-Hold by Reason



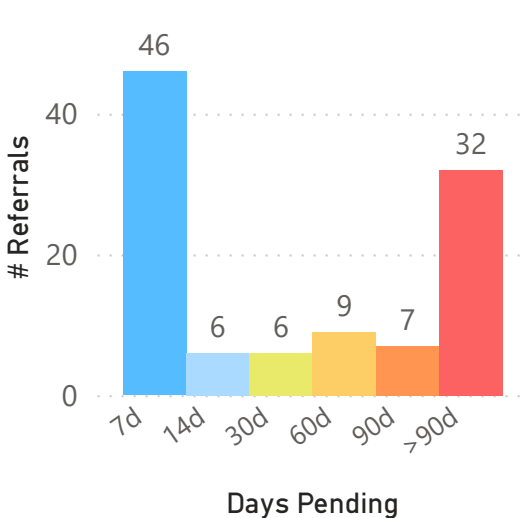
Referrals by Age of Hold



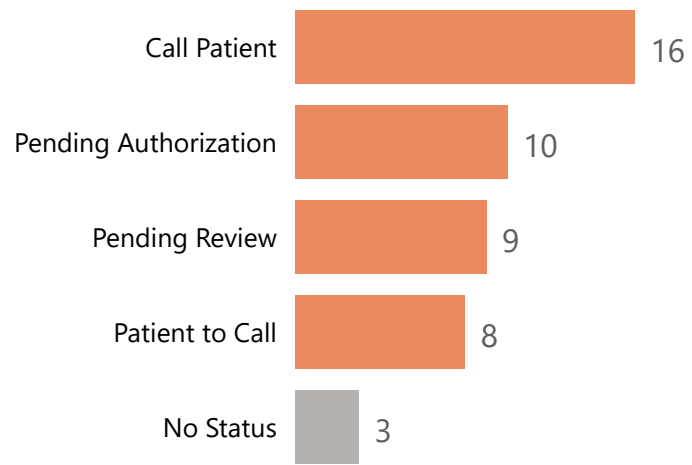
Referrals Pending Reschedule



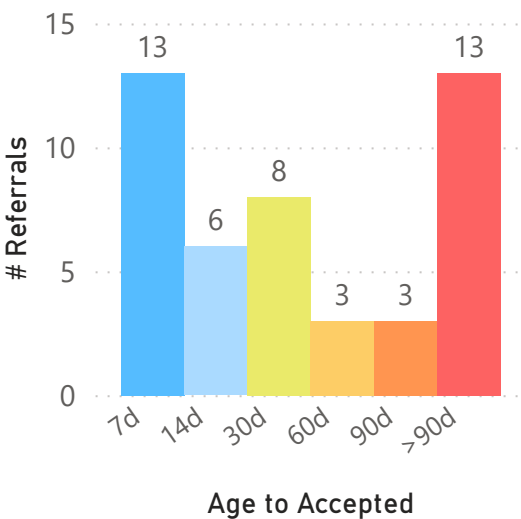
Reschedules by Days Pending



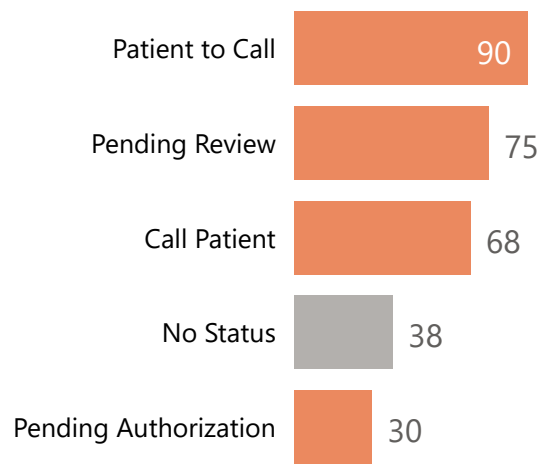
Referrals Pending Acceptance



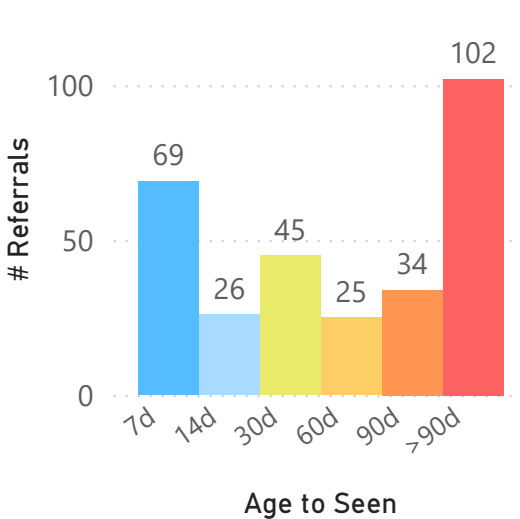
Pending Acceptance by Age



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 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