

Specialty Clinics

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](#).

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

Median Times After 90 Days

To Schedule Patient

3Days
▲ 1

To See Patient

16Days
▲ 3

Throughput

Routine Seen in 30d

70%
▲ 17%

Urgent Seen in 5d

31%
▼ -3%

Throughput by Clinic

Clinic	% of Routine Seen by 30d	% of Urgent Seen by 5d	# Referrals Sent 90d Prior	% Scheduled	% Seen	Median Age Until Scheduled	Median Age Until Seen
Sleep Disorders Laboratory	96%	0%	127	100%	100%	1.00	11.00
Gastroenterology	96%	40%	110	100%	100%	1.00	7.00
Nephrology	96%	57%	113	100%	100%	1.00	10.00
Hepatology	95%	42%	97	100%	100%	1.00	6.50
Otolaryngology	89%	13%	122	94%	88%	2.00	16.50
Neurology	84%	36%	228	86%	76%	4.00	20.00
Endocrinology	75%	50%	106	80%	61%	10.00	95.00
Immunology	74%	22%	168	78%	60%	11.00	94.00
Pain Management	74%	27%	136	100%	100%	0.50	6.00
Pulmonology	71%	25%	333	97%	93%	2.00	13.00
Internal Medicine	70%	40%	534	93%	87%	2.00	15.00
Rheumatology	67%	10%	126	99%	99%	2.00	11.00
Urology	61%	29%	50	86%	74%	5.50	51.00
Ophthalmology	61%	6%	122	100%	100%	1.00	9.00
Oncology	60%	34%	611	93%	87%	3.00	21.00
Orthopedics	57%	38%	360	81%	66%	8.00	92.00
Dermatology	56%	25%	110	93%	87%	3.00	17.00
Cardiology	44%	40%	119	98%	97%	2.00	11.00
Podiatry	14%	17%	111	91%	79%	8.00	67.00
Total	70%	31%	3,683	93%	86%	3.00	16.00

Performance and improvement direction across clinics

Routine Referral Throughput

Seen in 30d

Delta vs. Previous

Delta vs. 3mo Average

Delta vs. 12mo Average

70%

▲ 17%

▲ 8%

▼ -9%

Routine Referral Throughput by Clinic

Clinic	Performance vs. Target Current, 3 Months, 12 Months	Improvement Direction vs. Previous, 3 Months, 12 Months			Days to Seen	
		▲	▲	▼		
Cardiology	▼ ▲ ▲ Performer	▼	▼	▼	Falling	▲ 3
Dermatology	▲ ▲ ▲ Consistent Performer	▼	▼	▼	Falling	▲ 6
Endocrinology	▲ ▼ ▲ Bouncing Back	▲	▲	▼	Rising Recovery	▲ 10
Gastroenterology	▲ ▲ ▲ Consistent Performer	▲	▲	▲	Rising	▼ -30
Hepatology	▲ ▲ ▲ Consistent Performer	▼	-	▲	Rising	▼ -39
Immunology	▲ ▲ ▲ Consistent Performer	▲	▲	▼	Rising Recovery	▲ 83
Internal Medicine	▲ ▲ ▲ Consistent Performer	▲	▲	▼	Rising Recovery	▲ 2
Nephrology	▲ ▲ ▲ Consistent Performer	▲	▲	▼	Rising Recovery	▲ 3
Neurology	▲ ▲ ▲ Consistent Performer	▲	▲	▼	Rising Recovery	▲ 9
Oncology	▲ ▲ ▲ Consistent Performer	▲	▲	▼	Rising Recovery	▲ 5
Ophthalmology	▲ ▲ ▲ Consistent Performer	▲	▲	▼	Rising Recovery	- 0
Orthopedics	▲ ▼ ▲ Bouncing Back	▲	▲	▼	Rising Recovery	▲ 77
Otolaryngology	▲ ▲ ▲ Consistent Performer	▲	▲	▼	Rising Recovery	▲ 8
Pain Management	▲ ▲ ▲ Consistent Performer	▼	▼	▲	Falling	▼ -5
Podiatry	▼ ▼ ▲ Falling	▼	▼	▼	Falling	▲ 54
Pulmonology	▲ ▲ ▲ Consistent Performer	▲	▲	▼	Rising Recovery	- 0
Rheumatology	▲ ▲ ▲ Consistent Performer	▲	▼	▼	Turning Upward	▲ 5
Sleep Disorders Laboratory	▲ ▲ ▲ Consistent Performer	▲	▲	▲	Rising	▼ -2
Urology	▲ ▲ ▲ Consistent Performer	▼	▼	-	Falling	▲ 34

Performance and improvement direction across clinics

Urgent Referral Throughput

Seen in 5d

Delta vs. Previous

Delta vs. 3mo Average

Delta vs. 12mo Average

31%

▼ -3%

▲ 2%

▼ -6%

Urgent Referral Throughput by Clinic

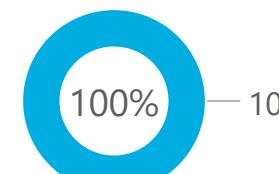
Clinic	Performance vs. Target	Improvement Direction vs.
	Current, 3 Months, 12 Months	Previous, 3 Months, 12 Months
Cardiology	▼ ▼ ▼ Consistently Under	▲ ▲ ▼ Rising Recovery
Dermatology	▼ ▼ ▼ Consistently Under	▼ ▼ ▼ Falling
Endocrinology	- ▼ ▼ Turning Upward	▲ ▲ ▲ Rising
Gastroenterology	▼ ▼ ▼ Consistently Under	▼ ▲ ▲ Rising
Hepatology	▼ ▲ ▲ Performer	▼ ▼ ▲ Falling
Immunology	▼ ▼ ▼ Consistently Under	▼ - ▼ Setback Recovery
Internal Medicine	▼ ▼ ▼ Consistently Under	▲ ▲ - Rising
Nephrology	▲ ▼ ▼ Turning Upward	▲ ▲ ▼ Rising Recovery
Neurology	▼ ▼ ▼ Consistently Under	▼ ▲ ▼ Setback Recovery
Oncology	▼ ▼ ▼ Consistently Under	▲ ▲ ▼ Rising Recovery
Ophthalmology	▼ ▼ ▼ Consistently Under	▼ ▼ ▼ Falling
Orthopedics	▼ ▼ ▼ Consistently Under	▲ ▲ ▼ Rising Recovery
Otolaryngology	▼ ▼ ▼ Consistently Under	▼ ▼ ▼ Falling
Pain Management	▼ ▼ ▼ Consistently Under	▼ ▼ ▲ Falling
Podiatry	▼ ▼ ▼ Consistently Under	▲ ▲ ▼ Rising Recovery
Pulmonology	▼ ▼ ▼ Consistently Under	▼ ▼ ▼ Falling
Rheumatology	▼ ▼ ▼ Consistently Under	▼ ▼ ▼ Falling
Sleep Disorders Laboratory	▼ ▼ ▼ Consistently Under	▼ ▼ ▼ Falling
Urology	▼ ▼ ▼ Consistently Under	▼ ▼ ▲ Falling

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

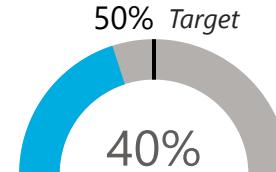
Urgent Referrals After 5 Days

Sent	10
Canceled	0
Closed WBS	0
Rejected	0

Referrals sent 1/27/23 - 2/22/23



- Seen
- Waiting
- Neither

Urgent Referrals Seen in 5 Days

Rate Compared to:

- ▲ Prev. Month 8%
- ▲ 3 Months 22%
- ▼ 12 Months 33%

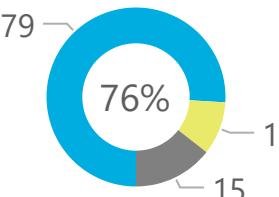
Over / Under Target:

- ▼ This Month -10%
- ▼ 3 Months -28%
- ▼ 12 Months -17%

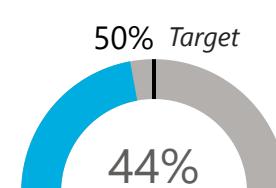
Routine Referrals After 30 Days

Sent	113
Canceled	4
Rejected	3
Closed WBS	2

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



- Seen
- Waiting
- Neither

Routine Referrals Seen in 30 Days

Rate Compared to:

- ▼ Prev. Month 49%
- ▼ 3 Months 58%
- ▼ 12 Months 67%

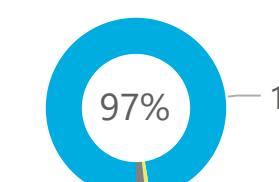
Over / Under Target:

- ▼ This Month -6%
- ▲ 3 Months 8%
- ▲ 12 Months 17%

Referrals After 90 Days

Sent	119
Rejected	3
Canceled	1
Closed WBS	0

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



- Seen
- Waiting
- Unmet

Process Milestones:

Aged	115
Scheduled	113
Completed	109
Accepted	104

Process Rates:

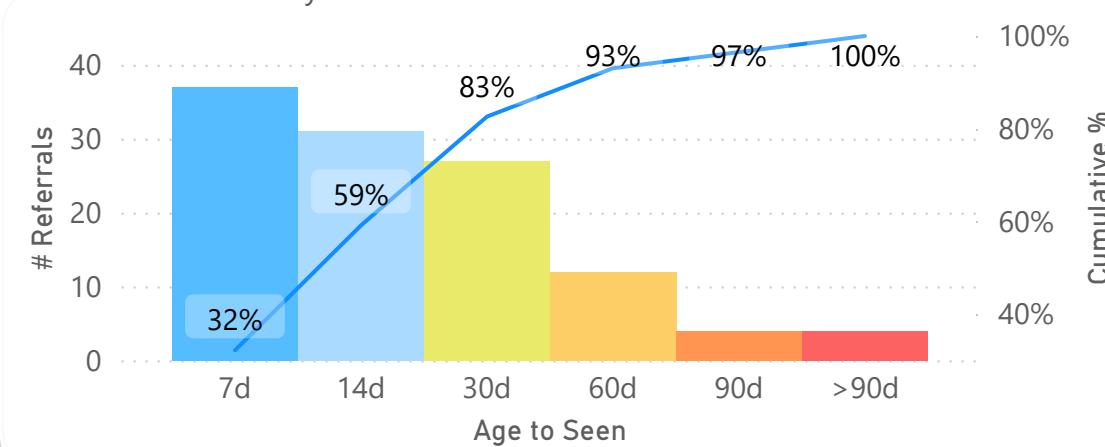
Accepted	90%
Scheduled	98%
Completed	95%
Accepted	95%

Median Times:

7 Days to Accept
2 Days to Schedule
51 Days to Complete

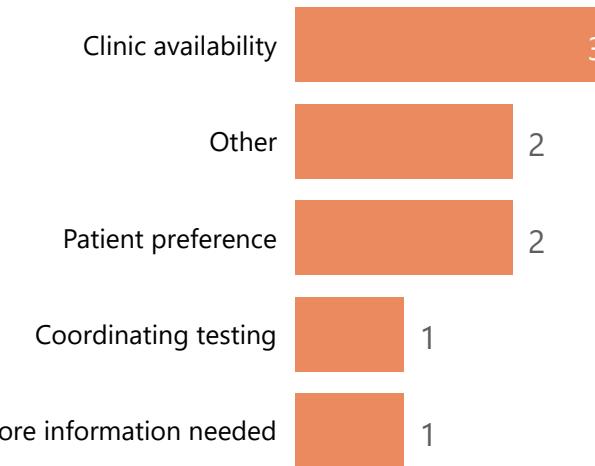
Days to See All Referrals - by Category with Cumulative %

Median 11 Days

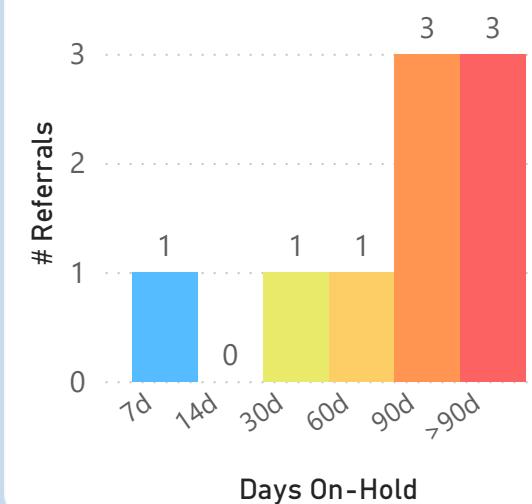


Breakouts of referrals in a hold or pending status sent any time prior to today's date

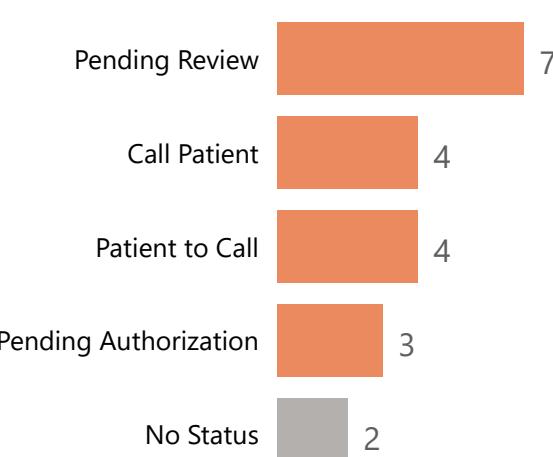
All Referrals On-Hold by Reason



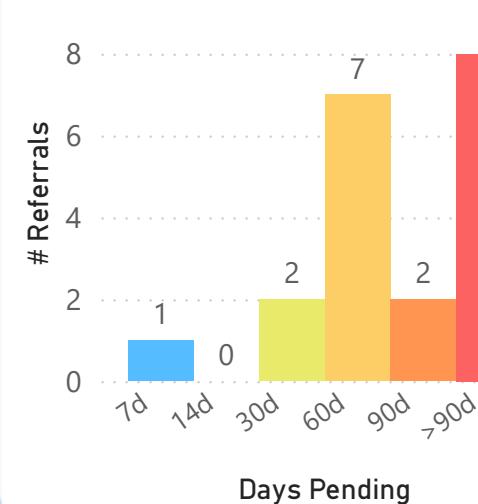
Referrals by Age of Hold



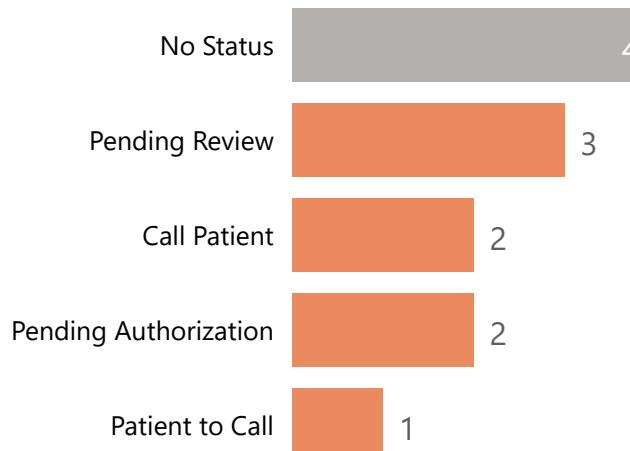
Referrals Pending Reschedule



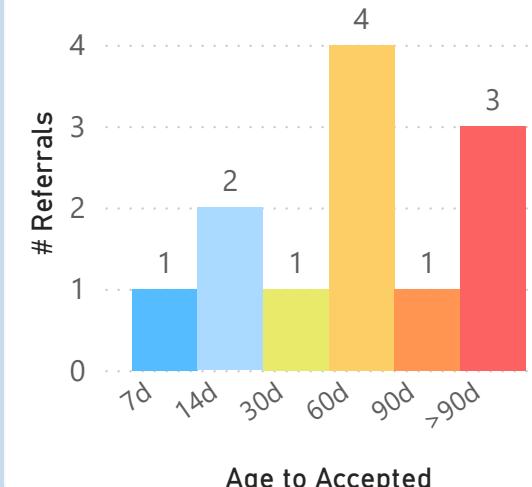
Reschedules by Days Pending



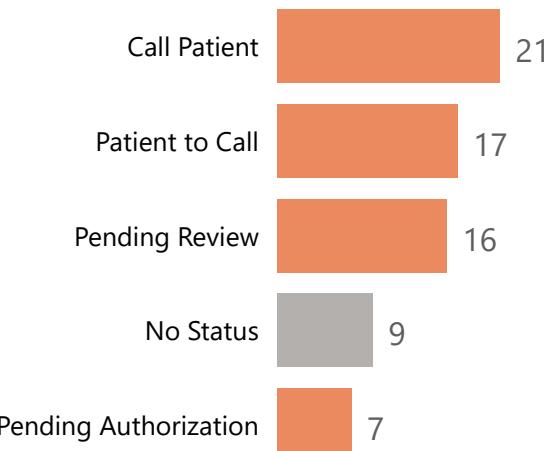
Referrals Pending Acceptance



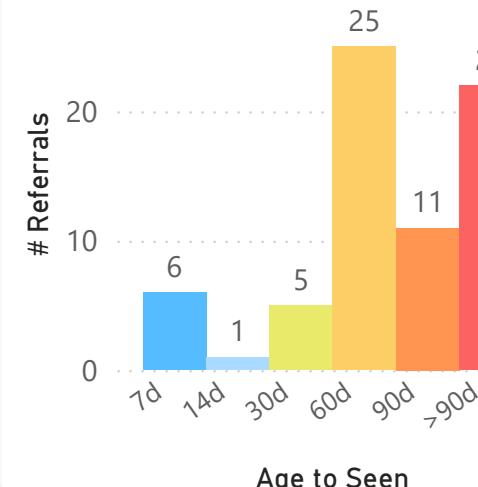
Pending Acceptance by Age



Referrals in Accepted Status



Accepted Status by Age



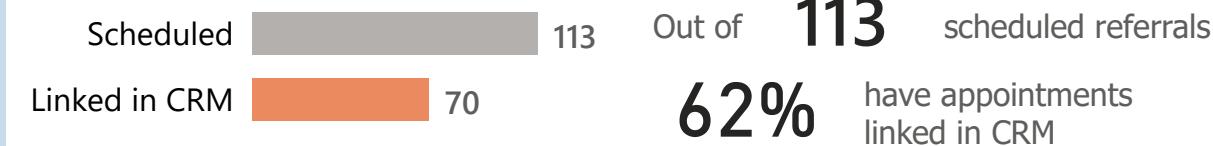
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

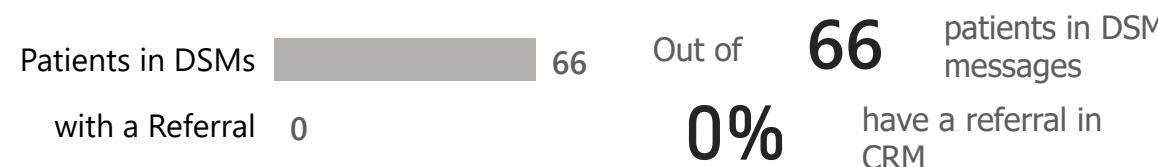
By Current Status:



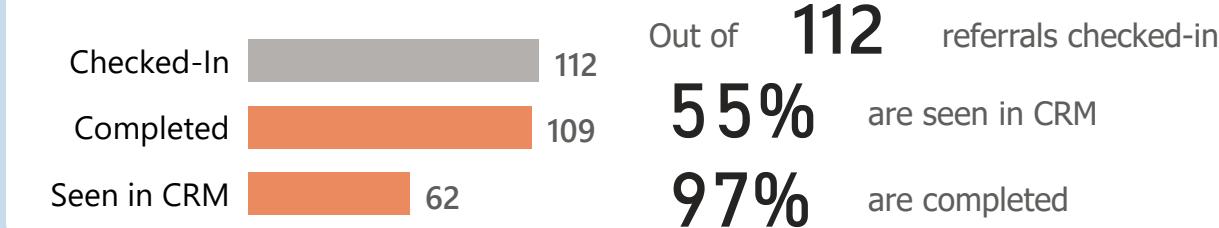
Referral Appointments Linked in CRM after 90 Days



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

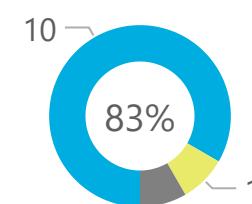
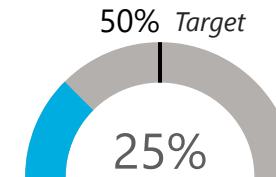
68% clinic score for CRM use

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

Urgent Referrals After 5 Days

Sent	14
Canceled	2
Closed WBS	0
Rejected	0

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

**Urgent Referrals Seen in 5 Days**

Rate Compared to:

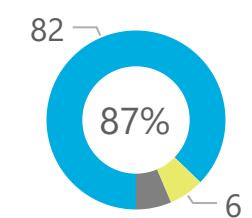
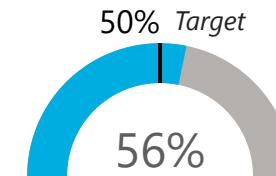
▼ Prev. Month	27%
▼ 3 Months	29%
▼ 12 Months	32%

Over / Under Target:
▼ This Month -25%
▼ 3 Months -21%
▼ 12 Months -18%

Routine Referrals After 30 Days

Sent	104
Rejected	5
Canceled	4
Closed WBS	1

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

**Routine Referrals Seen in 30 Days**

Rate Compared to:

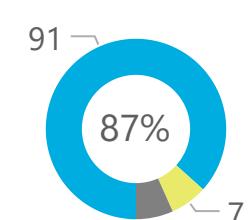
▼ Prev. Month	73%
▼ 3 Months	65%
▼ 12 Months	73%

Over / Under Target:
▲ This Month 6%
▲ 3 Months 15%
▲ 12 Months 23%

Referrals After 90 Days

Sent	110
Canceled	3
Closed WBS	1
Rejected	1

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

**Process Milestones:**

Aged	105
Accepted	98
Scheduled	98
Completed	73

Process Rates:

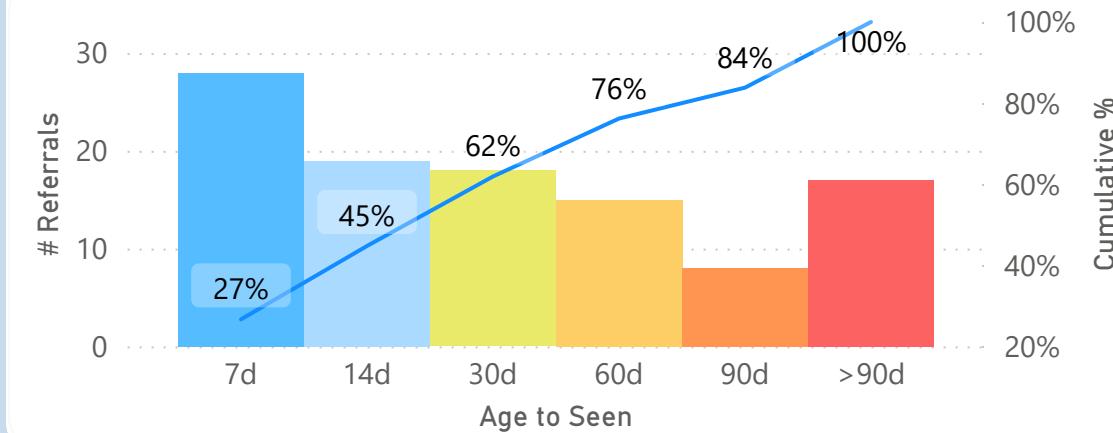
Accepted	93%
Scheduled	93%
Completed	70%

Median Times:

6	Days to Accept
3	Days to Schedule
98	Days to Complete

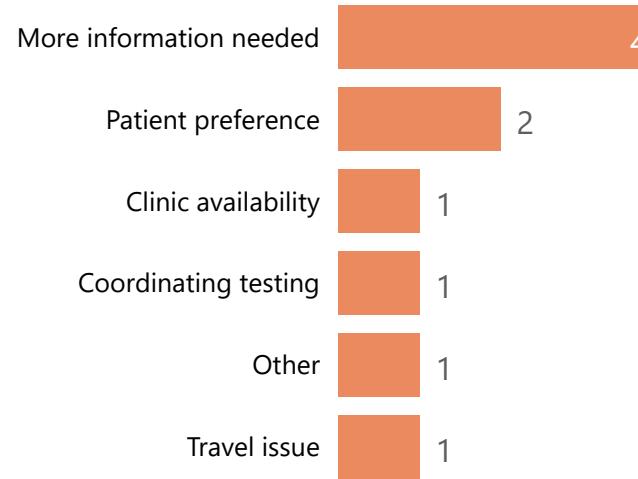
Days to See All Referrals - by Category with Cumulative %

Median 17 Days

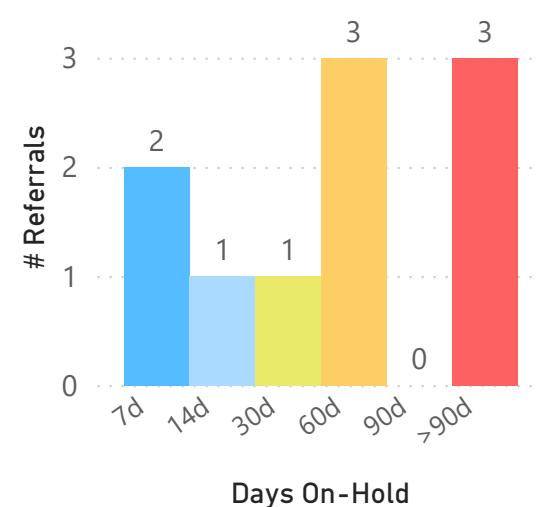


Breakouts of referrals in a hold or pending status sent any time prior to today's date

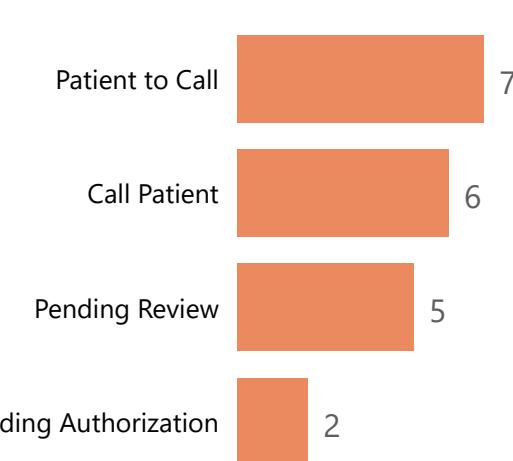
All Referrals On-Hold by Reason



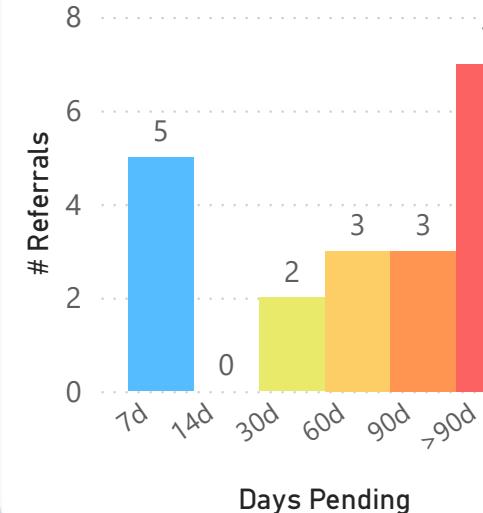
Referrals by Age of Hold



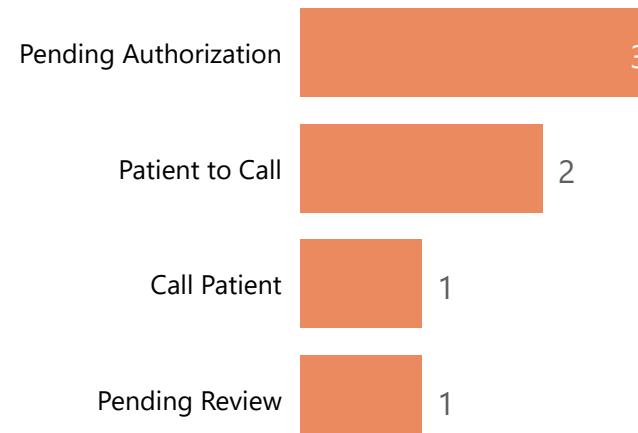
Referrals Pending Reschedule



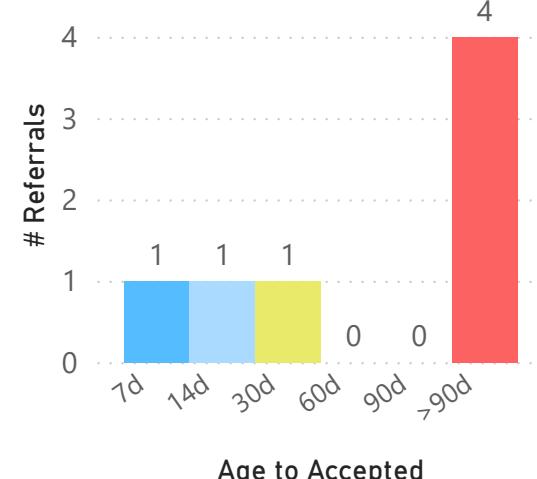
Reschedules by Days Pending



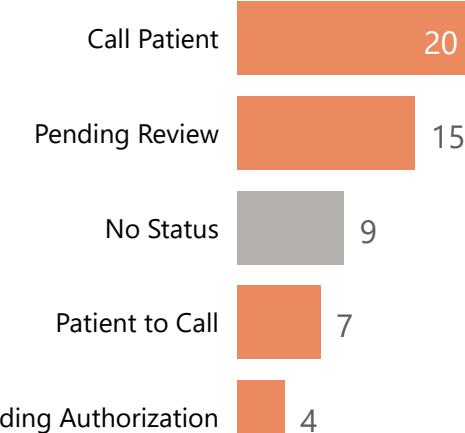
Referrals Pending Acceptance



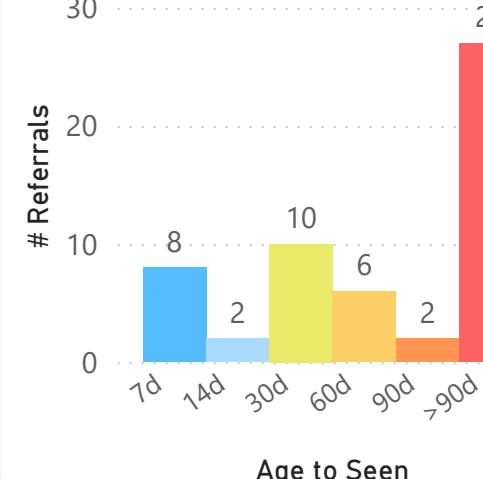
Pending Acceptance by Age



Referrals in Accepted Status



Accepted Status by Age



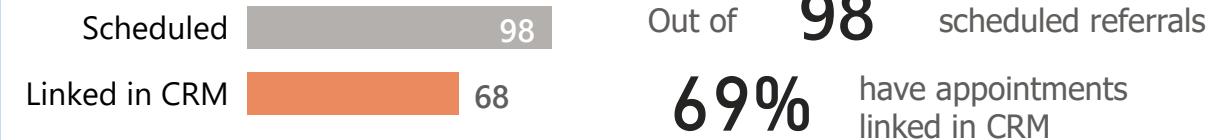
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

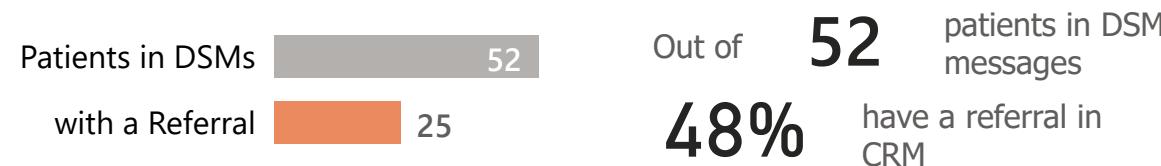
By Current Status:



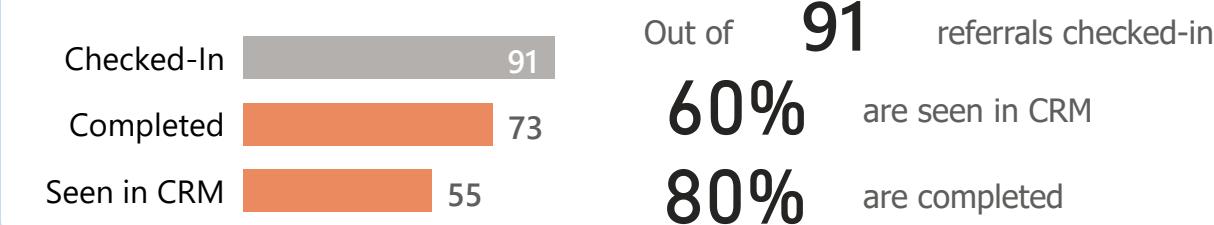
Referral Appointments Linked in CRM after 90 Days



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	93%	10	9.30
% of Scheduled Referrals with Linked Appt	69%	10	6.90
% of Seen Referrals Tagged as Seen	60%	10	6.00
% of Seen Referrals that are Completed	80%	10	8.00
% of DSM Referrals with CRM Referral	48%	5	2.40

32.60 points out of **45** points possible

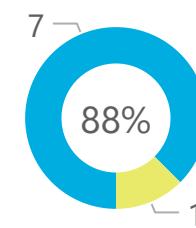
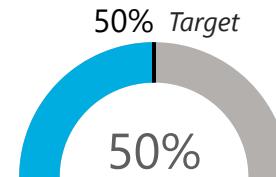
72% clinic score for CRM use

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

Urgent Referrals After 5 Days

Sent	8
Canceled	0
Closed WBS	0
Rejected	0

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

**Urgent Referrals Seen in 5 Days**

Rate Compared to:

▲ Prev. Month	35%
▲ 3 Months	29%
▲ 12 Months	18%

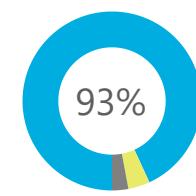
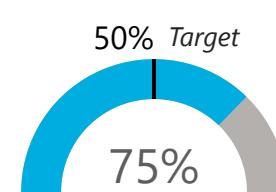
Over / Under Target:

- This Month	0%
▼ 3 Months	-21%
▼ 12 Months	-32%

Routine Referrals After 30 Days

Sent	106
Canceled	2
Closed WBS	1
Rejected	1

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

**Routine Referrals Seen in 30 Days**

Rate Compared to:

▲ Prev. Month	23%
▲ 3 Months	42%
▼ 12 Months	51%

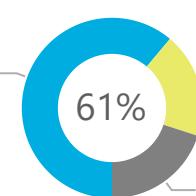
Over / Under Target:

▲ This Month	25%
▼ 3 Months	-8%
▲ 12 Months	1%

Referrals After 90 Days

Sent	106
Canceled	10
Closed WBS	4
Rejected	2

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

**Process Milestones:**

Aged	90
Accepted	83
Scheduled	72
Completed	37

Process Rates:

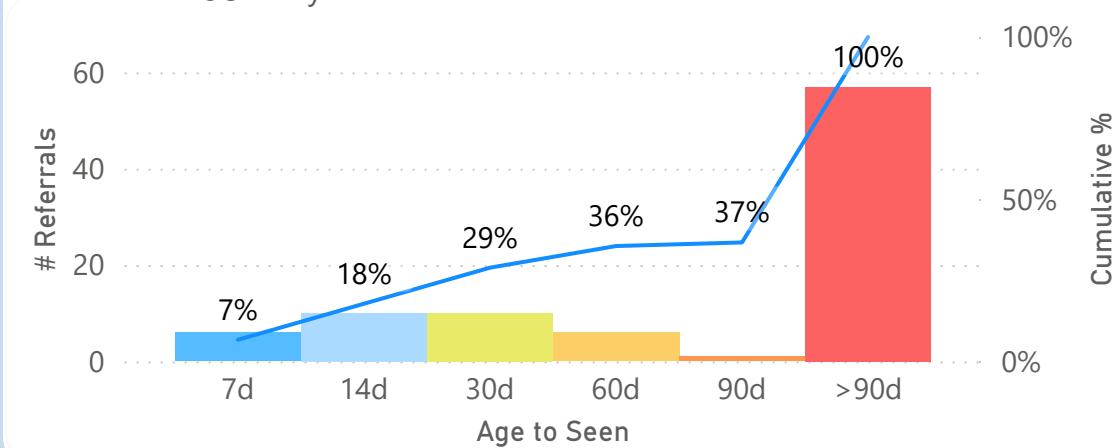
Accepted	92%
Scheduled	80%
Completed	41%

Median Times:

6 Days to Accept
10 Days to Schedule
105 Days to Complete

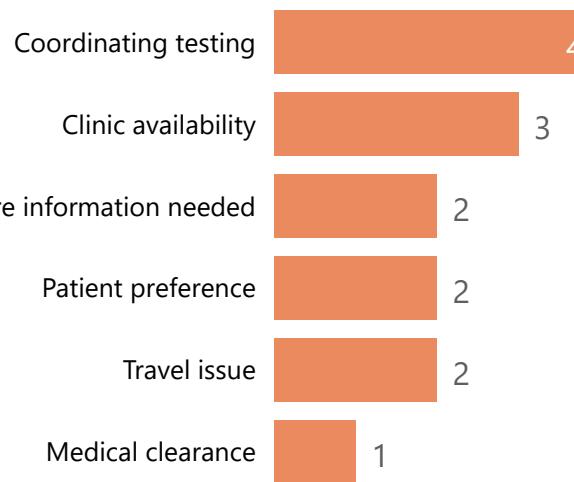
Days to See All Referrals - by Category with Cumulative %

Median 95 Days

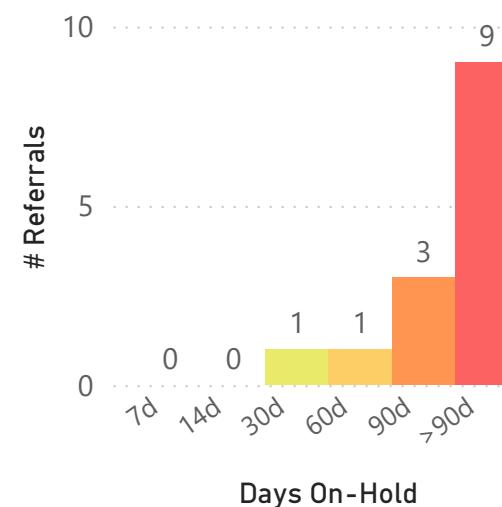


Breakouts of referrals in a hold or pending status sent any time prior to today's date

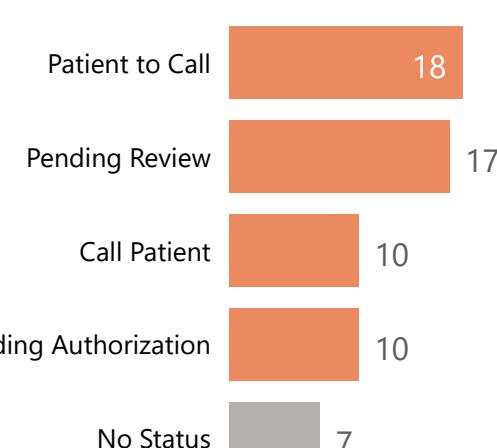
All Referrals On-Hold by Reason



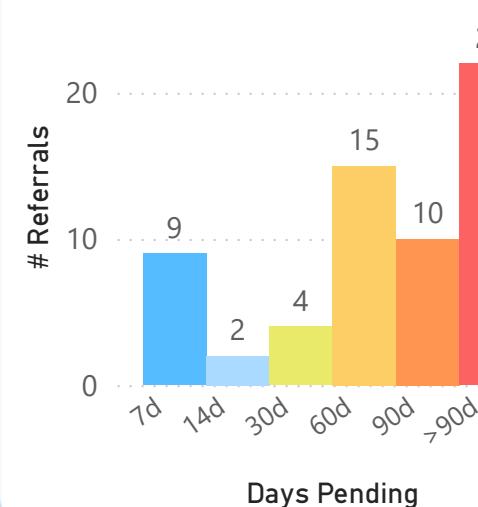
Referrals by Age of Hold



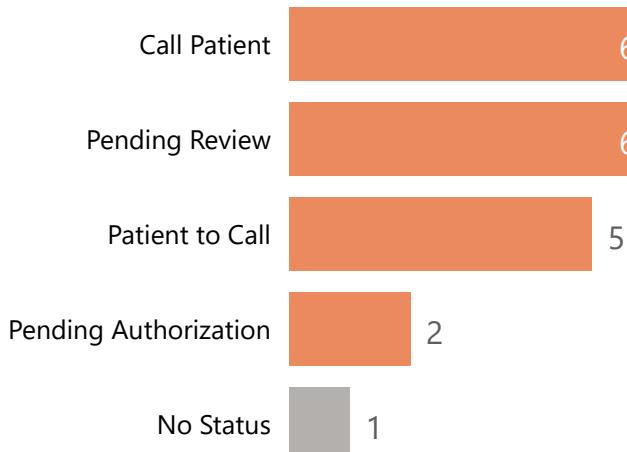
Referrals Pending Reschedule



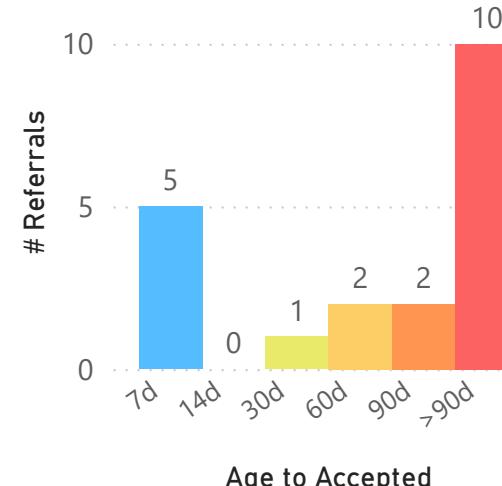
Reschedules by Days Pending



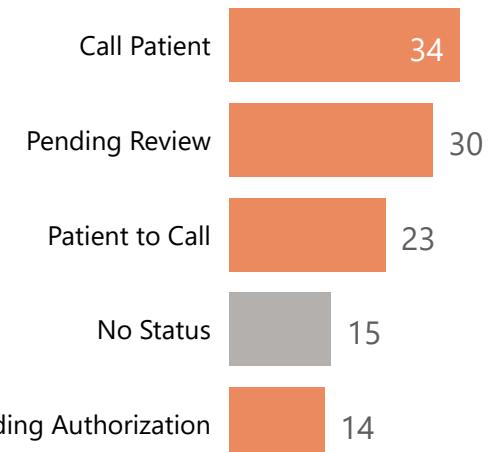
Referrals Pending Acceptance



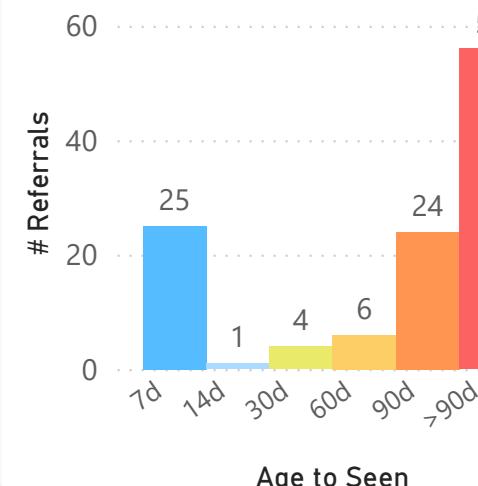
Pending Acceptance by Age



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:

Pending Acceptance  Out of **90** referrals kept
Completed  **92%** are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled  Out of **72** scheduled referrals
Linked in CRM  **51%** have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs  Out of **84** patients in DSM messages
with a Referral  **58%** have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In  Out of **55** referrals checked-in
Completed  **42%** are seen in CRM
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	92%	10	9.20
% of Scheduled Referrals with Linked Appt	51%	10	5.10
% of Seen Referrals Tagged as Seen	42%	10	4.20
% of Seen Referrals that are Completed	67%	10	6.70
% of DSM Referrals with CRM Referral	58%	5	2.90

28.10 points out of **45** points possible

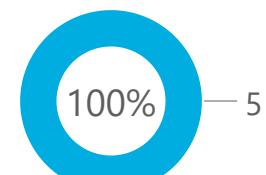
62% clinic score for CRM use

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

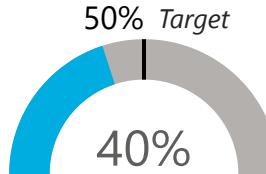
Urgent Referrals After 5 Days

Sent	6
Rejected	1
Canceled	0
Closed WBS	0

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



- Seen
- Waiting
- Neither

Urgent Referrals Seen in 5 Days

Rate Compared to:

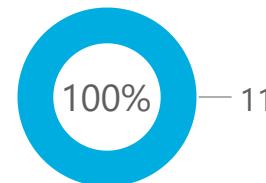
▼ Prev. Month	50%
▲ 3 Months	30%
▲ 12 Months	28%

Over / Under Target:
▼ This Month -10%
▼ 3 Months -20%
▼ 12 Months -22%

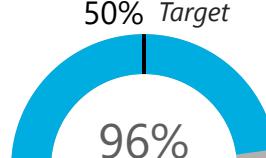
Routine Referrals After 30 Days

Sent	118
Rejected	1
Canceled	0
Closed WBS	0

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



- Seen
- Waiting
- Neither

Routine Referrals Seen in 30 Days

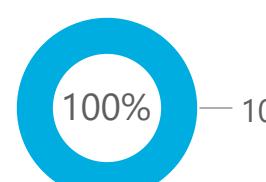
Rate Compared to:
▲ Prev. Month 22%
▲ 3 Months 72%
▲ 12 Months 62%

Over / Under Target:
▲ This Month 46%
▲ 3 Months 22%
▲ 12 Months 12%

Referrals After 90 Days

Sent	110
Rejected	2
Canceled	0
Closed WBS	0

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



- Seen
- Waiting
- Unmet

Process Milestones:

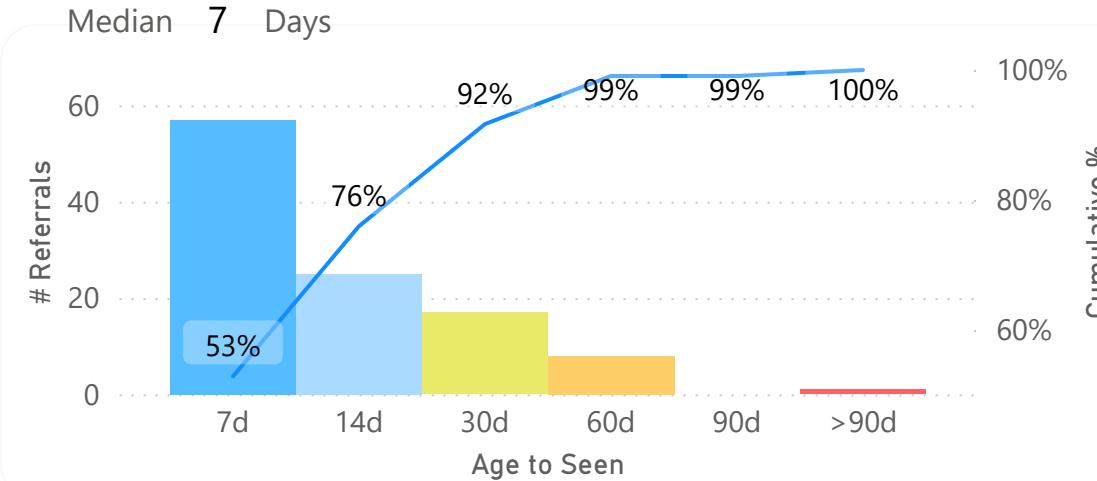
Aged	108
Completed	108
Scheduled	108
Accepted	98

Process Rates:

Accepted	91%
Scheduled	100%
Completed	100%

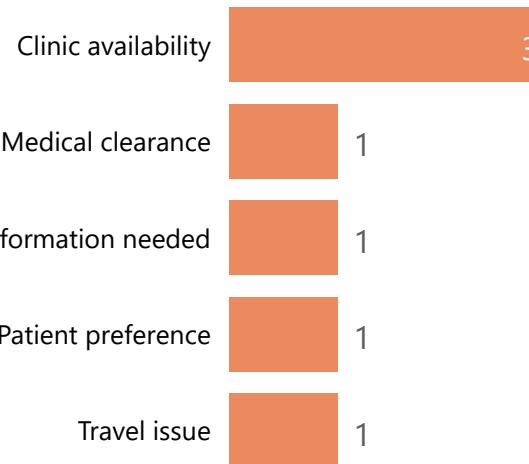
Median Times:

6	Days to Accept
1	Days to Schedule
32	Days to Complete

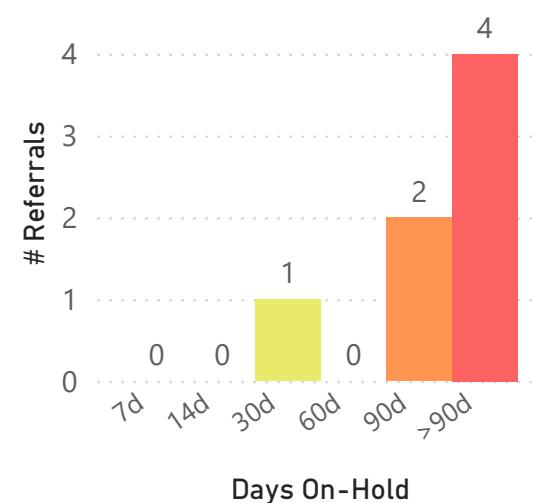
Days to See All Referrals - by Category with Cumulative %

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

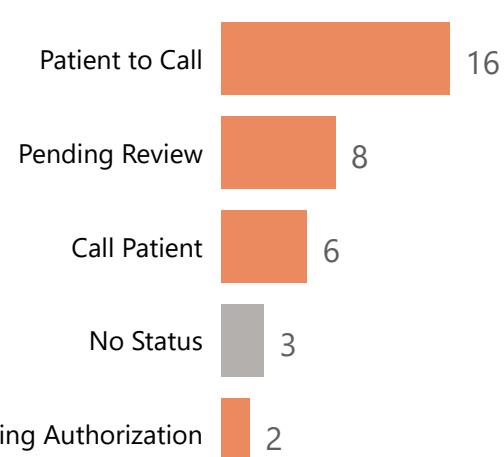
All Referrals On-Hold by Reason



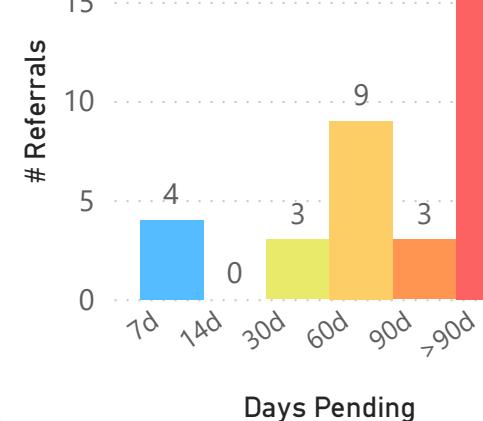
Referrals by Age of Hold



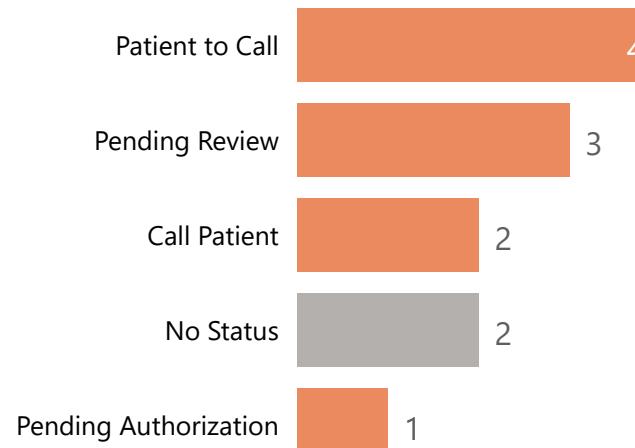
Referrals Pending Reschedule



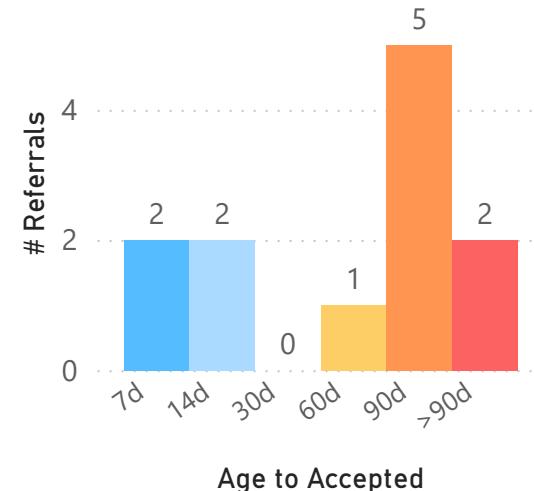
Reschedules by Days Pending



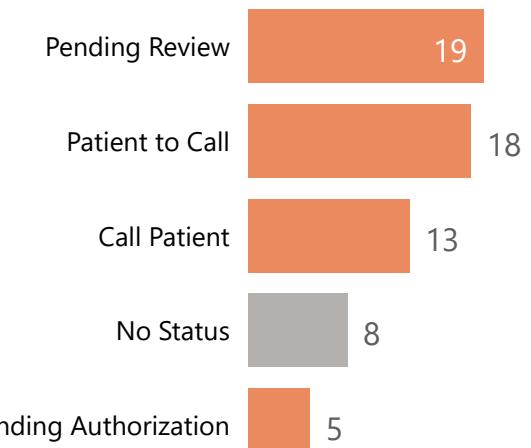
Referrals Pending Acceptance



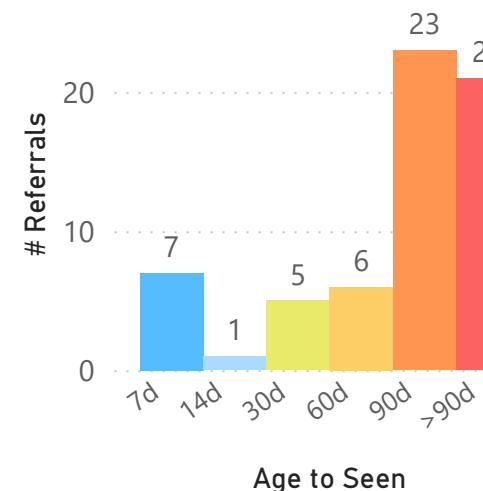
Pending Acceptance by Age



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:

Completed  Out of **108** referrals kept
Closed  **91%** are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled  Out of **108** scheduled referrals
Linked in CRM  **81%** have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs  Out of **81** patients in DSM messages
with a Referral  **0%** have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In  Out of **108** referrals checked-in
Completed  **81%** are seen in CRM
Seen in CRM  **100%** 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	81%	10	8.10
% of Seen Referrals Tagged as Seen	81%	10	8.10
% of Seen Referrals that are Completed	100%	10	10.00
% of DSM Referrals with CRM Referral	0%	5	0.00

35.30 points out of **45** points possible

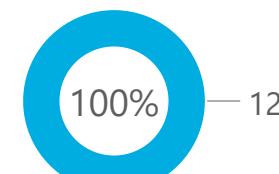
78% clinic score for CRM use

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

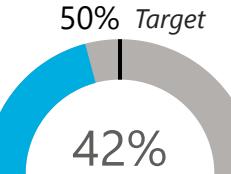
Urgent Referrals After 5 Days

Sent	12
Canceled	0
Closed WBS	0
Rejected	0

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



- Seen
- Waiting
- Neither

Urgent Referrals Seen in 5 Days

Rate Compared to:

- ▼ Prev. Month 60%
- ▼ 3 Months 57%
- ▲ 12 Months 51%

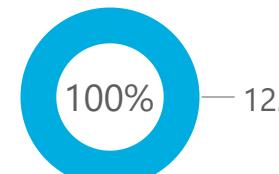
Over / Under Target:

- ▼ This Month -8%
- ▲ 3 Months 7%
- ▲ 12 Months 1%

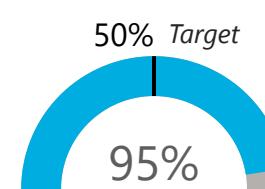
Routine Referrals After 30 Days

Sent	124
Rejected	2
Canceled	0
Closed WBS	0

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



- Seen
- Waiting
- Neither

Routine Referrals Seen in 30 Days

Rate Compared to:

- ▼ Prev. Month 98%
- 3 Months 95%
- ▲ 12 Months 75%

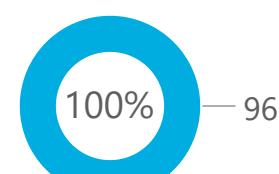
Over / Under Target:

- ▲ This Month 45%
- ▲ 3 Months 45%
- ▲ 12 Months 25%

Referrals After 90 Days

Sent	97
Rejected	1
Canceled	0
Closed WBS	0

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



- Seen
- Waiting
- Unmet

Process Milestones:

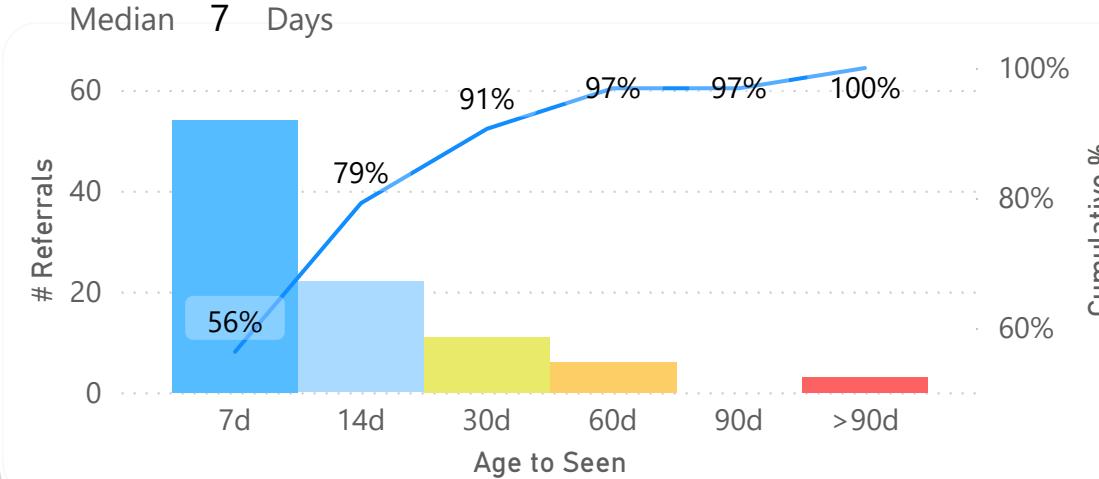
Aged	96
Completed	96
Scheduled	96
Accepted	88

Process Rates:

Accepted	92%
Scheduled	100%
Completed	100%
Accepted	100%

Median Times:

5	Days to Accept
1	Days to Schedule
34	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

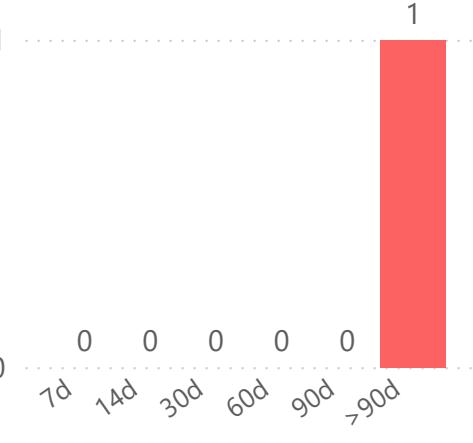
All Referrals On-Hold by Reason

Patient preference



Referrals by Age of Hold

Referrals



Referrals Pending Reschedule

Pending Review



Pending Authorization

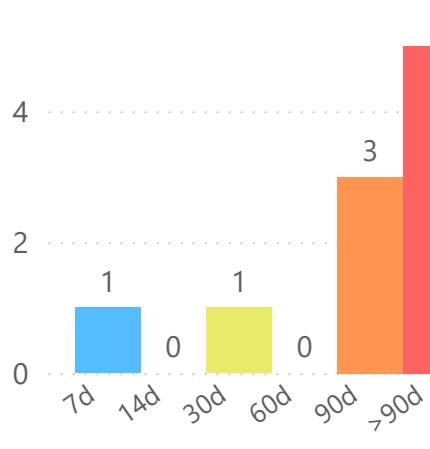


No Status



Reschedules by Days Pending

Referrals



Referrals Pending Acceptance

Patient to Call

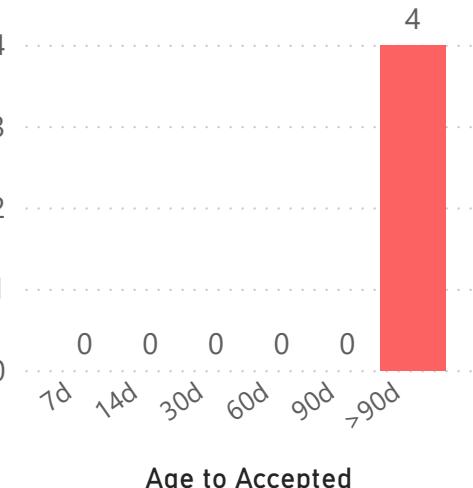


Pending Authorization



Pending Acceptance by Age

Referrals



Referrals in Accepted Status

No Status



Patient to Call



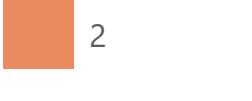
Call Patient



Pending Review

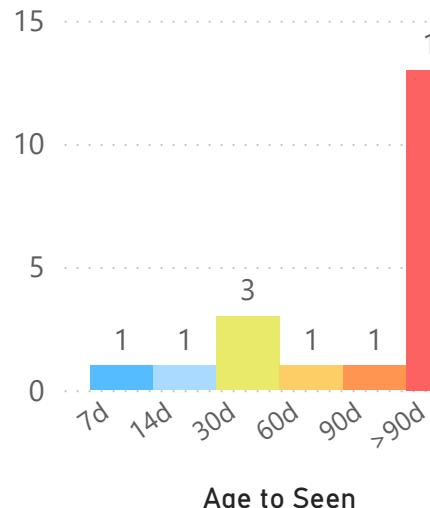


Pending Authorization



Accepted Status by Age

Referrals



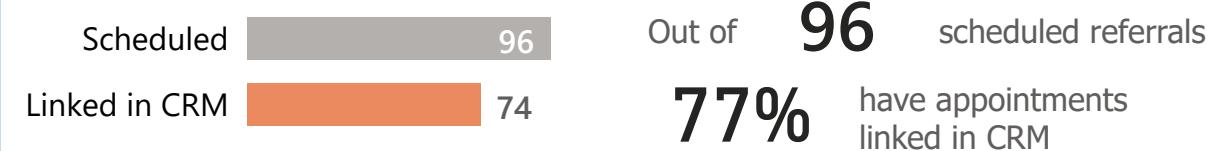
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

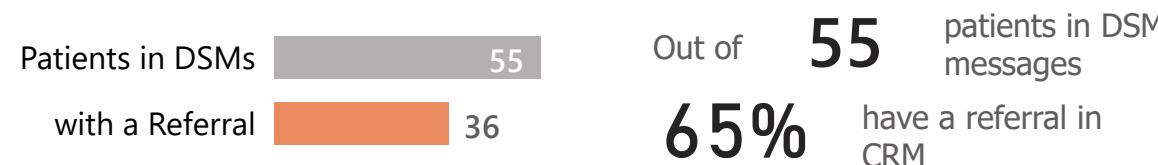
By Current Status:



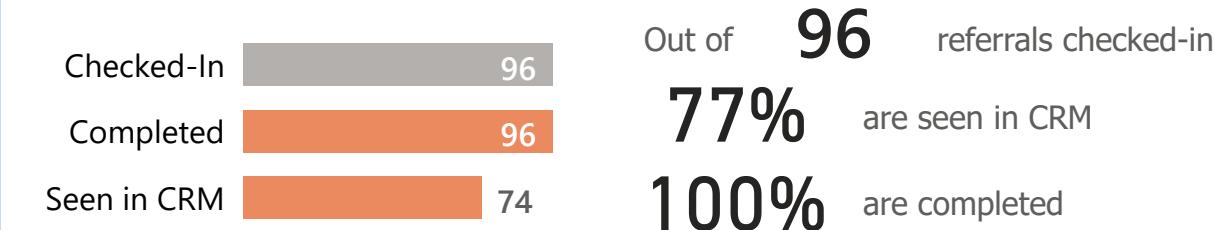
Referral Appointments Linked in CRM after 90 Days



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	92%	10	9.20
% of Scheduled Referrals with Linked Appt	77%	10	7.70
% of Seen Referrals Tagged as Seen	77%	10	7.70
% of Seen Referrals that are Completed	100%	10	10.00
% of DSM Referrals with CRM Referral	65%	5	3.25

37.85 points out of **45** points possible

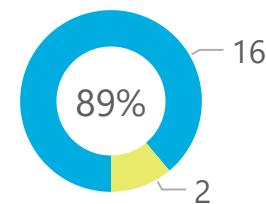
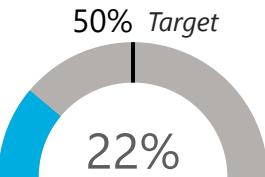
84% clinic score for CRM use

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

Urgent Referrals After 5 Days

Sent	19
Rejected	1
Canceled	0
Closed WBS	0

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

**Urgent Referrals Seen in 5 Days**

Rate Compared to:

▼ Prev. Month	25%
- 3 Months	22%
▼ 12 Months	31%

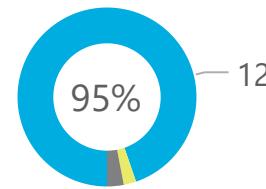
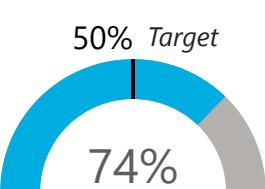
Over / Under Target:

▼ This Month	-28%
▼ 3 Months	-28%
▼ 12 Months	-19%

Routine Referrals After 30 Days

Sent	142
Rejected	4
Canceled	3
Closed WBS	2

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

**Routine Referrals Seen in 30 Days**

Rate Compared to:

▲ Prev. Month	65%
▲ 3 Months	56%
▼ 12 Months	69%

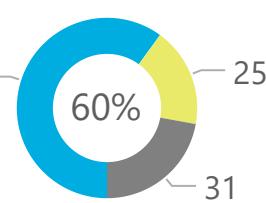
Over / Under Target:

▲ This Month	24%
▲ 3 Months	6%
▲ 12 Months	19%

Referrals After 90 Days

Sent	168
Canceled	11
Closed WBS	10
Rejected	7

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

**Process Milestones:**

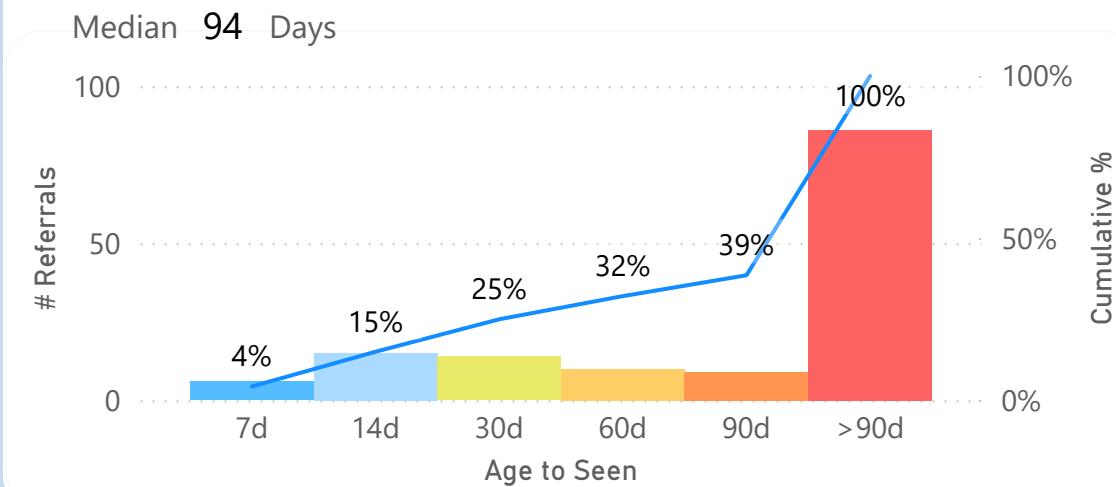
Aged	140
Accepted	124
Scheduled	109
Completed	56

Process Rates:

Accepted	89%
Scheduled	78%
Completed	40%

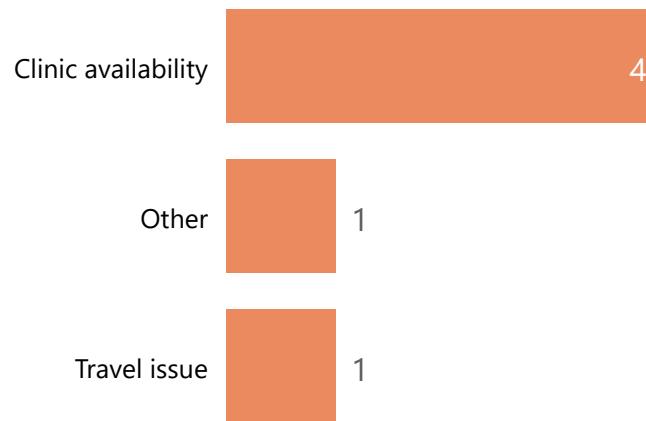
Median Times:

6	Days to Accept
11	Days to Schedule
107	Days to Complete

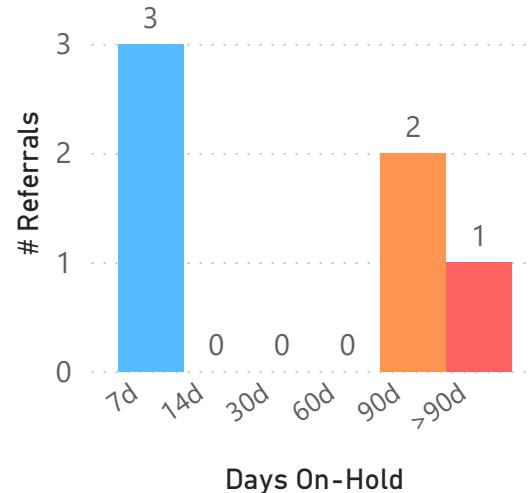
Days to See All Referrals - by Category with Cumulative %

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

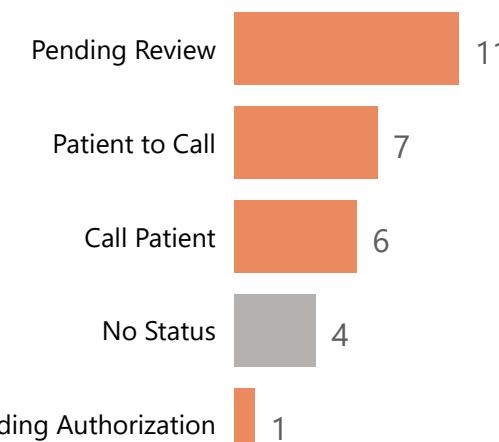
All Referrals On-Hold by Reason



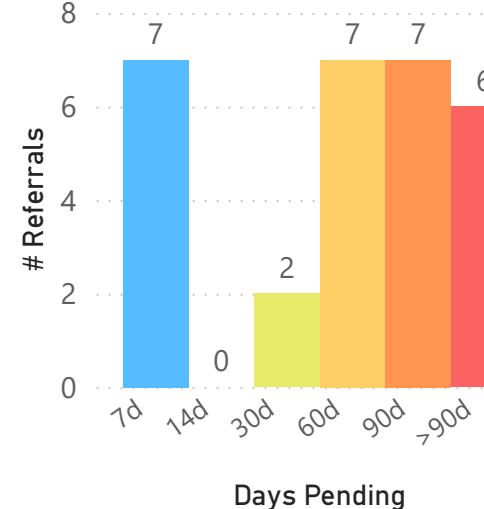
Referrals by Age of Hold



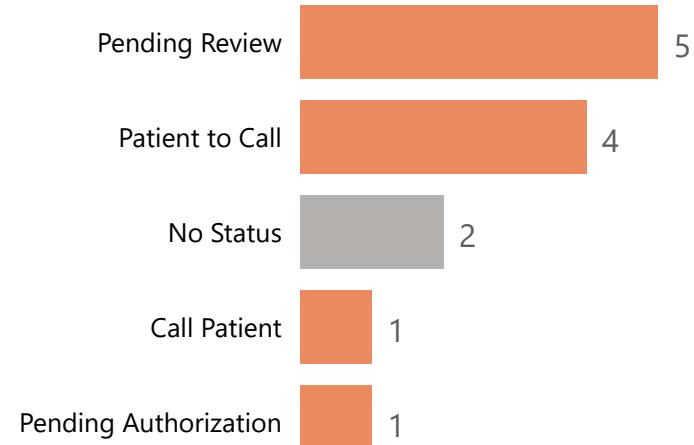
Referrals Pending Reschedule



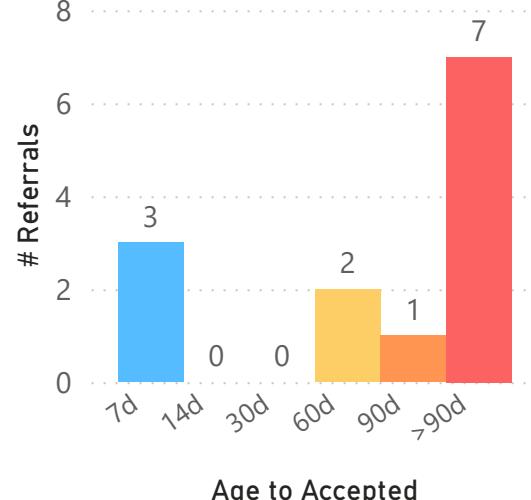
Reschedules by Days Pending



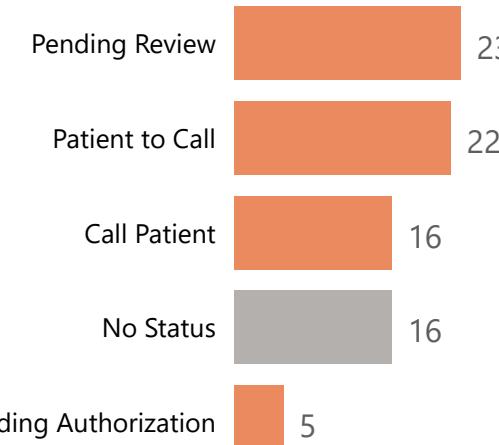
Referrals Pending Acceptance



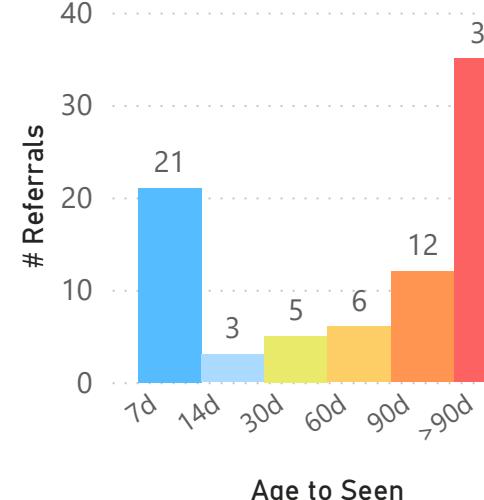
Pending Acceptance by Age



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:

Pending Acceptance	 8	Out of 140 referrals kept
Completed	 5	89% are accepted in CRM
Pending Reschedule	 3	

Referral Appointments Linked in CRM after 90 Days

Scheduled	 109	Out of 109 scheduled referrals
Linked in CRM	 55	50% have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs with a Referral	 102	Out of 102 patients in DSM messages
	 47	46% have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In	 84	Out of 84 referrals checked-in
Completed	 56	46% are seen in CRM
Seen in CRM	 39	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

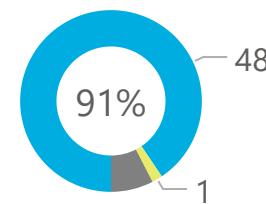
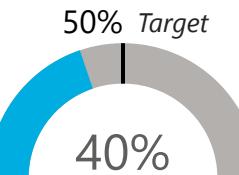
61% clinic score for CRM use

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

Urgent Referrals After 5 Days

Sent	54
Rejected	1
Canceled	0
Closed WBS	0

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

**Urgent Referrals Seen in 5 Days**

Rate Compared to:

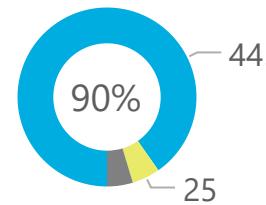
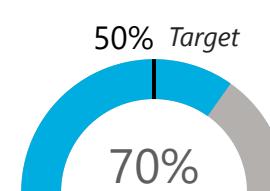
- ▲ Prev. Month 27%
- ▲ 3 Months 34%
- 12 Months 34%

- ▼ This Month -10%
- ▼ 3 Months -16%
- ▼ 12 Months -16%

Routine Referrals After 30 Days

Sent	518
Rejected	15
Canceled	8
Closed WBS	2

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

**Routine Referrals Seen in 30 Days**

Rate Compared to:

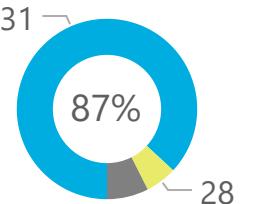
- ▲ Prev. Month 59%
- ▲ 3 Months 65%
- ▼ 12 Months 69%

- ▲ This Month 20%
- ▲ 3 Months 15%
- ▲ 12 Months 19%

Referrals After 90 Days

Sent	534
Rejected	17
Canceled	16
Closed WBS	5

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

**Process Milestones:**

Aged	496
Accepted	465
Scheduled	459
Completed	385

Process Rates:

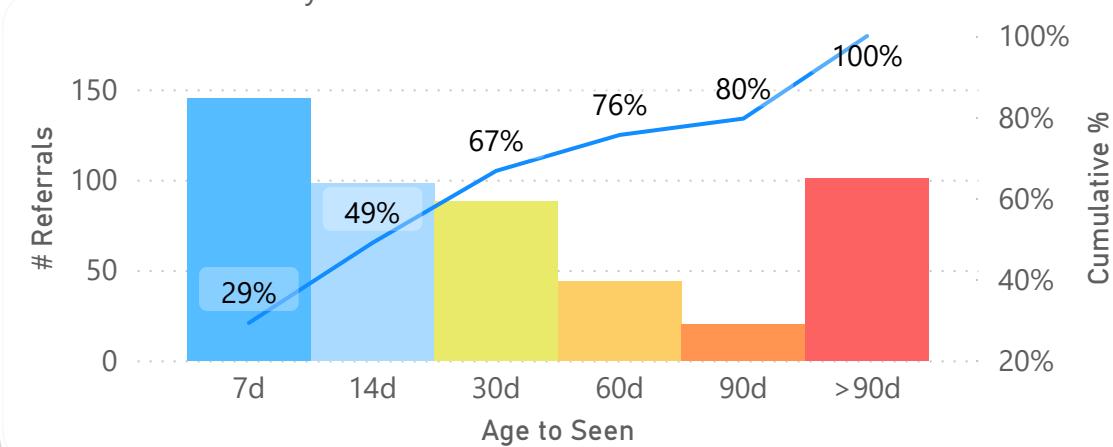
Accepted	94%
Scheduled	93%
Completed	78%

Median Times:

6	Days to Accept
2	Days to Schedule
90	Days to Complete

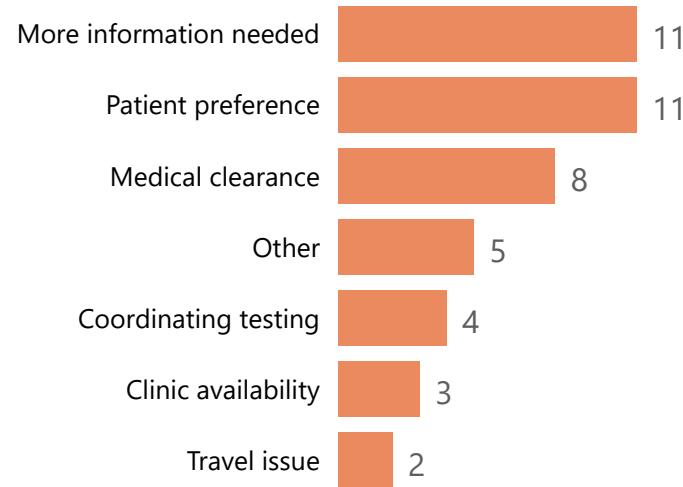
Days to See All Referrals - by Category with Cumulative %

Median 15 Days

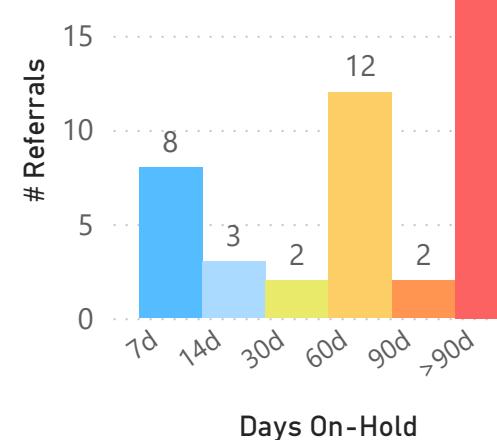


Breakouts of referrals in a hold or pending status sent any time prior to today's date

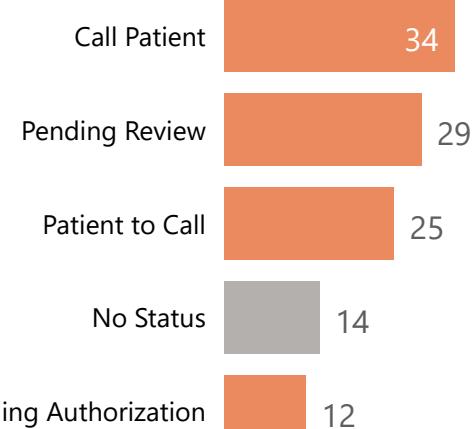
All Referrals On-Hold by Reason



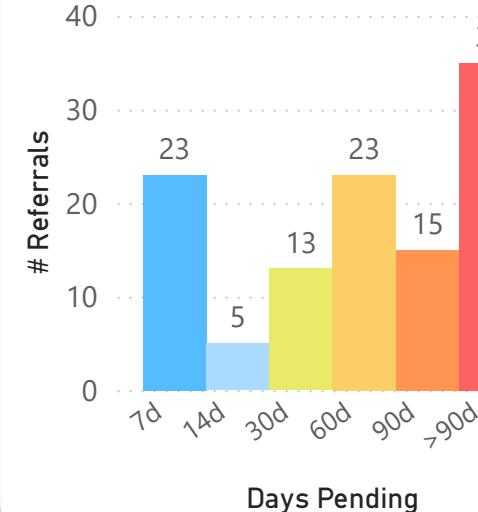
Referrals by Age of Hold



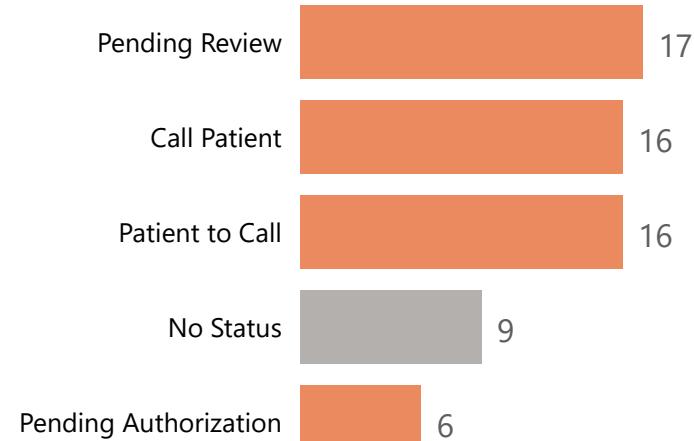
Referrals Pending Reschedule



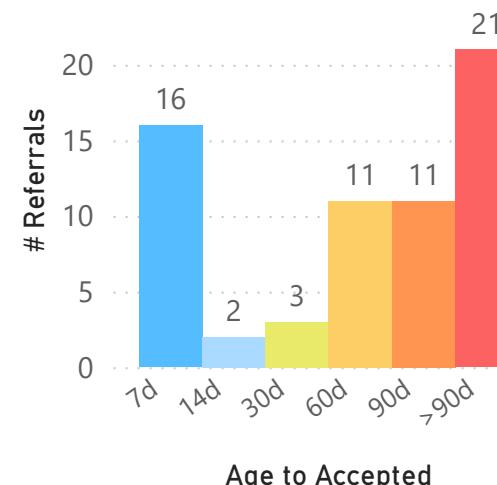
Reschedules by Days Pending



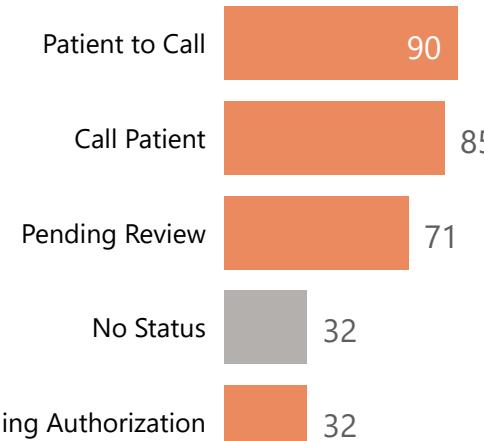
Referrals Pending Acceptance



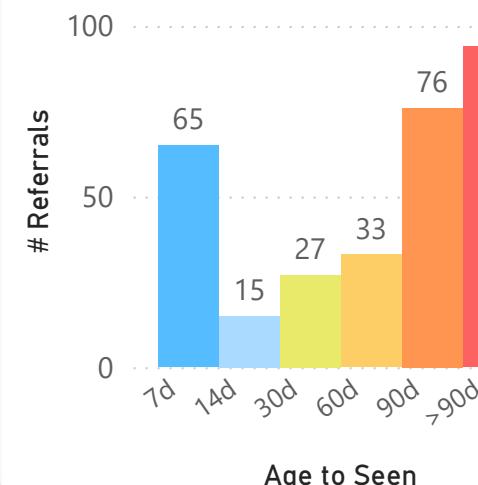
Pending Acceptance by Age



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	 23
Pending Acceptance	 3
Pending Reschedule	 3
Closed	 2

Out of **496** referrals kept

94% are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled	 459	Out of 459 scheduled referrals
Linked in CRM	 338	74% have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs	 270
with a Referral	 139

Out of **270** patients in DSM messages
51% have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In	 431	Out of 431 referrals checked-in
Completed	 385	68% are seen in CRM
Seen in CRM	 292	89% are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	94%	10	9.40
% 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	89%	10	8.90
% of DSM Referrals with CRM Referral	51%	5	2.55

35.05 points out of **45** points possible

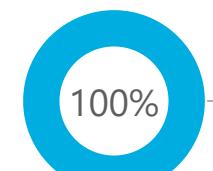
78% clinic score for CRM use

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

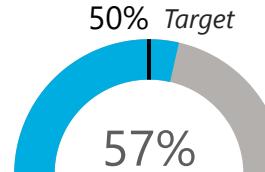
Urgent Referrals After 5 Days

Sent	14
Canceled	0
Closed WBS	0
Rejected	0

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



- Seen
- Waiting
- Neither

Urgent Referrals Seen in 5 Days

Rate Compared to:

▲ Prev. Month	44%
▲ 3 Months	39%
▼ 12 Months	47%

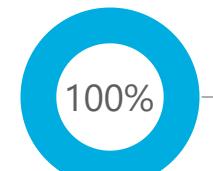
Over / Under Target:

▲ This Month	7%
▼ 3 Months	-11%
▼ 12 Months	-3%

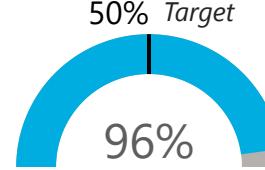
Routine Referrals After 30 Days

Sent	115
Canceled	0
Closed WBS	0
Rejected	0

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



- Seen
- Waiting
- Neither

Routine Referrals Seen in 30 Days

Rate Compared to:

▲ Prev. Month	24%
▲ 3 Months	72%
▼ 12 Months	84%

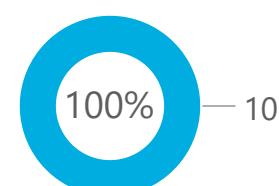
Over / Under Target:

▲ This Month	46%
▲ 3 Months	22%
▲ 12 Months	34%

Referrals After 90 Days

Sent	113
Rejected	7
Closed WBS	1
Canceled	0

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



- Seen
- Waiting
- Unmet

Process Milestones:

Aged	105
Scheduled	105
Accepted	102
Completed	102

Process Rates:

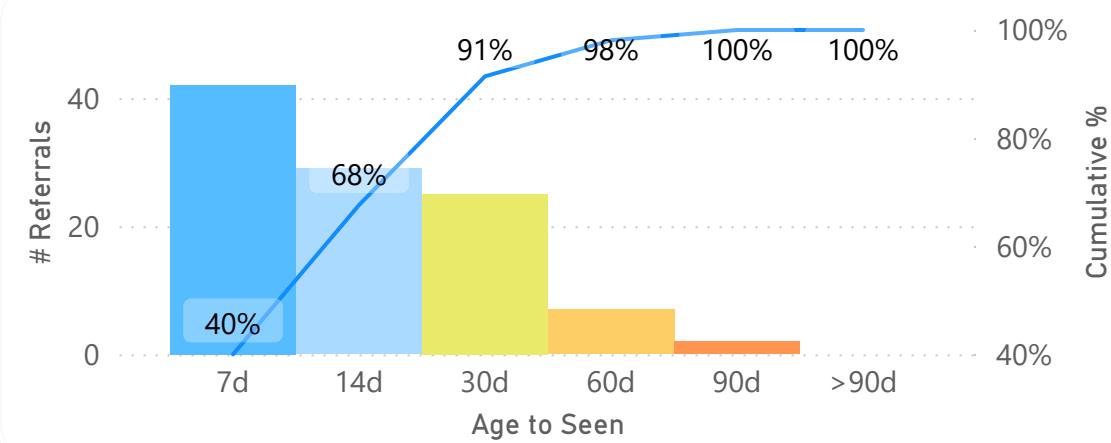
Accepted	97%
Scheduled	100%
Completed	97%

Median Times:

6	Days to Accept
1	Days to Schedule
54	Days to Complete

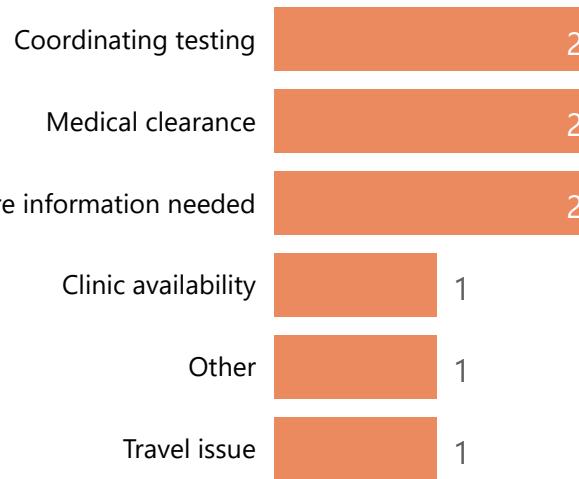
Days to See All Referrals - by Category with Cumulative %

Median 10 Days

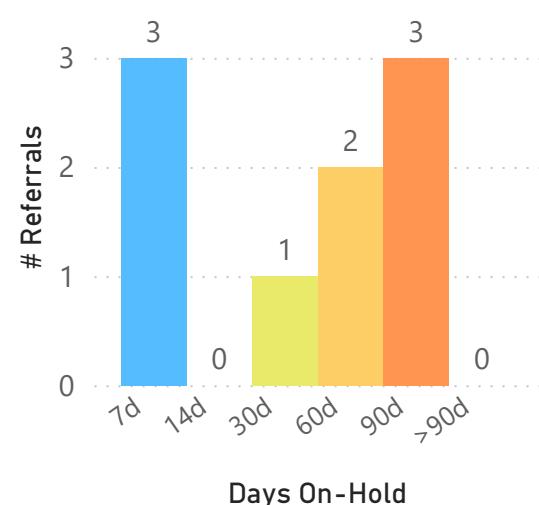


Breakouts of referrals in a hold or pending status sent any time prior to today's date

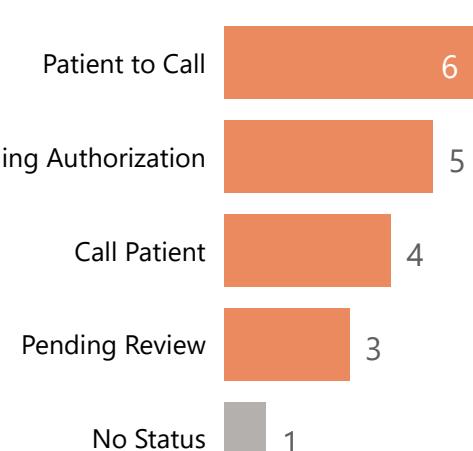
All Referrals On-Hold by Reason



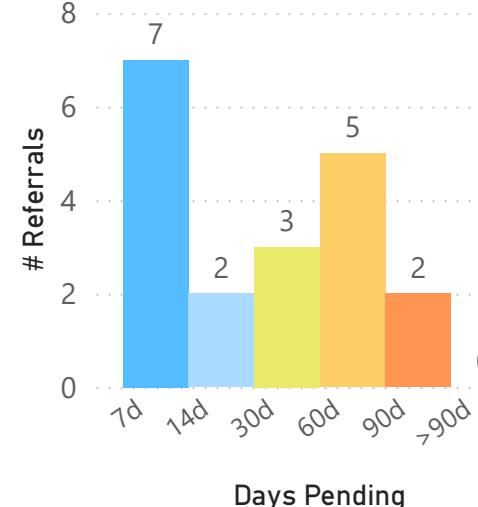
Referrals by Age of Hold



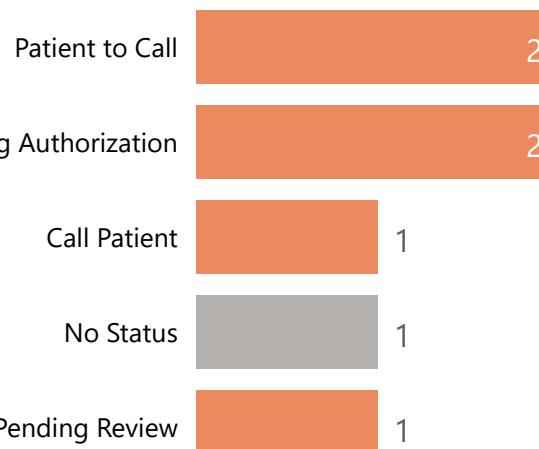
Referrals Pending Reschedule



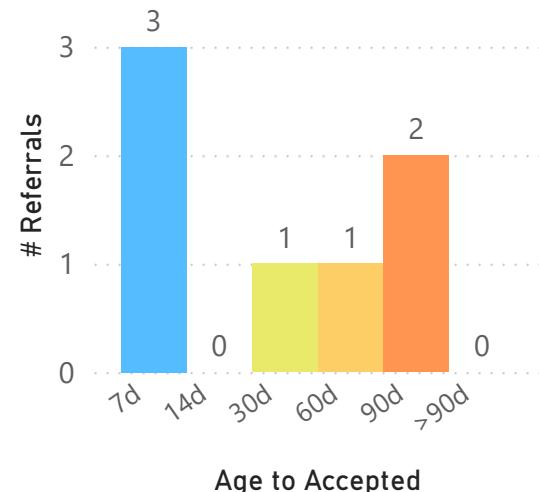
Reschedules by Days Pending



Referrals Pending Acceptance



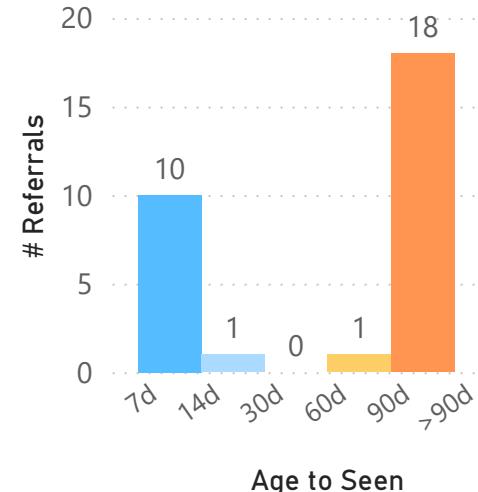
Pending Acceptance by Age



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

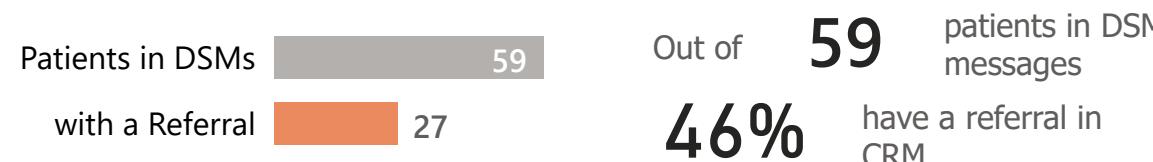
By Current Status:



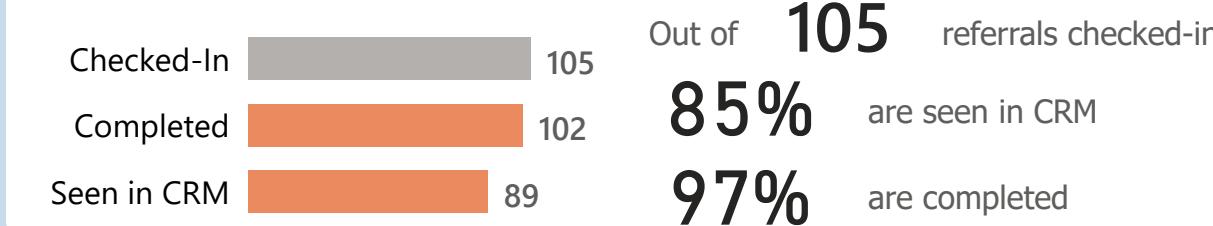
Referral Appointments Linked in CRM after 90 Days



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	97%	10	9.70
% of Scheduled Referrals with Linked Appt	85%	10	8.50
% of Seen Referrals Tagged as Seen	85%	10	8.50
% of Seen Referrals that are Completed	97%	10	9.70
% of DSM Referrals with CRM Referral	46%	5	2.30

38.70 points out of **45** points possible

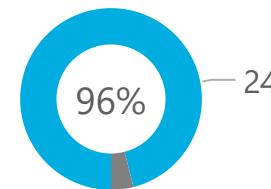
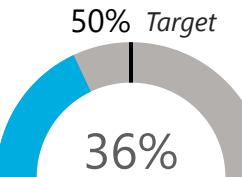
86% clinic score for CRM use

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

Urgent Referrals After 5 Days

Sent	26
Canceled	1
Closed WBS	0
Rejected	0

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

**Urgent Referrals Seen in 5 Days**

Rate Compared to:

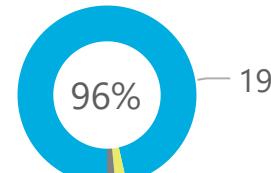
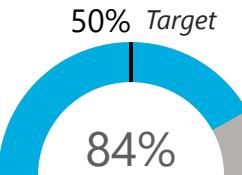
▼ Prev. Month	48%
▲ 3 Months	33%
▼ 12 Months	41%

Over / Under Target:
▼ This Month -14%
▼ 3 Months -17%
▼ 12 Months -9%

Routine Referrals After 30 Days

Sent	205
Rejected	5
Canceled	1
Closed WBS	0

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

**Routine Referrals Seen in 30 Days**

Rate Compared to:

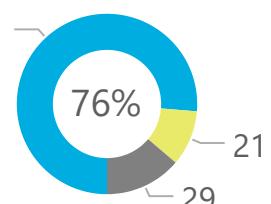
▲ Prev. Month	55%
▲ 3 Months	66%
▼ 12 Months	77%

Over / Under Target:
▲ This Month 34%
▲ 3 Months 16%
▲ 12 Months 27%

Referrals After 90 Days

Sent	228
Canceled	10
Rejected	4
Closed WBS	3

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

**Process Milestones:**

Aged	211
Accepted	194
Scheduled	182
Completed	138

Process Rates:

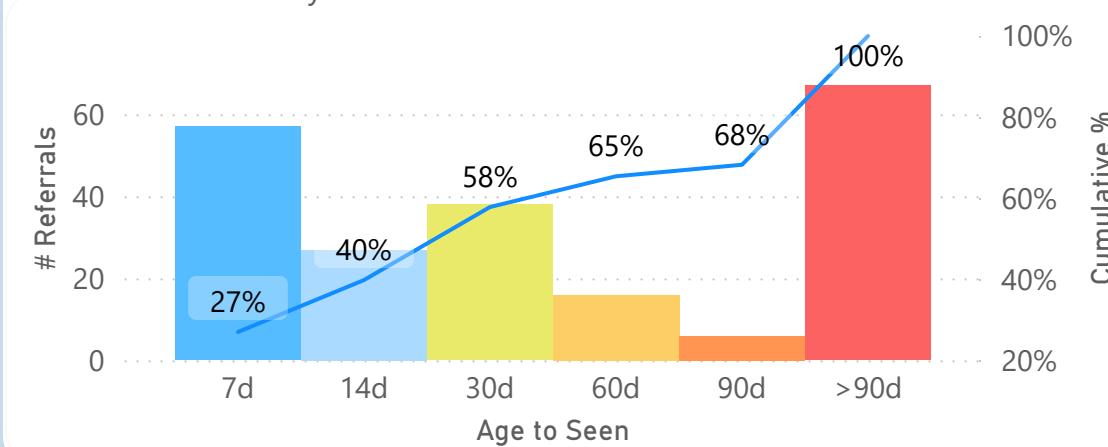
Accepted	92%
Scheduled	86%
Completed	65%

Median Times:

5	Days to Accept
4	Days to Schedule
96	Days to Complete

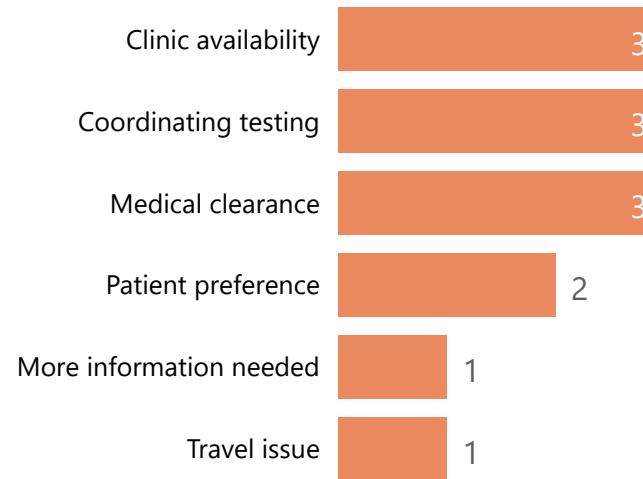
Days to See All Referrals - by Category with Cumulative %

Median 20 Days

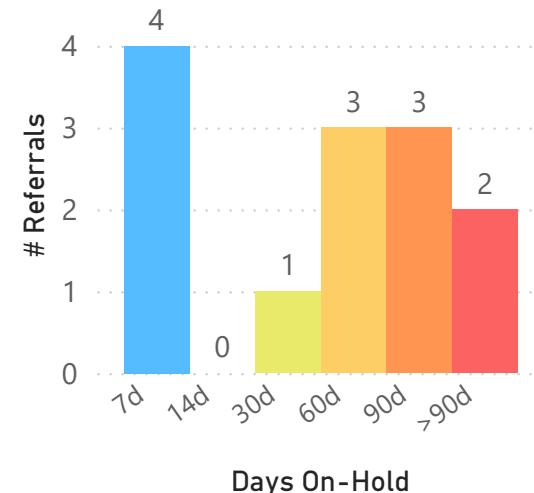


Breakouts of referrals in a hold or pending status sent any time prior to today's date

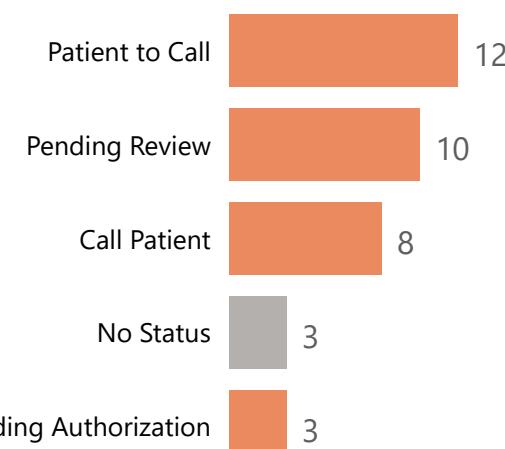
All Referrals On-Hold by Reason



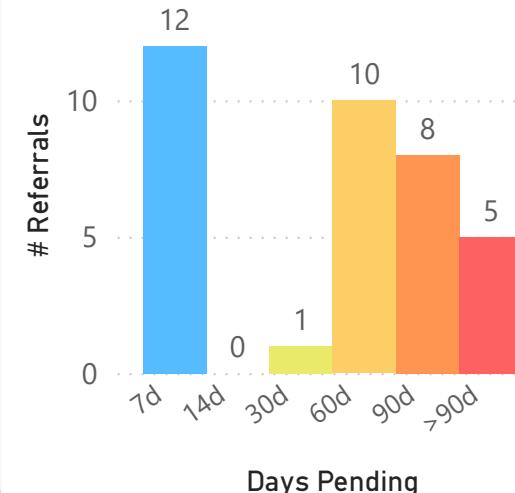
Referrals by Age of Hold



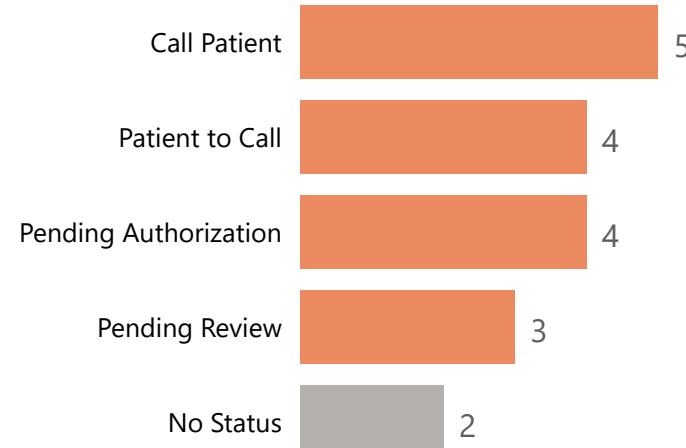
Referrals Pending Reschedule



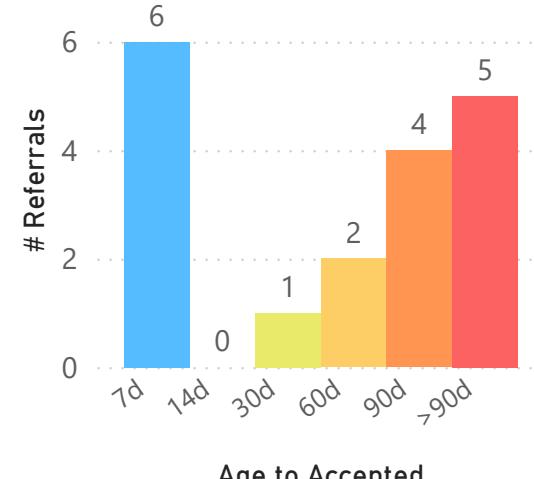
Reschedules by Days Pending



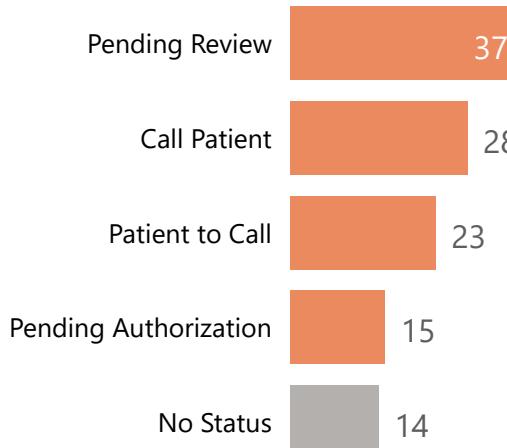
Referrals Pending Acceptance



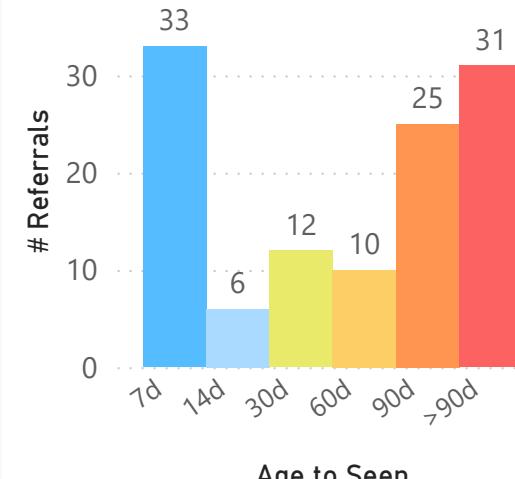
Pending Acceptance by Age



Referrals in Accepted Status



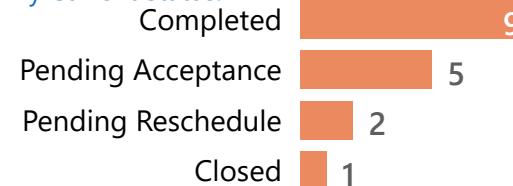
Accepted Status by Age



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

Referrals Not Accepted in CRM after 90 Days

By Current Status:



Out of **211** referrals kept

92% are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled

Linked in CRM

 182

 138

Out of **182**

scheduled referrals

76%

have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs



 126

Out of **126** patients in DSM messages
31% have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In

Completed

 161

 138

Out of **161**

referrals checked-in

73%

are seen in CRM

Seen in CRM

 117

86%

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	73%	10	7.30
% of Seen Referrals that are Completed	86%	10	8.60
% of DSM Referrals with CRM Referral	31%	5	1.55

34.25 points out of **45** points possible

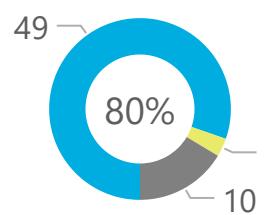
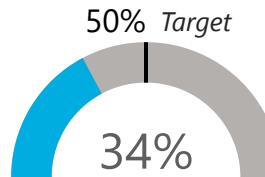
76% clinic score for CRM use

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

Urgent Referrals After 5 Days

Sent	63
Closed WBS	1
Rejected	1
Canceled	0

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

**Urgent Referrals Seen in 5 Days**

Rate Compared to:

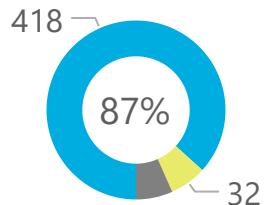
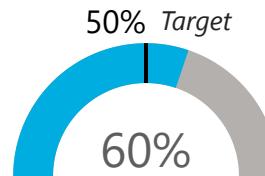
- ▲ Prev. Month 20%
- ▲ 3 Months 26%
- ▼ 12 Months 36%

- ▼ This Month -16%
- ▼ 3 Months -24%
- ▼ 12 Months -14%

Routine Referrals After 30 Days

Sent	515
Canceled	13
Rejected	13
Closed WBS	7

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

**Routine Referrals Seen in 30 Days**

Rate Compared to:

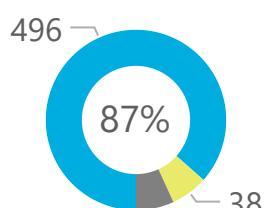
- ▲ Prev. Month 43%
- ▲ 3 Months 54%
- ▼ 12 Months 71%

- ▲ This Month 10%
- ▲ 3 Months 4%
- ▲ 12 Months 21%

Referrals After 90 Days

Sent	611
Canceled	17
Rejected	16
Closed WBS	5

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

**Process Milestones:**

Aged	573
Scheduled	534
Accepted	522
Completed	410

Process Rates:

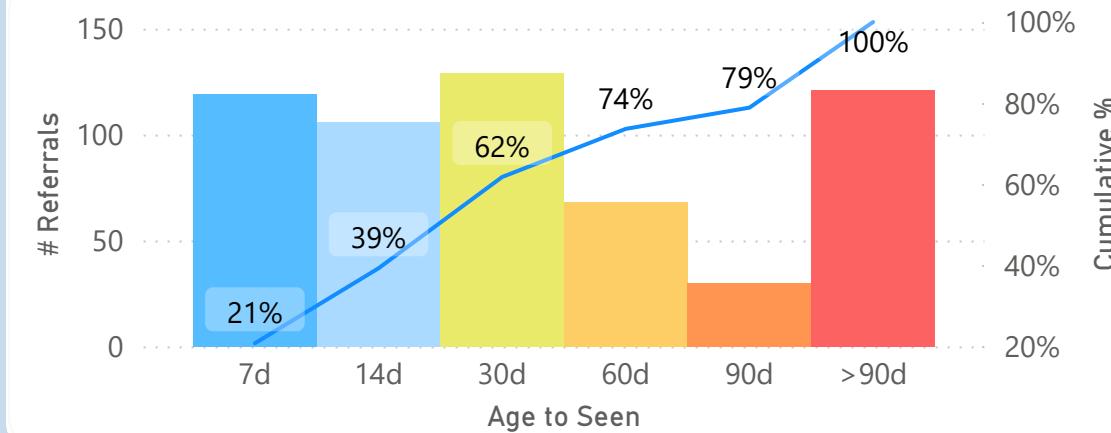
Accepted	91%
Scheduled	93%
Completed	72%

Median Times:

6	Days to Accept
3	Days to Schedule
95	Days to Complete

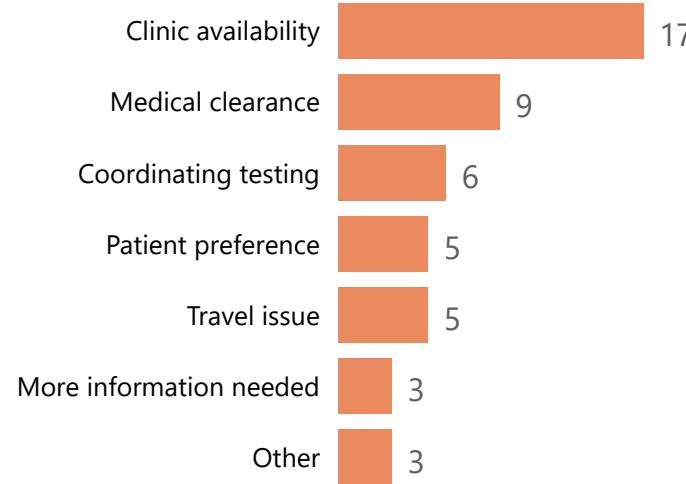
Days to See All Referrals - by Category with Cumulative %

Median 21 Days

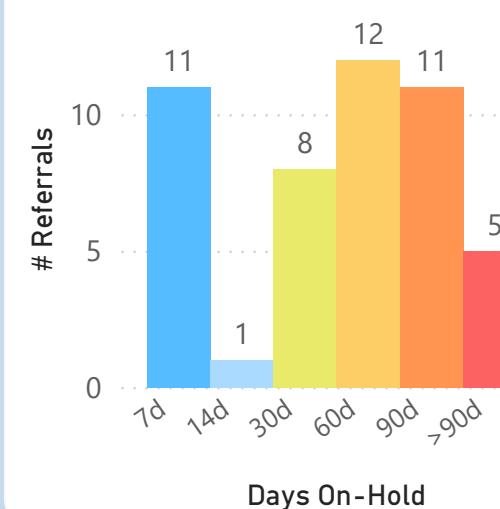


Breakouts of referrals in a hold or pending status sent any time prior to today's date

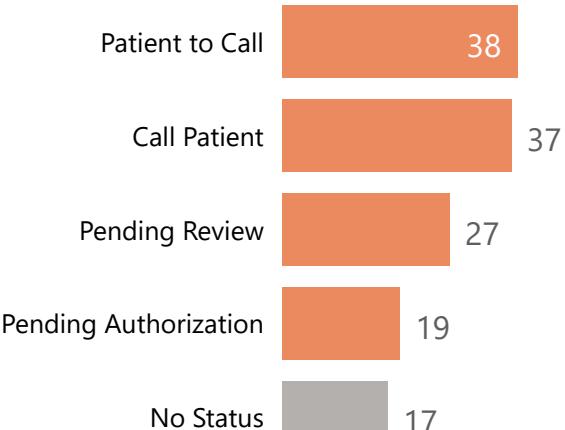
All Referrals On-Hold by Reason



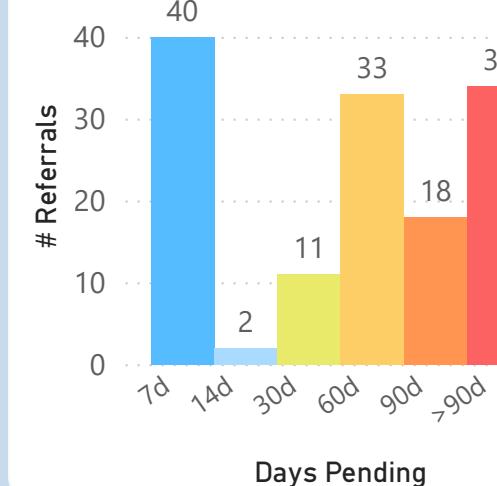
Referrals by Age of Hold



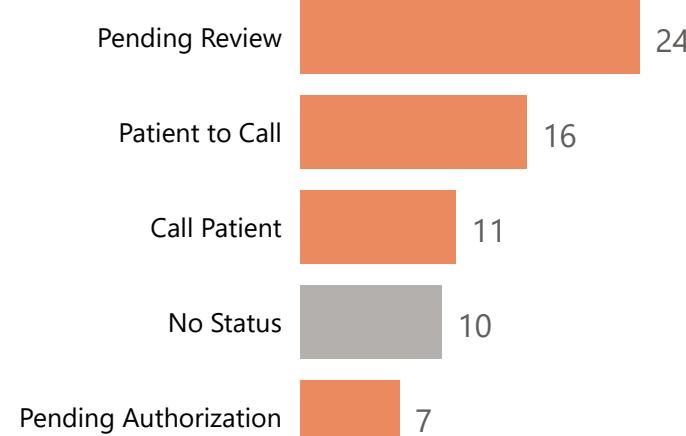
Referrals Pending Reschedule



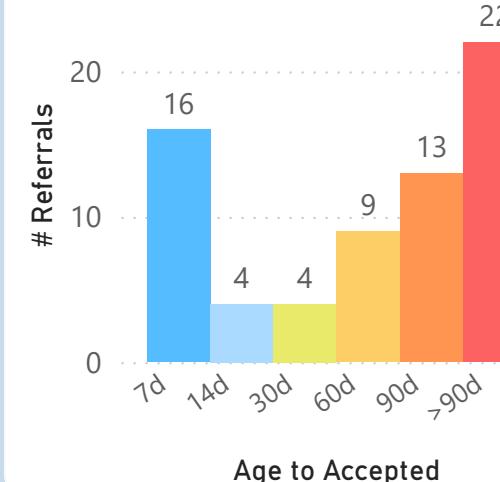
Reschedules by Days Pending



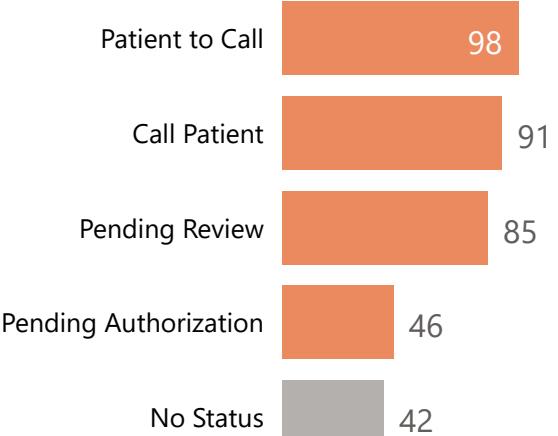
Referrals Pending Acceptance



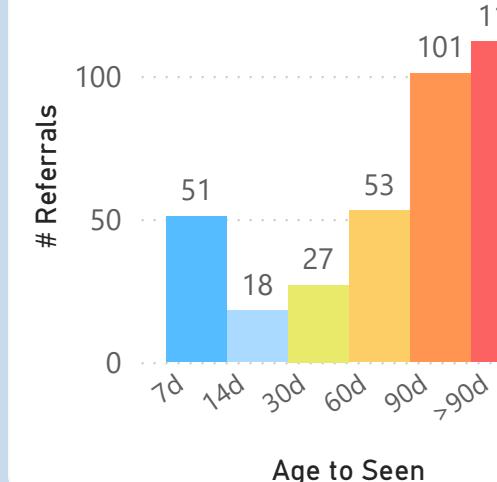
Pending Acceptance by Age



Referrals in Accepted Status



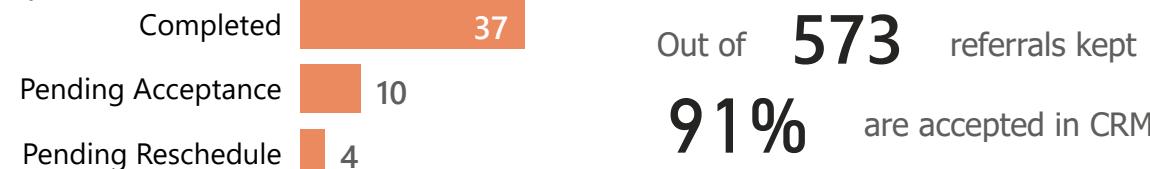
Accepted Status by Age



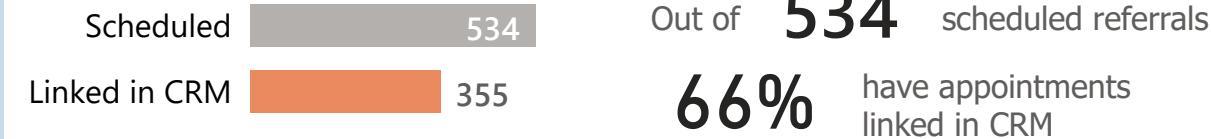
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

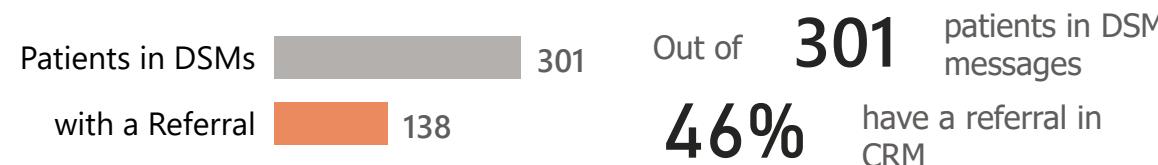
By Current Status:



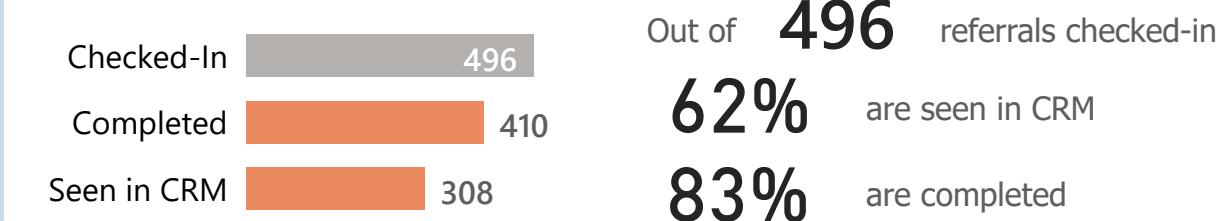
Referral Appointments Linked in CRM after 90 Days



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	91%	10	9.10
% of Scheduled Referrals with Linked Appt	66%	10	6.60
% of Seen Referrals Tagged as Seen	62%	10	6.20
% of Seen Referrals that are Completed	83%	10	8.30
% of DSM Referrals with CRM Referral	46%	5	2.30

32.50 points out of **45** points possible

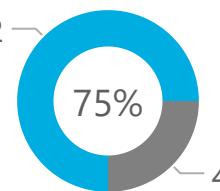
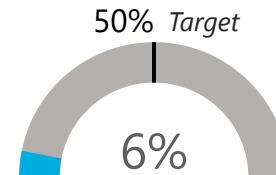
72% clinic score for CRM use

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

Urgent Referrals After 5 Days

Sent	18
Canceled	1
Rejected	1
Closed WBS	0

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

**Urgent Referrals Seen in 5 Days**

Rate Compared to:

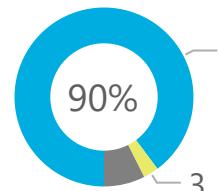
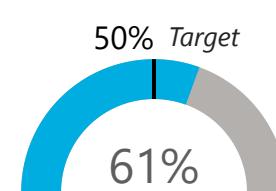
▼ Prev. Month	18%
▼ 3 Months	12%
▼ 12 Months	39%

Over / Under Target:	
▼ This Month	-44%
▼ 3 Months	-38%
▼ 12 Months	-11%

Routine Referrals After 30 Days

Sent	113
Canceled	5
Closed WBS	0
Rejected	0

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

**Routine Referrals Seen in 30 Days**

Rate Compared to:

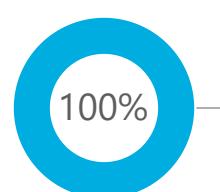
▲ Prev. Month	19%
▲ 3 Months	58%
▼ 12 Months	80%

Over / Under Target:	
▲ This Month	11%
▲ 3 Months	8%
▲ 12 Months	30%

Referrals After 90 Days

Sent	122
Rejected	3
Canceled	0
Closed WBS	0

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

**Process Milestones:**

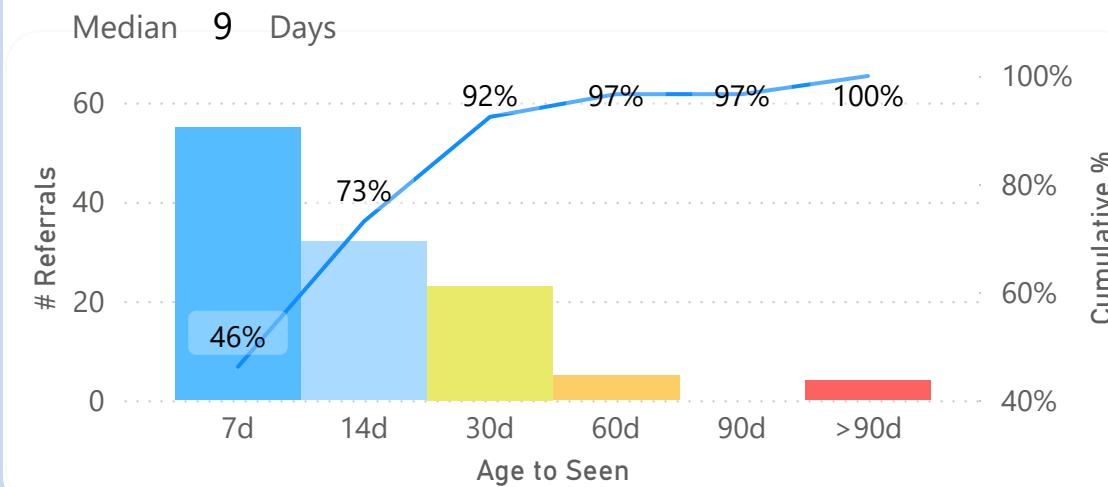
Aged	119
Completed	119
Scheduled	119
Accepted	105

Process Rates:

Accepted	88%
Scheduled	100%
Completed	100%
Days to Accept	32

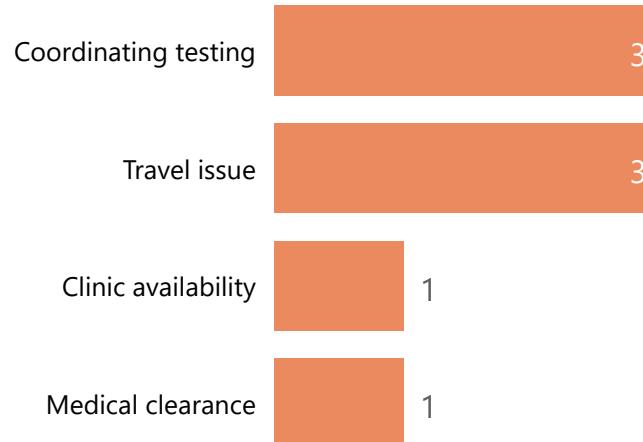
Median Times:

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

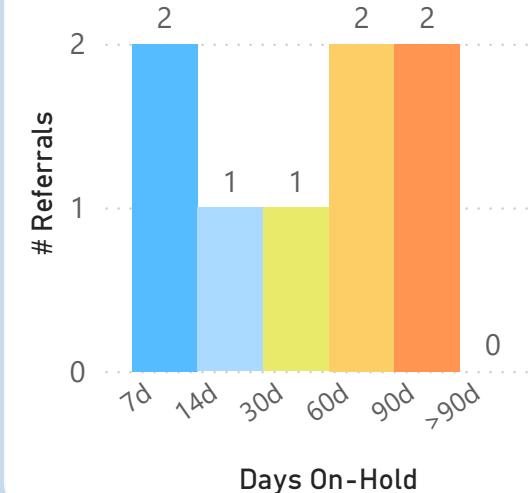
Days to See All Referrals - by Category with Cumulative %

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

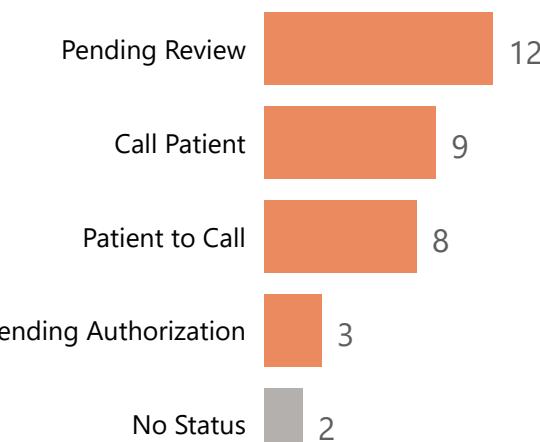
All Referrals On-Hold by Reason



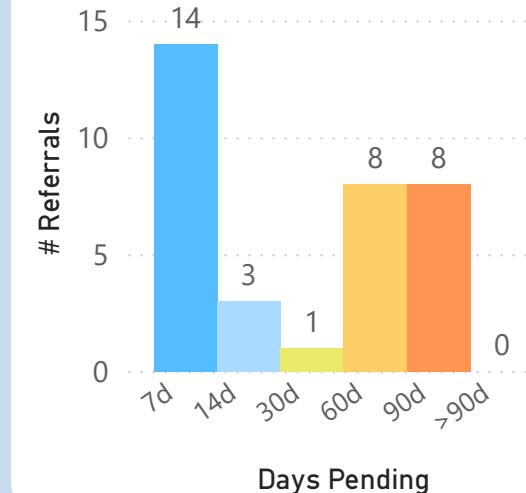
Referrals by Age of Hold



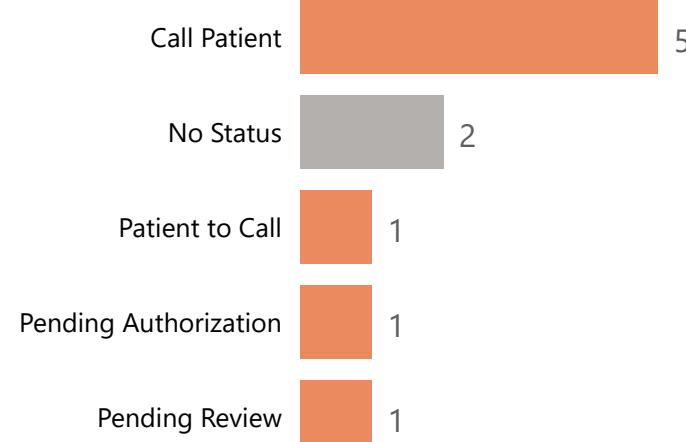
Referrals Pending Reschedule



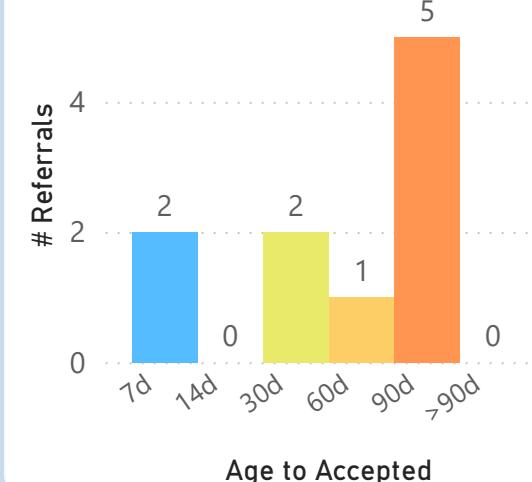
Reschedules by Days Pending



Referrals Pending Acceptance



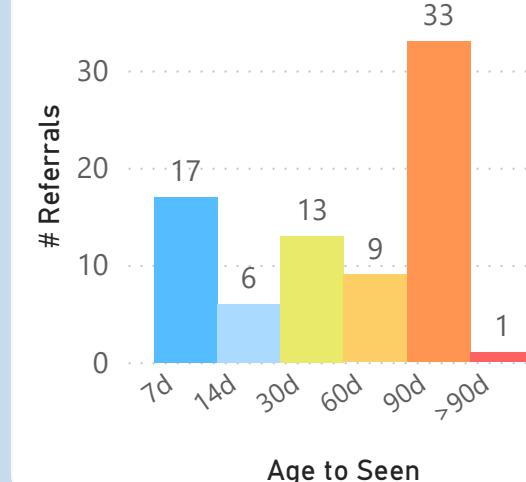
Pending Acceptance by Age



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



Out of **119** referrals kept
88% are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled



Out of **119** scheduled referrals

Linked in CRM



79% have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs



Out of **54** patients in DSM messages
63% have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In



Out of **119** referrals checked-in

Completed



79% are seen in CRM

Seen in CRM



100% are completed

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

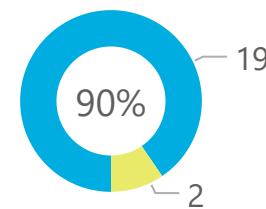
84% clinic score for CRM use

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

Urgent Referrals After 5 Days

Sent	25
Rejected	2
Canceled	1
Closed WBS	1

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

**Urgent Referrals Seen in 5 Days**

Rate Compared to:

▲ Prev. Month	13%
▲ 3 Months	17%
▼ 12 Months	28%

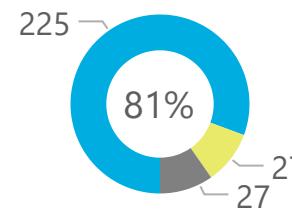
Over / Under Target:

▼ This Month	-12%
▼ 3 Months	-33%
▼ 12 Months	-22%

Routine Referrals After 30 Days

Sent	296
Rejected	7
Canceled	5
Closed WBS	5

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

**Routine Referrals Seen in 30 Days**

Rate Compared to:

▲ Prev. Month	34%
▲ 3 Months	42%
▼ 12 Months	67%

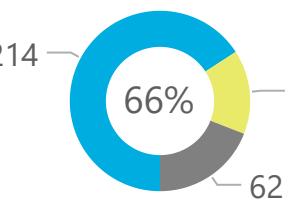
Over / Under Target:

▲ This Month	7%
▼ 3 Months	-8%
▲ 12 Months	17%

Referrals After 90 Days

Sent	360
Canceled	24
Rejected	6
Closed WBS	5

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

**Process Milestones:**

Aged	325
Accepted	295
Scheduled	263
Completed	155

Process Rates:

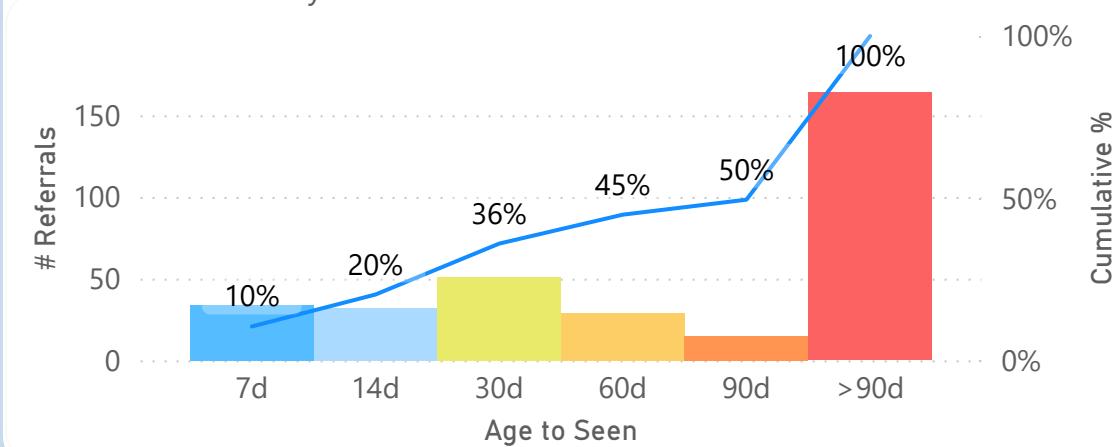
Accepted	91%
Scheduled	81%
Completed	48%

Median Times:

6	Days to Accept
8	Days to Schedule
103	Days to Complete

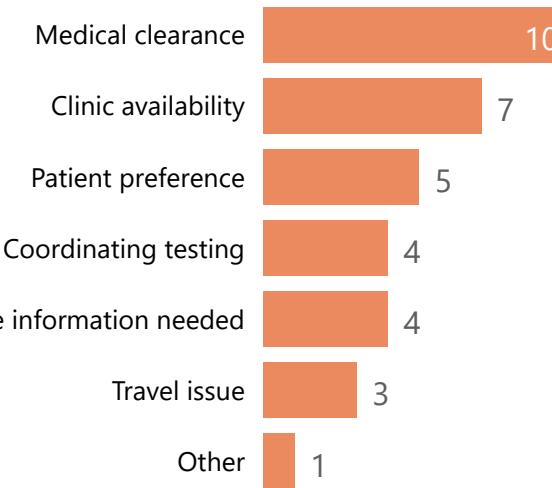
Days to See All Referrals - by Category with Cumulative %

Median 92 Days

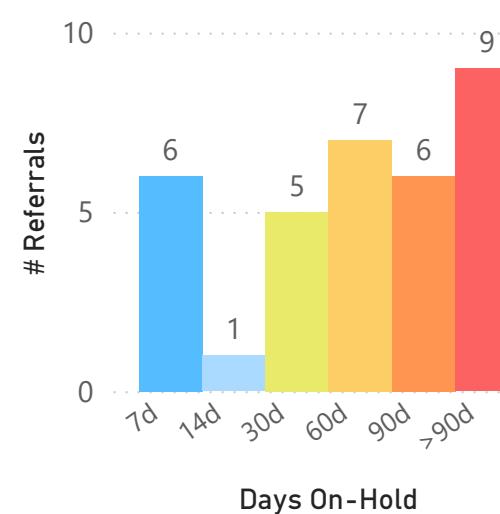


Breakouts of referrals in a hold or pending status sent any time prior to today's date

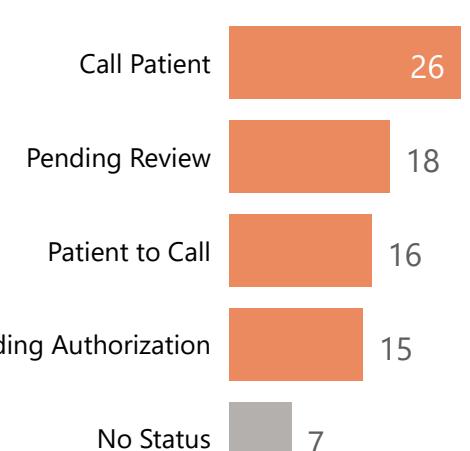
All Referrals On-Hold by Reason



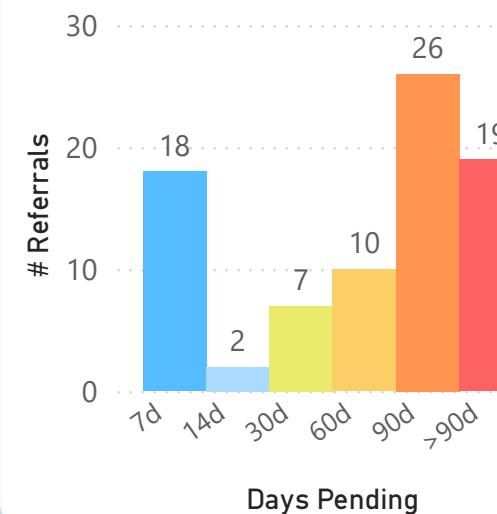
Referrals by Age of Hold



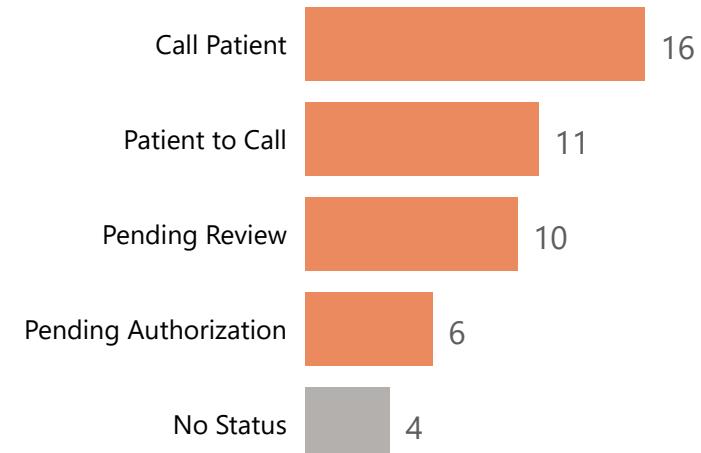
Referrals Pending Reschedule



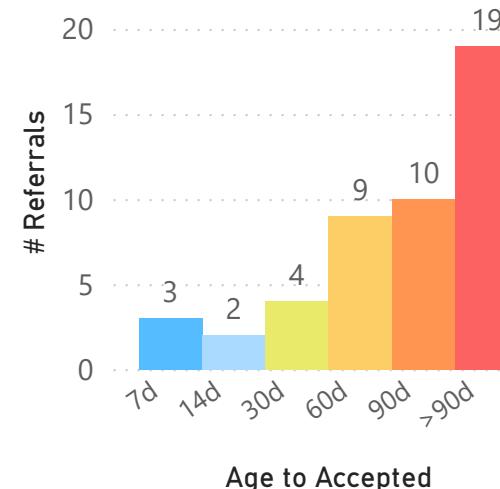
Reschedules by Days Pending



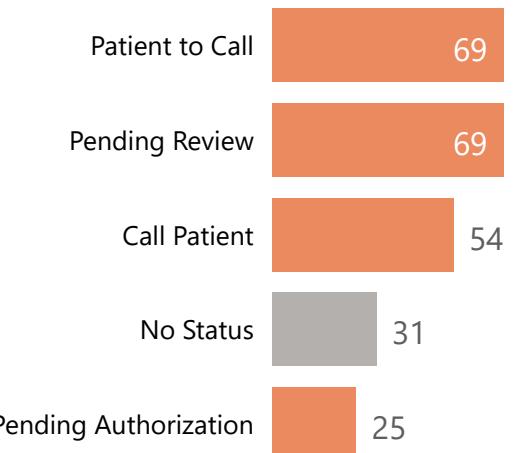
Referrals Pending Acceptance



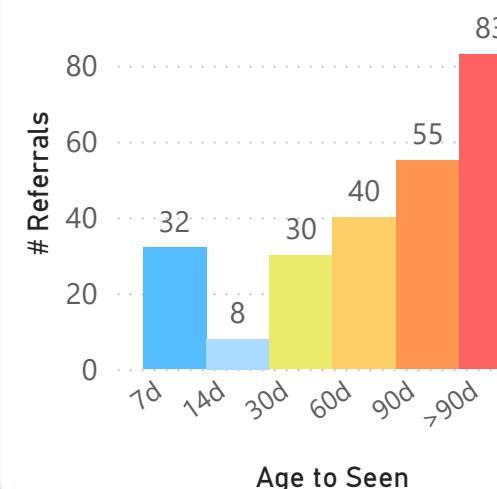
Pending Acceptance by Age



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:

Pending Acceptance	 13
Completed	 10
Pending Reschedule	 4
Closed	 2
On Hold	 1

Out of **325** referrals kept

91% are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled

 263

Out of **263** scheduled referrals

Linked in CRM

 150

57% have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs

 195

Out of **195** patients in DSM messages

with a Referral

 62

32% have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In

 214

Out of **214** referrals checked-in

Completed

 155

53% are seen in CRM

Seen in CRM

 113

72% 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	57%	10	5.70
% of Seen Referrals Tagged as Seen	53%	10	5.30
% of Seen Referrals that are Completed	72%	10	7.20
% of DSM Referrals with CRM Referral	32%	5	1.60

28.90 points out of **45** points possible

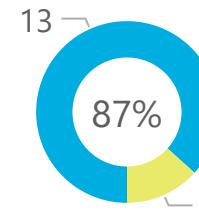
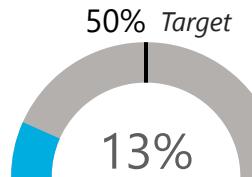
64% clinic score for CRM use

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

Urgent Referrals After 5 Days

Sent	17
Canceled	1
Rejected	1
Closed WBS	0

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

**Urgent Referrals Seen in 5 Days**

Rate Compared to:

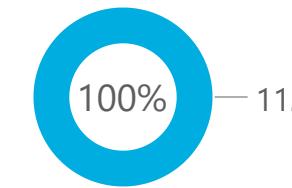
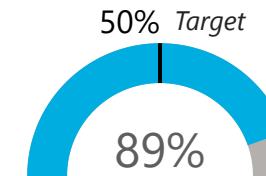
▼ Prev. Month	53%
▼ 3 Months	25%
▼ 12 Months	31%

Over / Under Target:
▼ This Month -37%
▼ 3 Months -25%
▼ 12 Months -19%

Routine Referrals After 30 Days

Sent	116
Rejected	4
Canceled	0
Closed WBS	0

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

**Routine Referrals Seen in 30 Days**

Rate Compared to:

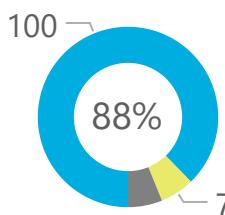
▲ Prev. Month	36%
▲ 3 Months	64%
▼ 12 Months	72%

Over / Under Target:
▲ This Month 39%
▲ 3 Months 14%
▲ 12 Months 22%

Referrals After 90 Days

Sent	122
Canceled	4
Closed WBS	3
Rejected	1

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

**Process Milestones:**

Aged	114
Scheduled	107
Accepted	104
Completed	84

Process Rates:

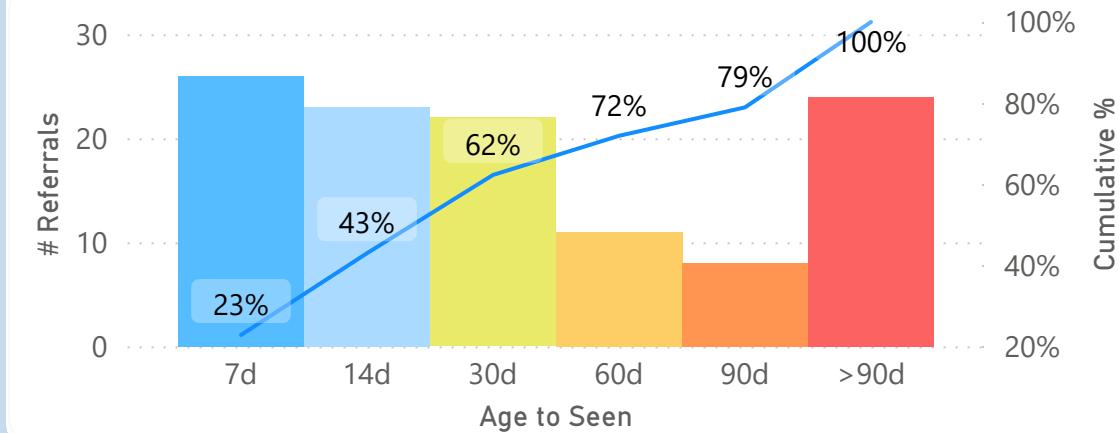
Accepted	91%
Scheduled	94%
Completed	74%

Median Times:

6	Days to Accept
2	Days to Schedule
98	Days to Complete

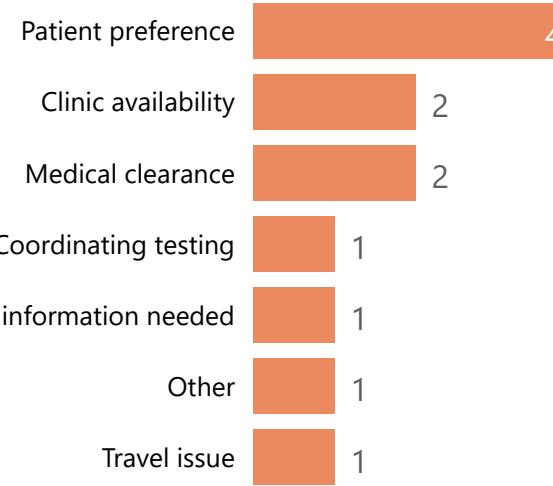
Days to See All Referrals - by Category with Cumulative %

Median 17 Days

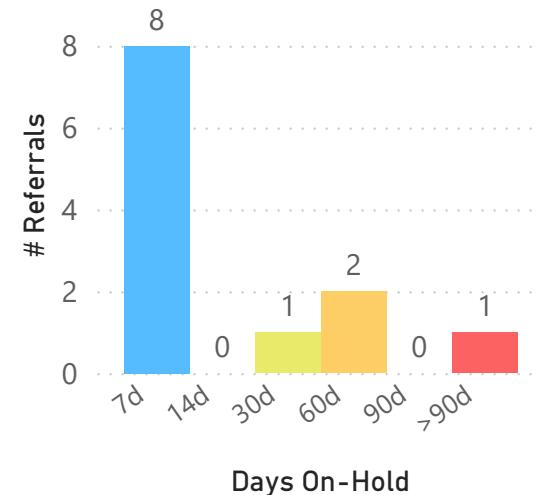


Breakouts of referrals in a hold or pending status sent any time prior to today's date

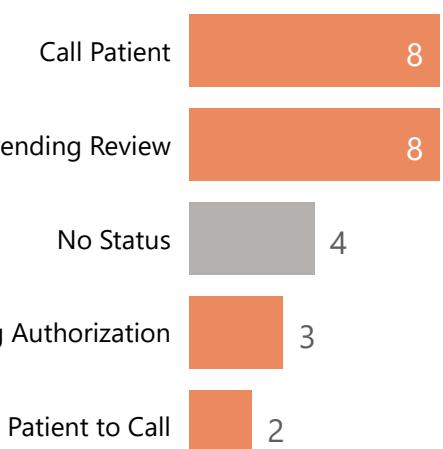
All Referrals On-Hold by Reason



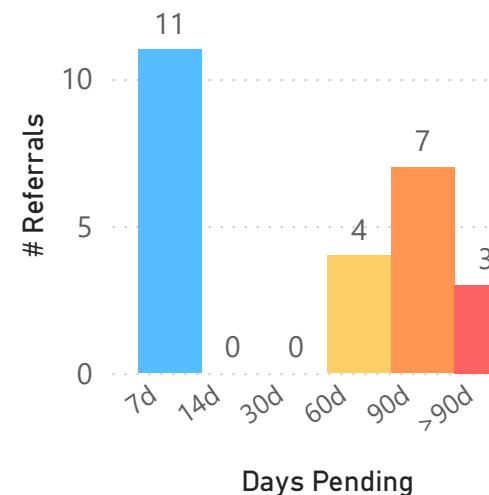
Referrals by Age of Hold



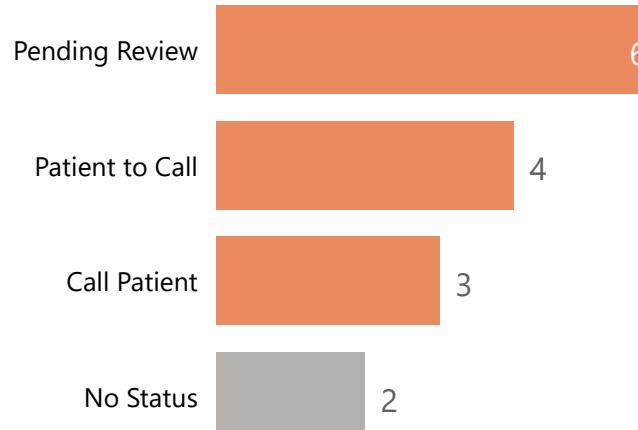
Referrals Pending Reschedule



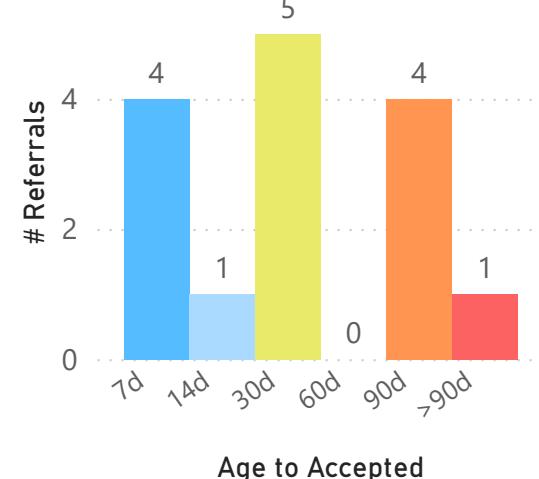
Reschedules by Days Pending



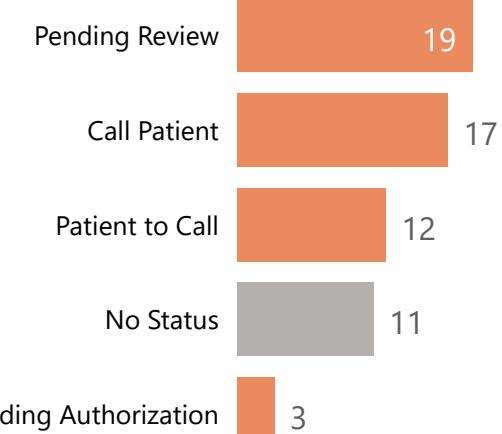
Referrals Pending Acceptance



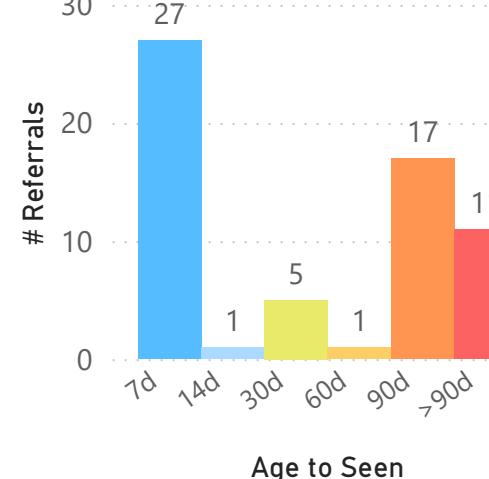
Pending Acceptance by Age



Referrals in Accepted Status



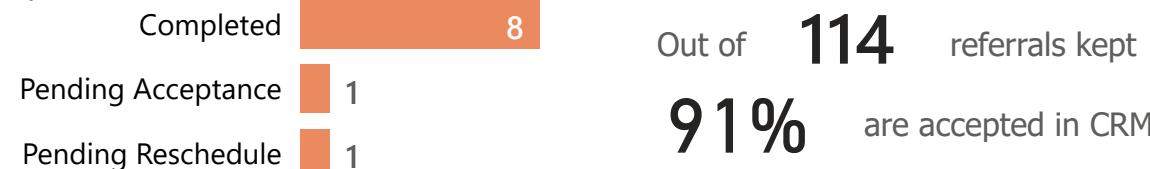
Accepted Status by Age



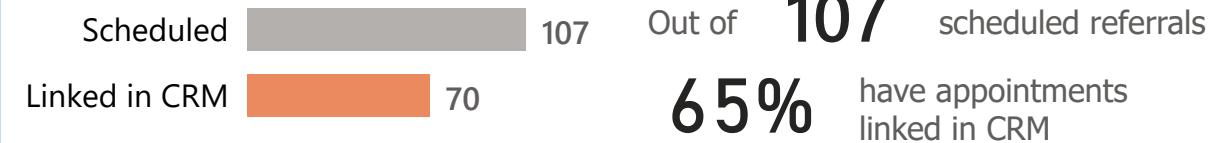
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

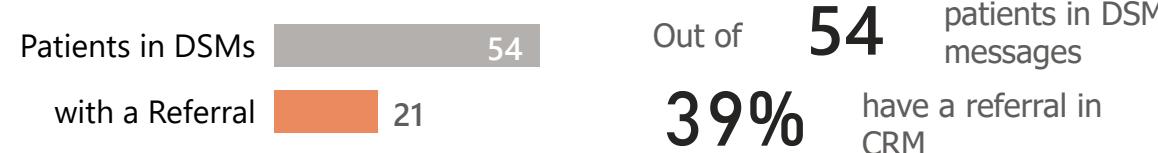
By Current Status:



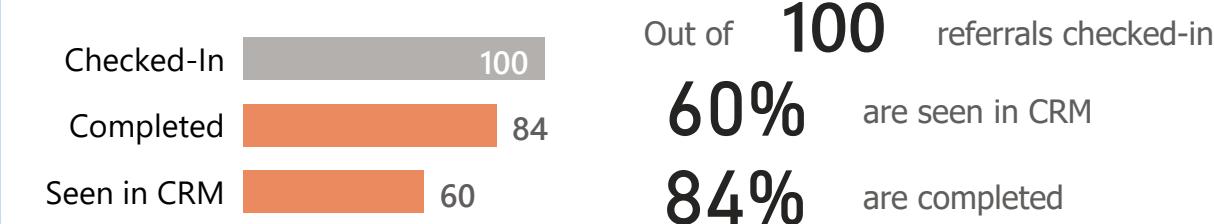
Referral Appointments Linked in CRM after 90 Days



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	91%	10	9.10
% of Scheduled Referrals with Linked Appt	65%	10	6.50
% of Seen Referrals Tagged as Seen	60%	10	6.00
% of Seen Referrals that are Completed	84%	10	8.40
% of DSM Referrals with CRM Referral	39%	5	1.95

31.95 points out of **45** points possible

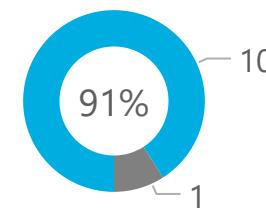
71% clinic score for CRM use

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

Urgent Referrals After 5 Days

Sent	13
Canceled	2
Closed WBS	0
Rejected	0

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



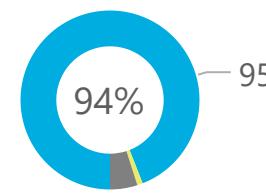
Urgent Referrals Seen in 5 Days

Rate Compared to:	Over / Under Target:
▼ Prev. Month 36%	▼ This Month -23%
▼ 3 Months 32%	▼ 3 Months -18%
▲ 12 Months 27%	▼ 12 Months -23%

Routine Referrals After 30 Days

Sent	104
Rejected	2
Canceled	1
Closed WBS	0

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



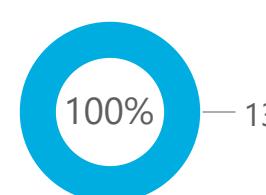
Routine Referrals Seen in 30 Days

Rate Compared to:	Over / Under Target:
▼ Prev. Month 94%	▲ This Month 24%
▼ 3 Months 88%	▲ 3 Months 38%
▲ 12 Months 75%	▲ 12 Months 25%

Referrals After 90 Days

Sent	136
Rejected	2
Canceled	0
Closed WBS	0

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



Process Milestones:

Aged	134
Completed	134
Scheduled	134
Accepted	126

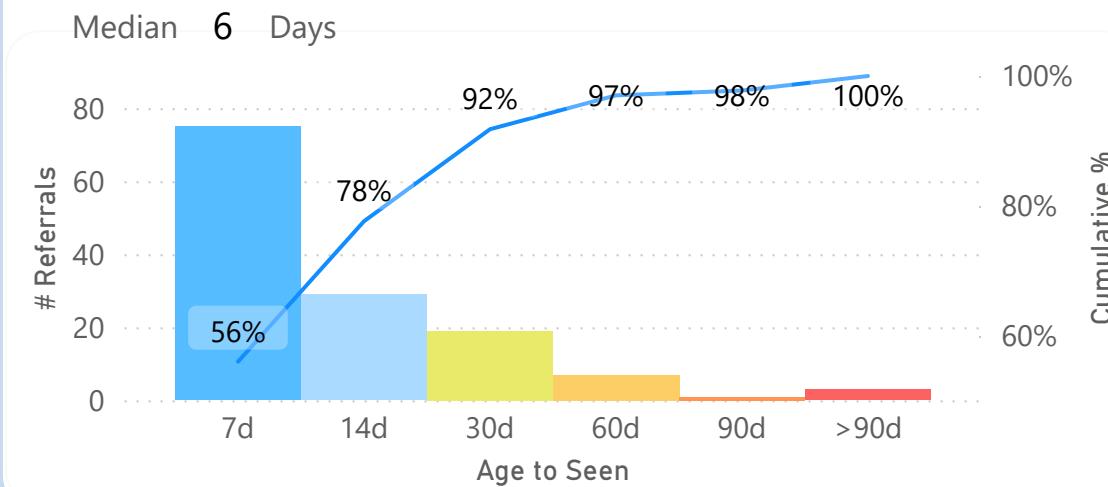
Process Rates:

Accepted	94%
Scheduled	100%
Completed	100%

Median Times:

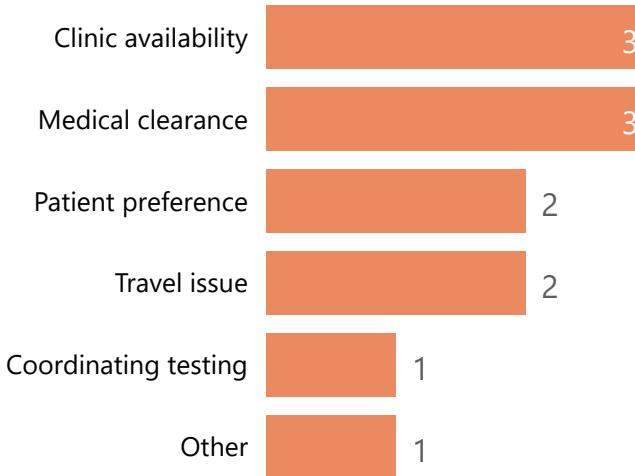
6	Days to Accept
1	Days to Schedule
39	Days to Complete

Days to See All Referrals - by Category with Cumulative %

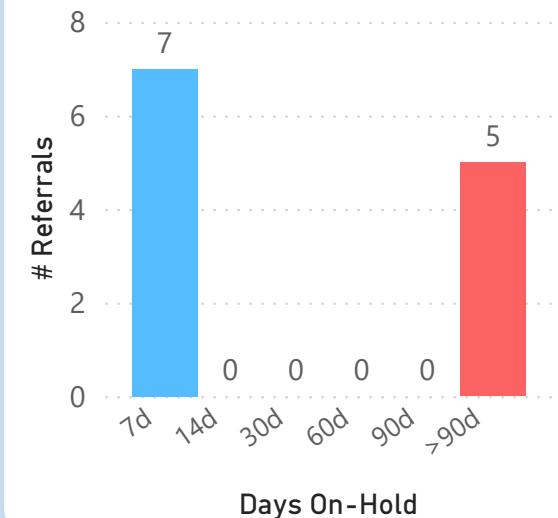


Breakouts of referrals in a hold or pending status sent any time prior to today's date

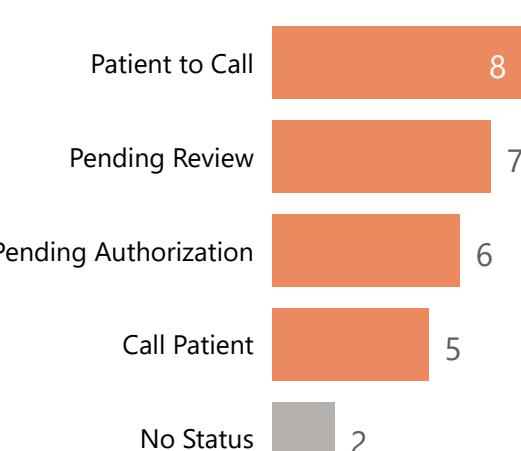
All Referrals On-Hold by Reason



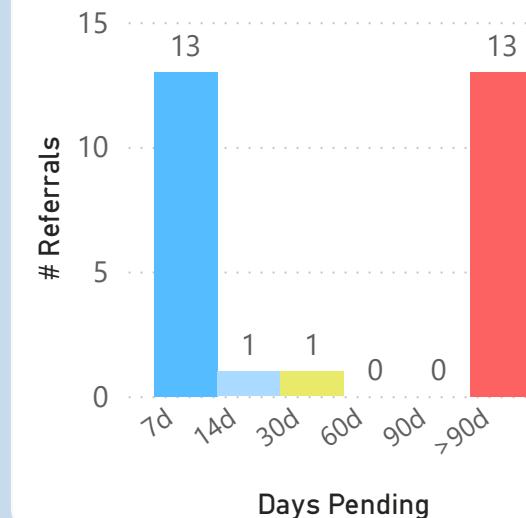
Referrals by Age of Hold



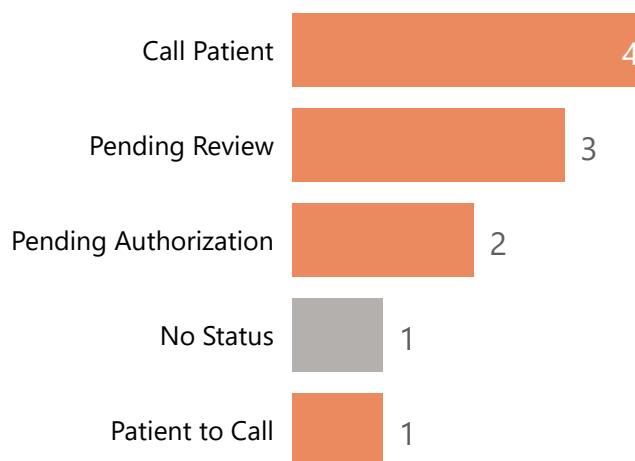
Referrals Pending Reschedule



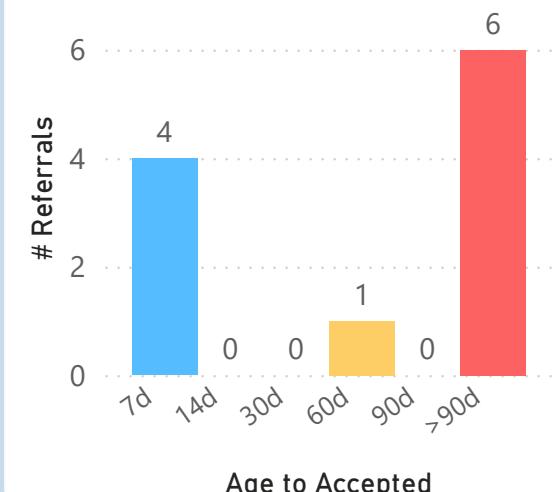
Reschedules by Days Pending



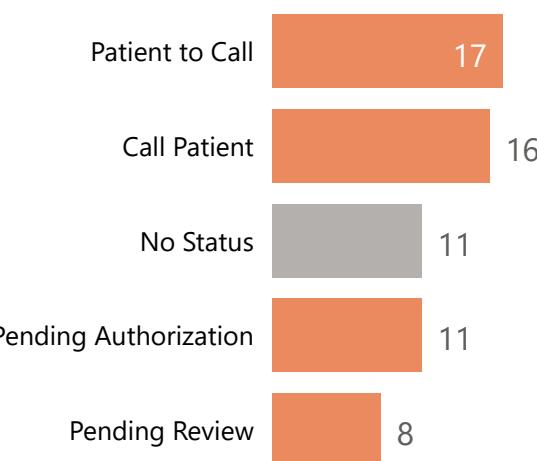
Referrals Pending Acceptance



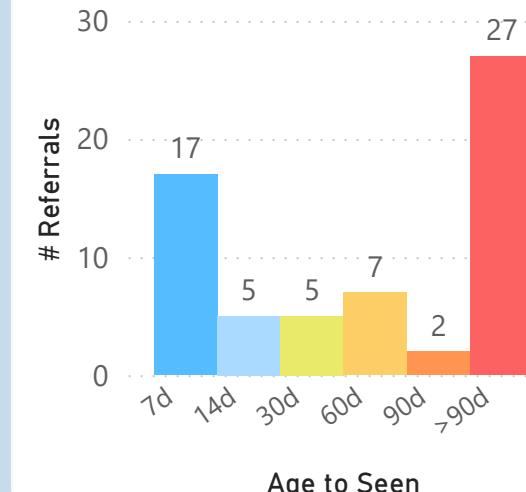
Pending Acceptance by Age



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:

Completed



Out of **134** referrals kept
94% are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled



Out of **134** scheduled referrals
84% have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs



with a Referral



Out of **64** patients in DSM messages
55% have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In



Completed



Seen in CRM



Out of **134** referrals checked-in
84% are seen in CRM
100% are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test

	% Result	Points Possible	Point Result
% of Referrals Accepted	94%	10	9.40
% of Scheduled Referrals with Linked Appt	84%	10	8.40
% of Seen Referrals Tagged as Seen	84%	10	8.40
% of Seen Referrals that are Completed	100%	10	10.00
% of DSM Referrals with CRM Referral	55%	5	2.75

38.95 points out of **45** points possible

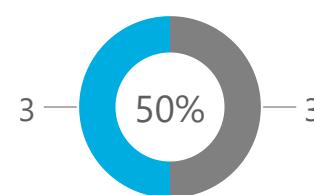
87% clinic score for CRM use

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

Urgent Referrals After 5 Days

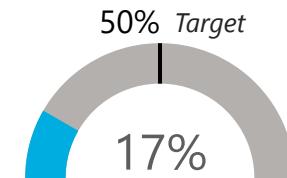
Sent	6
Canceled	0
Closed WBS	0
Rejected	0

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



Urgent Referrals Seen in 5 Days

Rate Compared to:



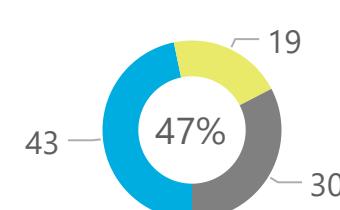
Over / Under Target:

- Prev. Month 0%
- 3 Months 4%
- 12 Months 30%
- This Month -33%
- 3 Months -46%
- 12 Months -20%

Routine Referrals After 30 Days

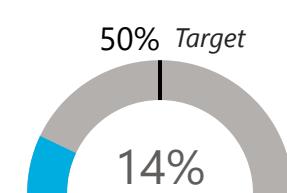
Sent	110
Canceled	13
Rejected	3
Closed WBS	2

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



Routine Referrals Seen in 30 Days

Rate Compared to:



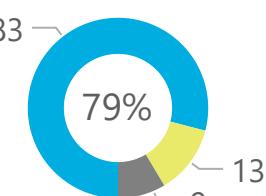
Over / Under Target:

- Prev. Month 47%
- 3 Months 35%
- 12 Months 67%
- This Month -36%
- 3 Months -15%
- 12 Months 17%

Referrals After 90 Days

Sent	111
Canceled	4
Rejected	2
Closed WBS	0

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



Process Milestones:

Aged	105
Accepted	99
Scheduled	96
Completed	65

Process Rates:

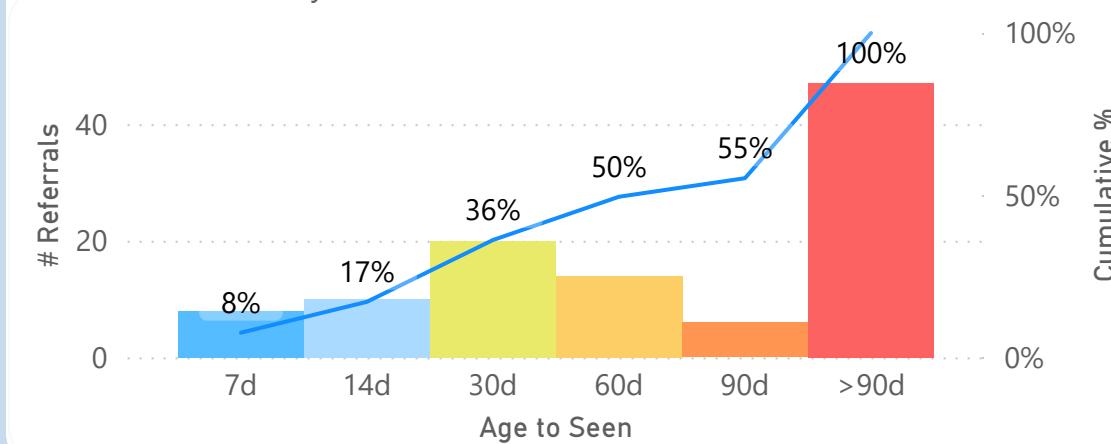
Accepted	94%
Scheduled	91%
Completed	62%

Median Times:

5 Days to Accept
8 Days to Schedule
110 Days to Complete

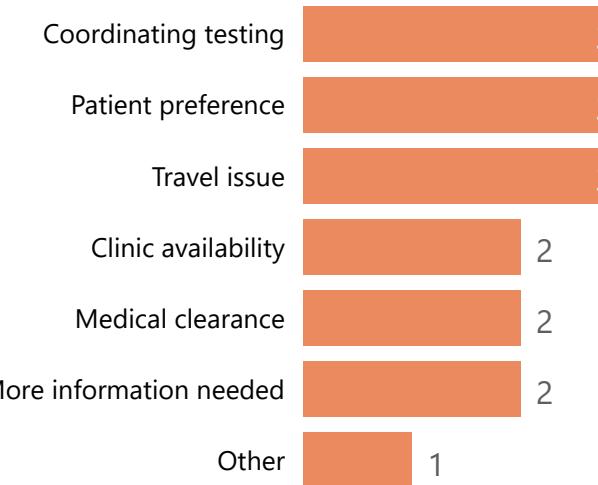
Days to See All Referrals - by Category with Cumulative %

Median 67 Days

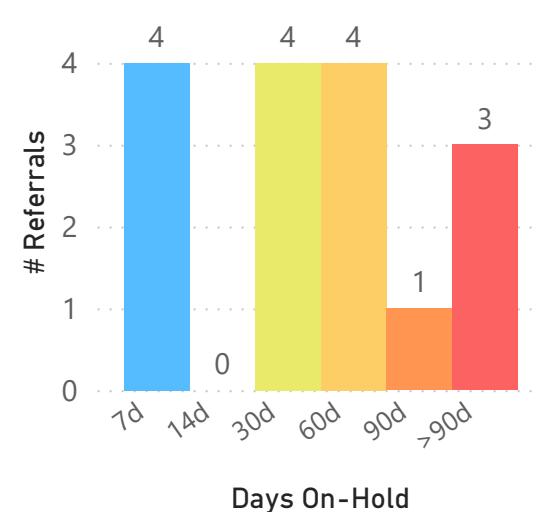


Breakouts of referrals in a hold or pending status sent any time prior to today's date

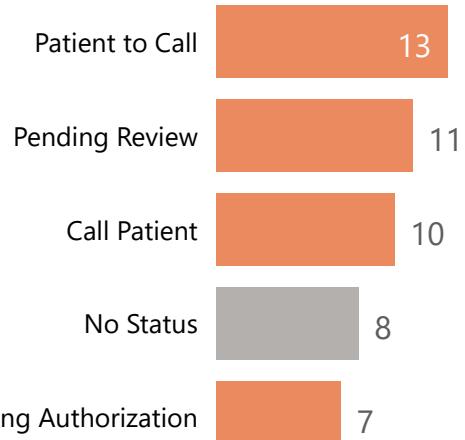
All Referrals On-Hold by Reason



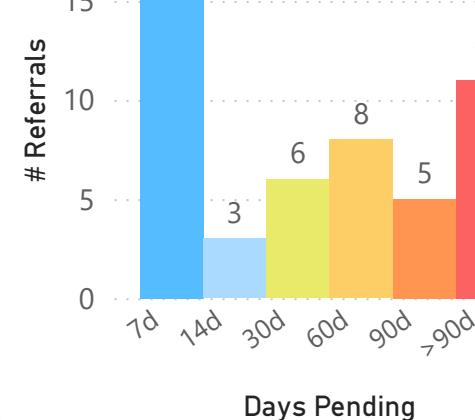
Referrals by Age of Hold



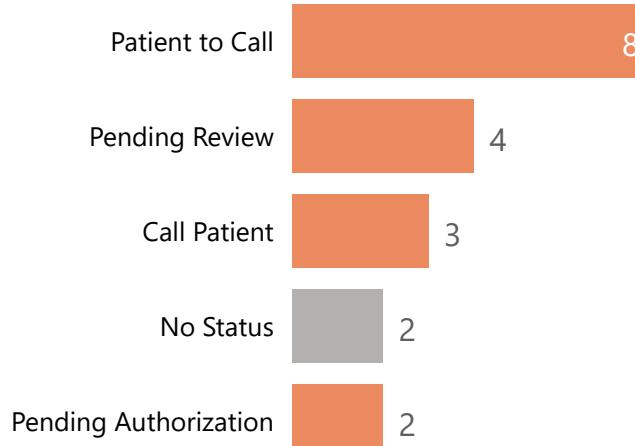
Referrals Pending Reschedule



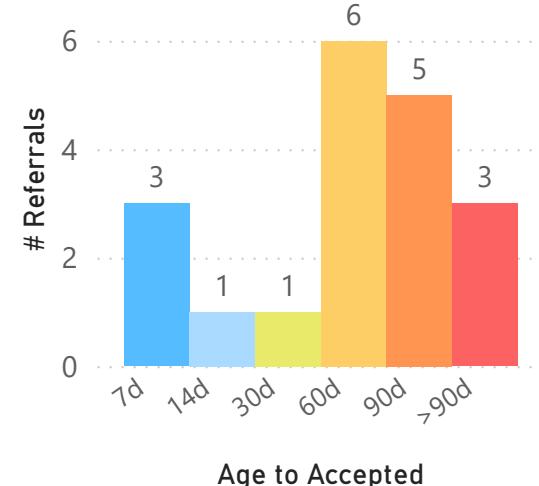
Reschedules by Days Pending



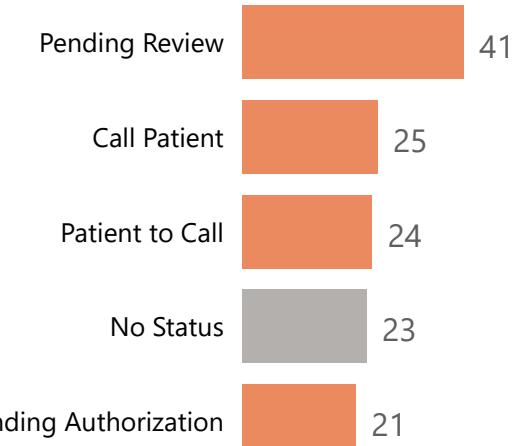
Referrals Pending Acceptance



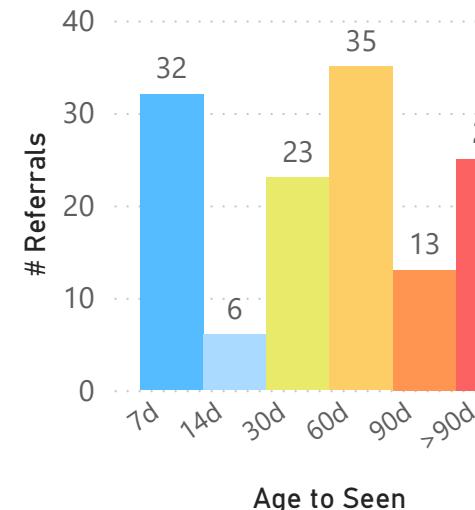
Pending Acceptance by Age



Referrals in Accepted Status



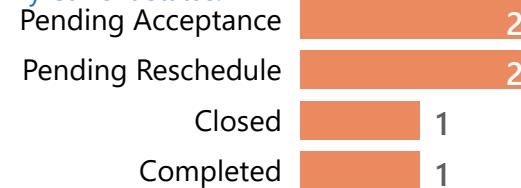
Accepted Status by Age



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

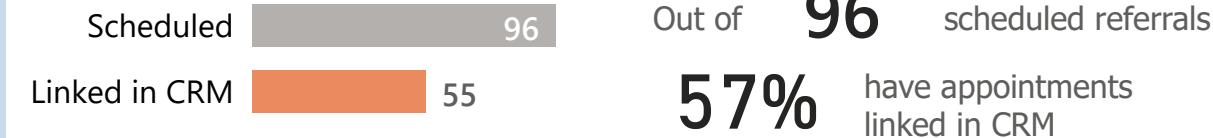
Referrals Not Accepted in CRM after 90 Days

By Current Status:

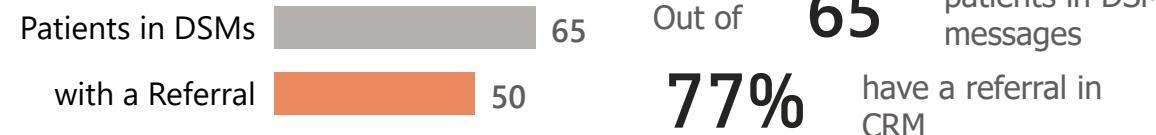


Out of **105** referrals kept
94% are accepted in CRM

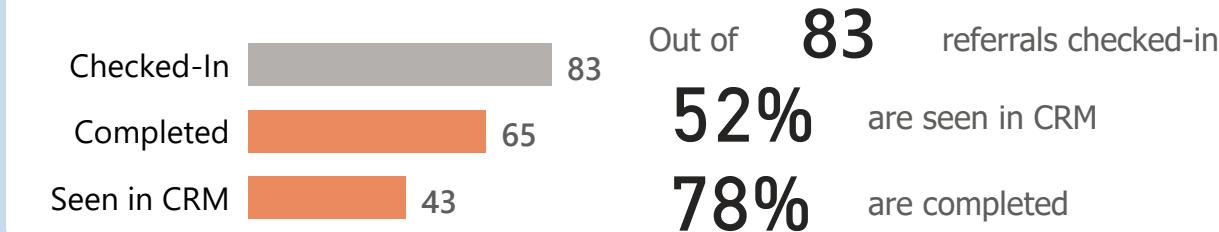
Referral Appointments Linked in CRM after 90 Days



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	94%	10	9.40
% of Scheduled Referrals with Linked Appt	57%	10	5.70
% of Seen Referrals Tagged as Seen	52%	10	5.20
% of Seen Referrals that are Completed	78%	10	7.80
% of DSM Referrals with CRM Referral	77%	5	3.85

31.95 points out of **45** points possible

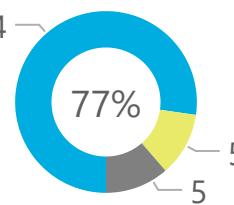
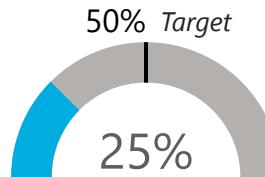
71% clinic score for CRM use

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

Urgent Referrals After 5 Days

Sent	48
Canceled	2
Closed WBS	1
Rejected	1

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

**Urgent Referrals Seen in 5 Days**

Rate Compared to:

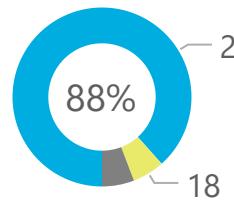
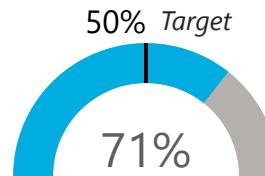
▼ Prev. Month	41%
▼ 3 Months	27%
▼ 12 Months	39%

Over / Under Target:	
▼ This Month	-25%
▼ 3 Months	-23%
▼ 12 Months	-11%

Routine Referrals After 30 Days

Sent	327
Rejected	8
Canceled	5
Closed WBS	4

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

**Routine Referrals Seen in 30 Days**

Rate Compared to:

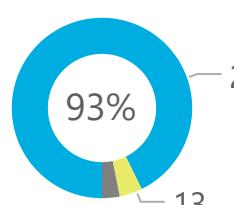
▲ Prev. Month	56%
▲ 3 Months	67%
▼ 12 Months	72%

Over / Under Target:	
▲ This Month	21%
▲ 3 Months	17%
▲ 12 Months	22%

Referrals After 90 Days

Sent	333
Rejected	11
Canceled	3
Closed WBS	2

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

**Process Milestones:**

Aged	317
Scheduled	307
Accepted	289
Completed	267

Process Rates:

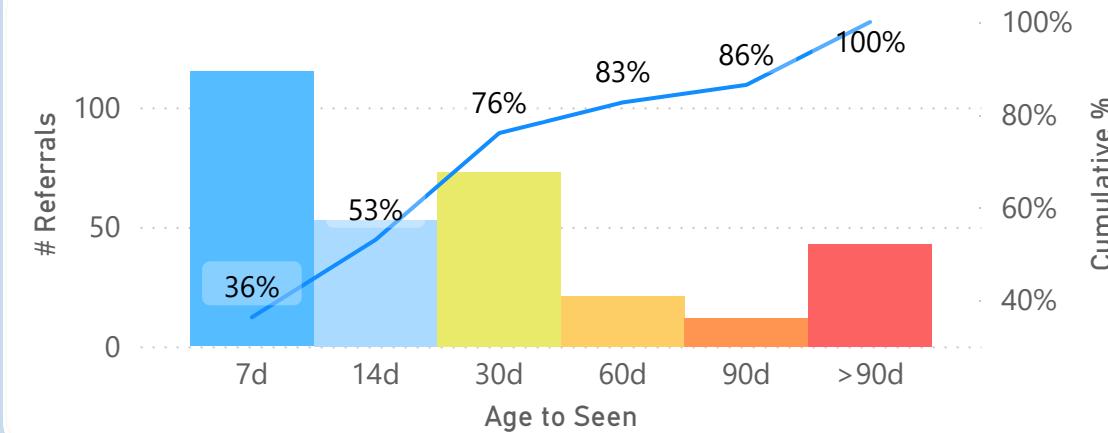
Accepted	91%
Scheduled	97%
Completed	84%

Median Times:

6	Days to Accept
2	Days to Schedule
65	Days to Complete

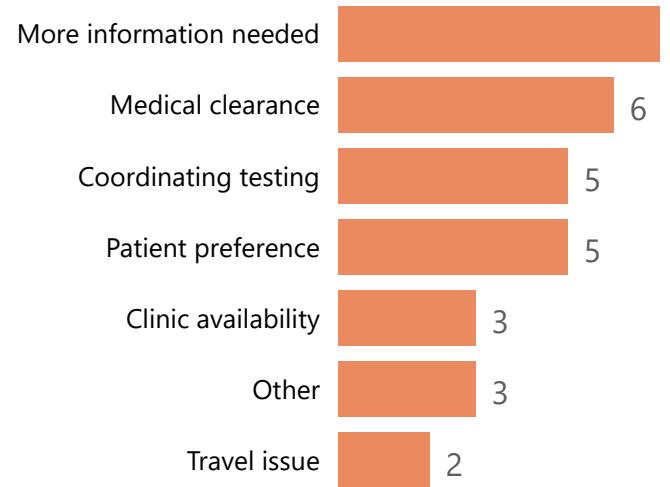
Days to See All Referrals - by Category with Cumulative %

Median 13 Days

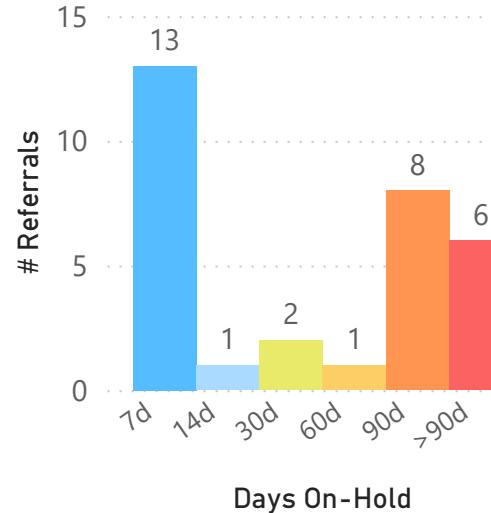


Breakouts of referrals in a hold or pending status sent any time prior to today's date

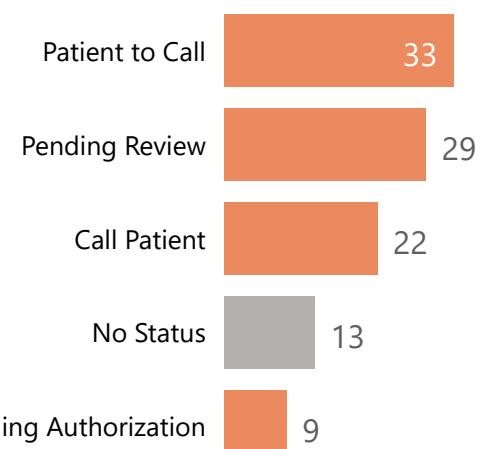
All Referrals On-Hold by Reason



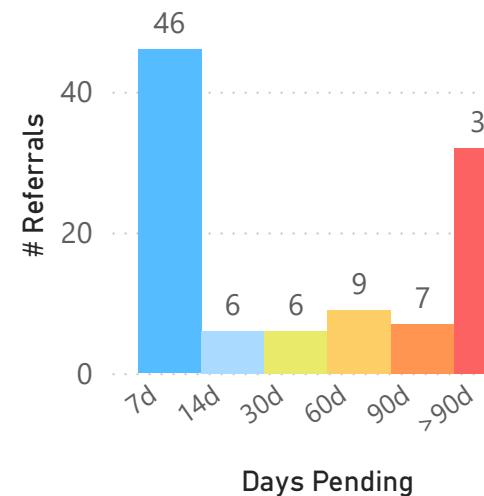
Referrals by Age of Hold



Referrals Pending Reschedule



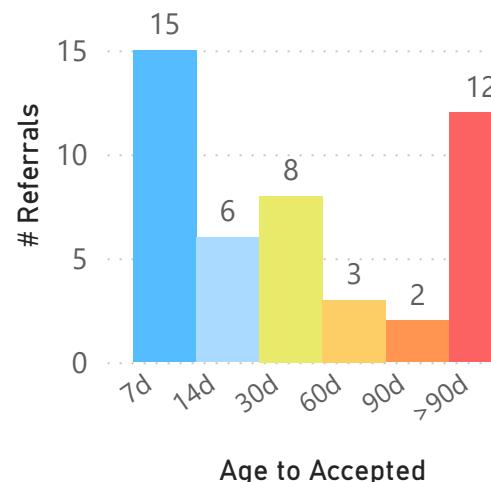
Reschedules by Days Pending



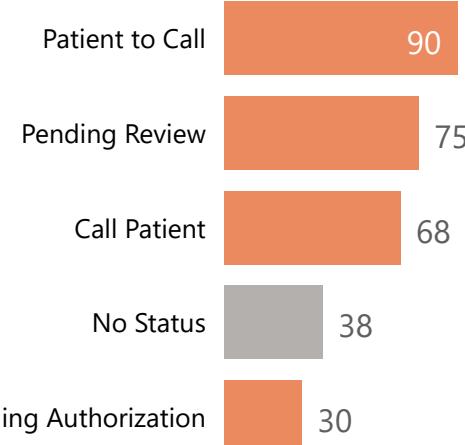
Referrals Pending Acceptance



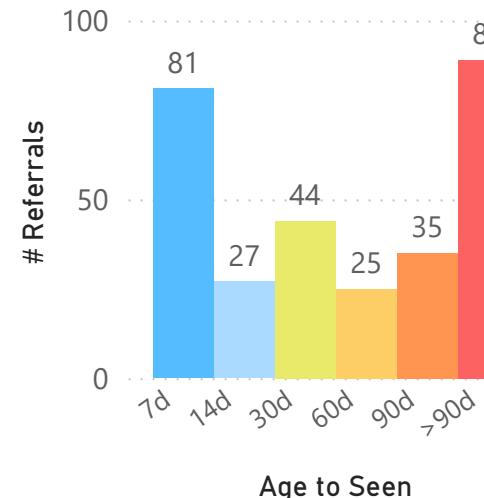
Pending Acceptance by Age



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
with a Referral	 43

Out of **170** patients in DSM messages
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

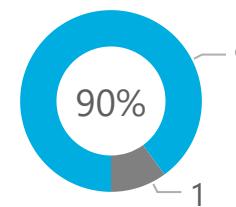
75% clinic score for CRM use

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

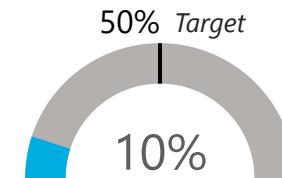
Urgent Referrals After 5 Days

Sent	11
Rejected	1
Canceled	0
Closed WBS	0

Referrals sent 1/27/23 - 2/22/23

**Urgent Referrals Seen in 5 Days**

50% Target



Rate Compared to:

▼ Prev. Month	57%
▼ 3 Months	27%
▼ 12 Months	34%

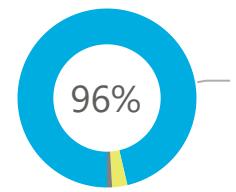
Over / Under Target:

▼ This Month	-40%
▼ 3 Months	-23%
▼ 12 Months	-16%

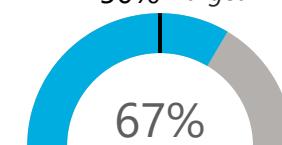
Routine Referrals After 30 Days

Sent	113
Canceled	2
Closed WBS	1
Rejected	1

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

**Routine Referrals Seen in 30 Days**

50% Target



Rate Compared to:

▲ Prev. Month	48%
▼ 3 Months	68%
▼ 12 Months	75%

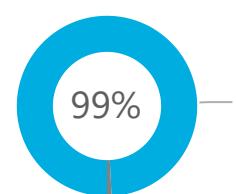
Over / Under Target:

▲ This Month	17%
▲ 3 Months	18%
▲ 12 Months	25%

Referrals After 90 Days

Sent	126
Rejected	3
Canceled	0
Closed WBS	0

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



- Seen
- Waiting
- Unmet

Process Milestones:

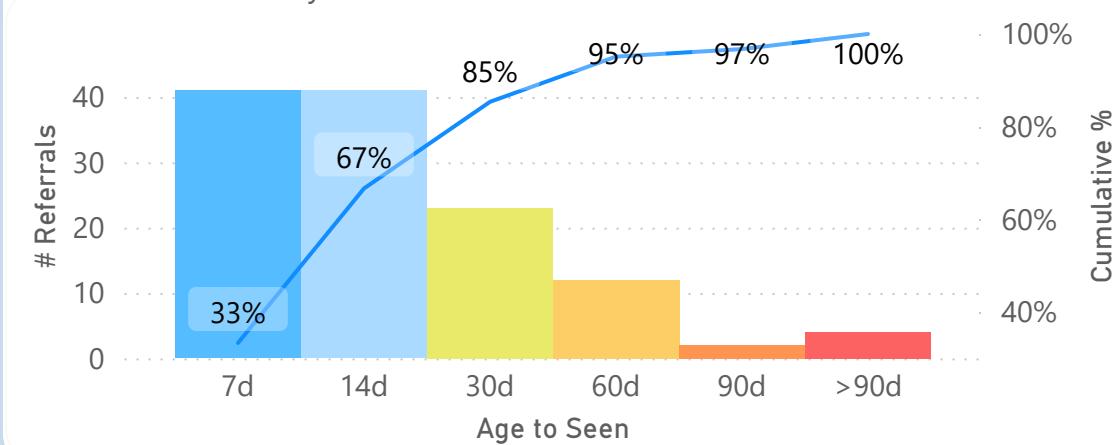
Aged	123
Scheduled	122
Completed	115
Accepted	113

Process Rates:

Accepted	92%
Scheduled	99%
Completed	93%
Days to Accept	6
Days to Schedule	2
Days to Complete	36

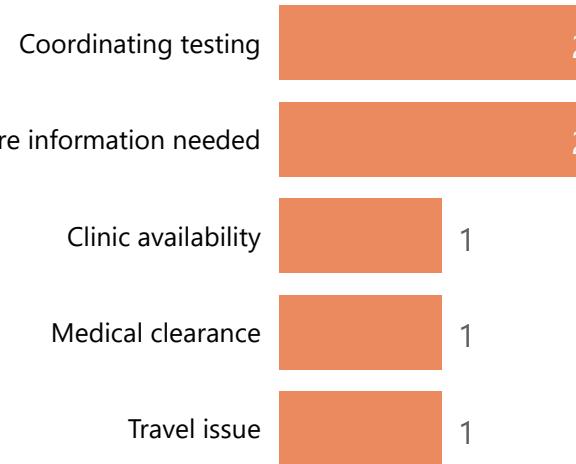
Days to See All Referrals - by Category with Cumulative %

Median 11 Days

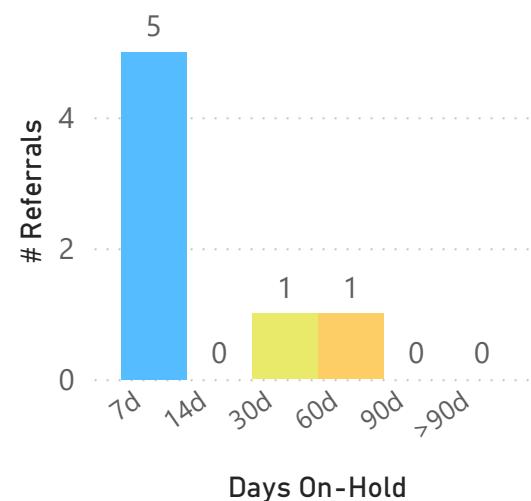


Breakouts of referrals in a hold or pending status sent any time prior to today's date

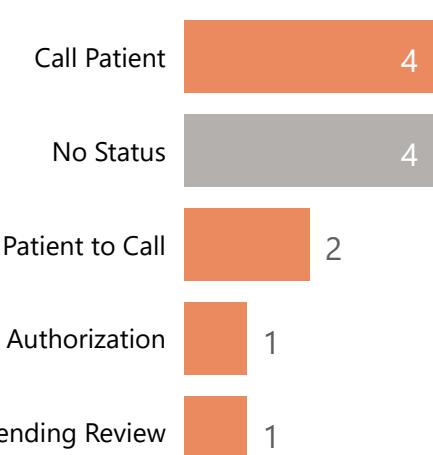
All Referrals On-Hold by Reason



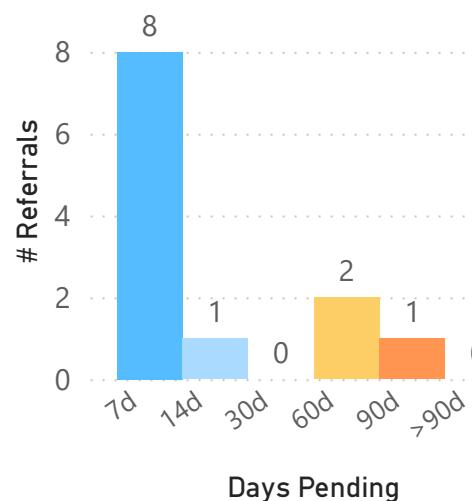
Referrals by Age of Hold



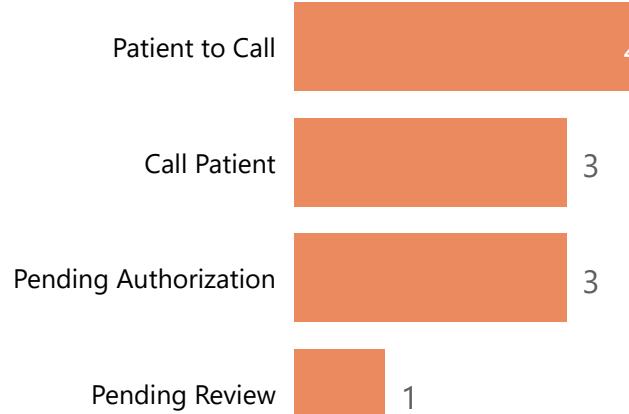
Referrals Pending Reschedule



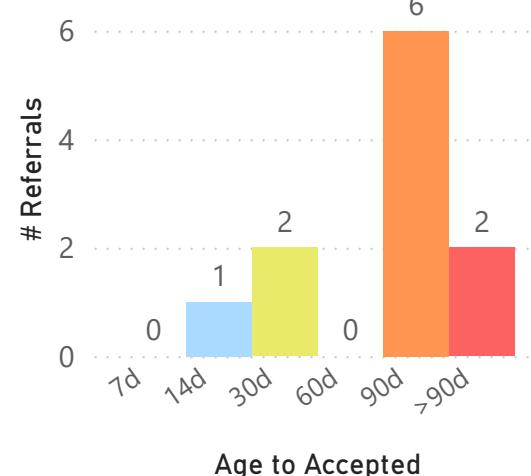
Reschedules by Days Pending



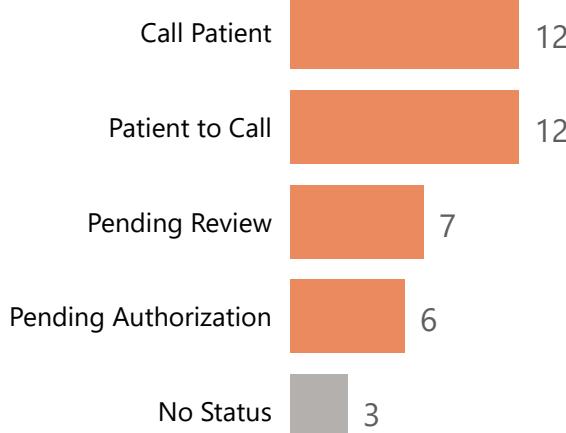
Referrals Pending Acceptance



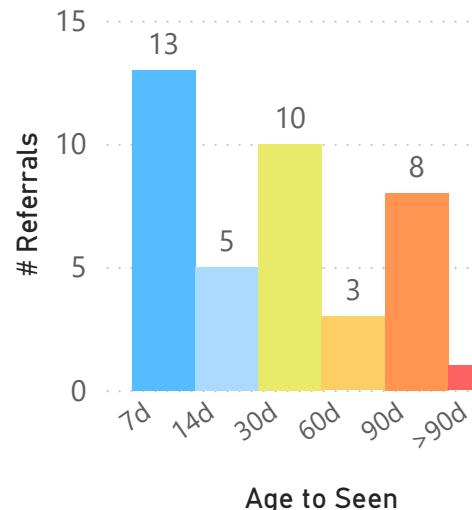
Pending Acceptance by Age



Referrals in Accepted Status



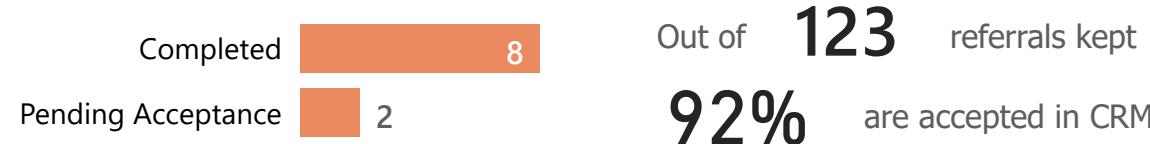
Accepted Status by Age



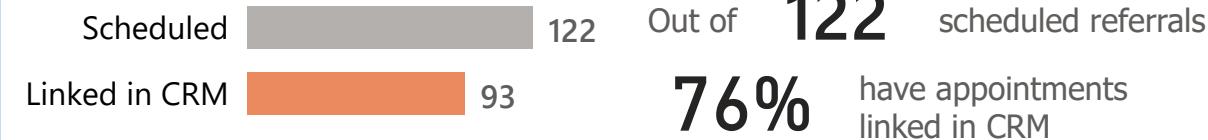
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

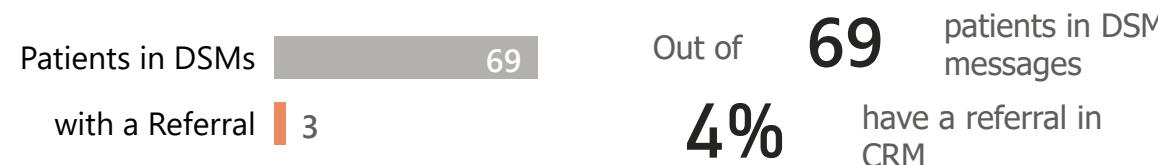
By Current Status:



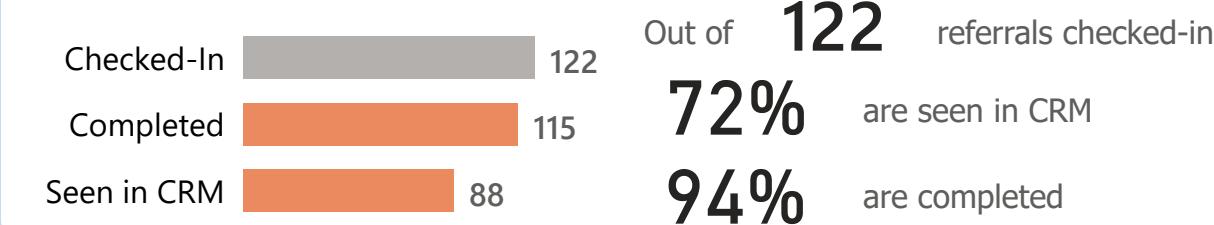
Referral Appointments Linked in CRM after 90 Days



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	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

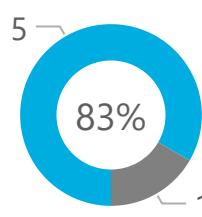
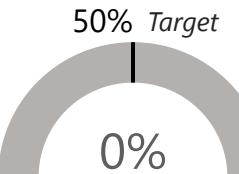
75% clinic score for CRM use

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

Urgent Referrals After 5 Days

Sent	8
Rejected	2
Canceled	0
Closed WBS	0

Referrals sent 1/27/23 - 2/22/23

**Urgent Referrals Seen in 5 Days**

Rate Compared to:

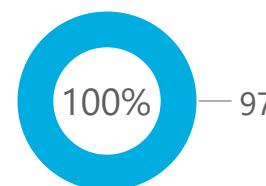
- ▼ Prev. Month 71%
- ▼ 3 Months 43%
- ▼ 12 Months 45%

- ▼ This Month -50%
- ▼ 3 Months -7%
- ▼ 12 Months -5%

Routine Referrals After 30 Days

Sent	100
Rejected	3
Canceled	0
Closed WBS	0

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

**Routine Referrals Seen in 30 Days**

Rate Compared to:

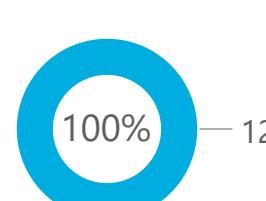
- ▲ Prev. Month 95%
- ▲ 3 Months 92%
- ▲ 12 Months 87%

- ▲ This Month 46%
- ▲ 3 Months 42%
- ▲ 12 Months 37%

Referrals After 90 Days

Sent	127
Canceled	1
Rejected	1
Closed WBS	0

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

**Process Milestones:**

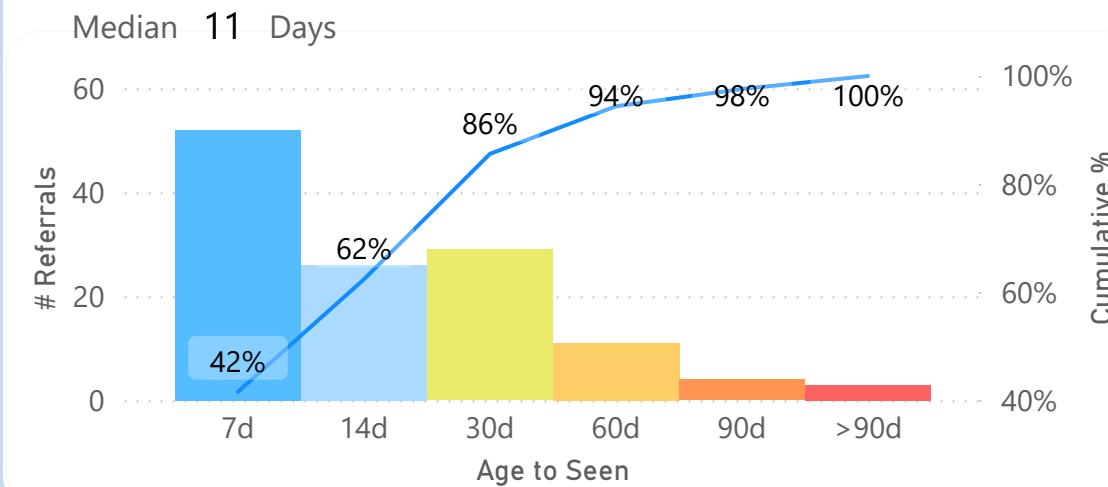
Aged	125
Scheduled	125
Completed	120
Accepted	116

Process Rates:

Accepted	93%
Scheduled	100%
Completed	96%
Accepted	96%

Median Times:

7d	Days to Accept
14d	Days to Schedule
30d	Days to Complete

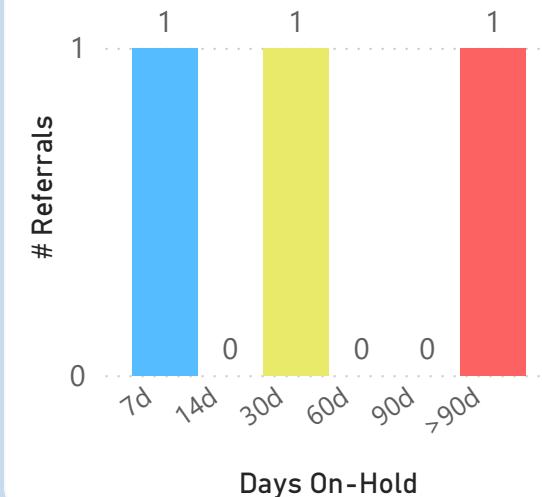
Days to See All Referrals - by Category with Cumulative %

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

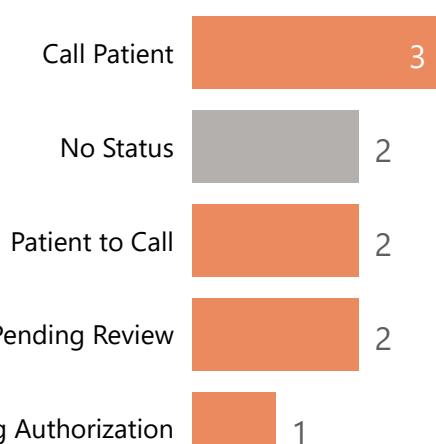
All Referrals On-Hold by Reason



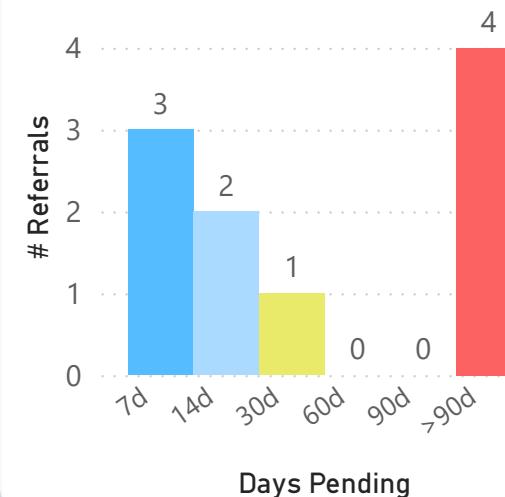
Referrals by Age of Hold



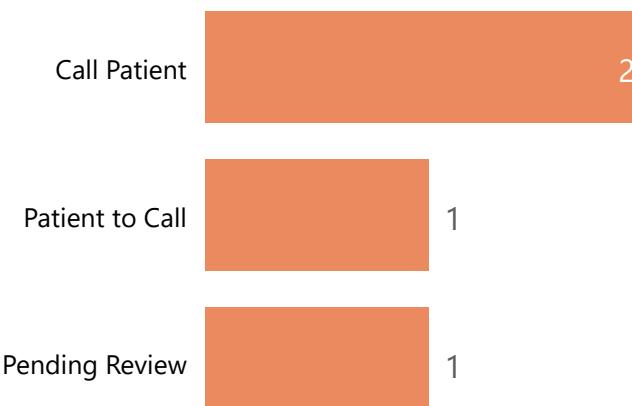
Referrals Pending Reschedule



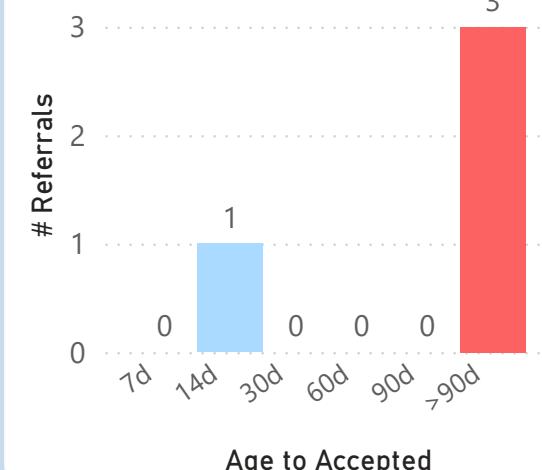
Reschedules by Days Pending



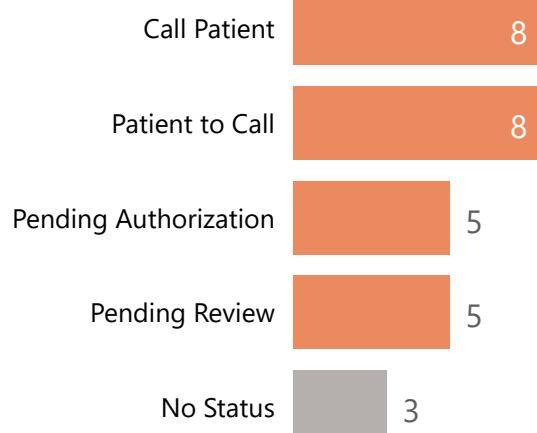
Referrals Pending Acceptance



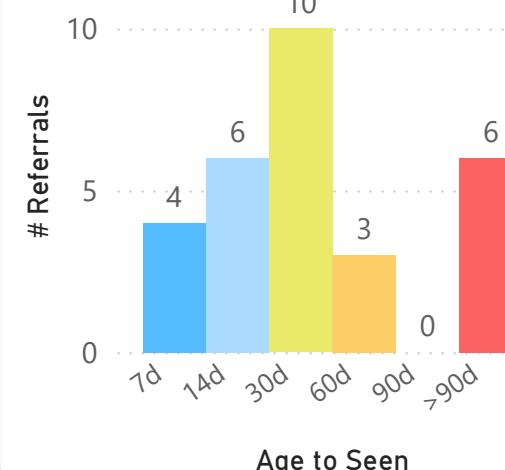
Pending Acceptance by Age



Referrals in Accepted Status



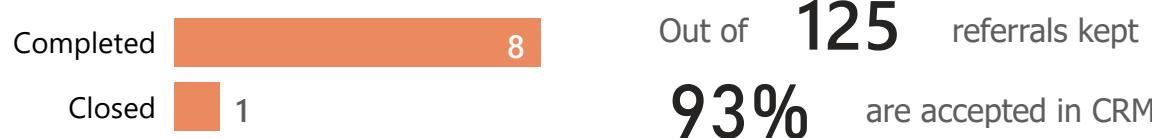
Accepted Status by Age



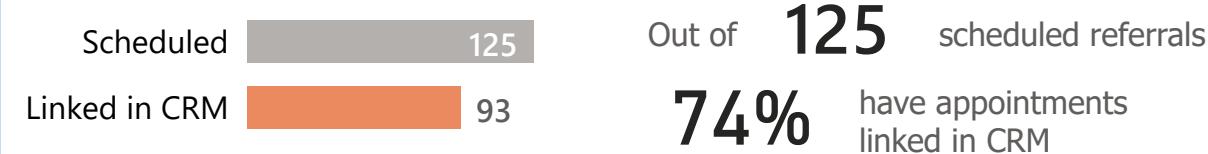
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

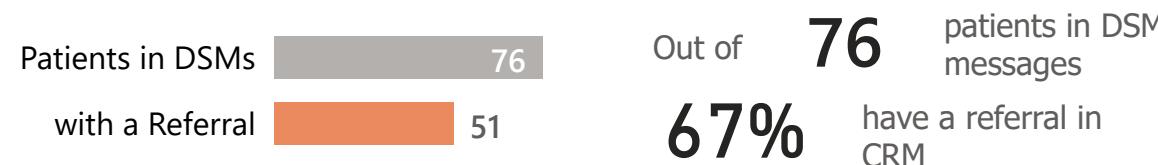
By Current Status:



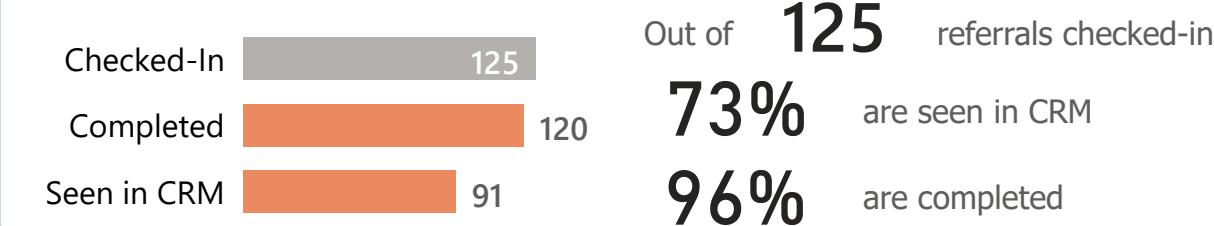
Referral Appointments Linked in CRM after 90 Days



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	93%	10	9.30
% of Scheduled Referrals with Linked Appt	74%	10	7.40
% of Seen Referrals Tagged as Seen	73%	10	7.30
% of Seen Referrals that are Completed	96%	10	9.60
% of DSM Referrals with CRM Referral	67%	5	3.35

36.95 points out of **45** points possible

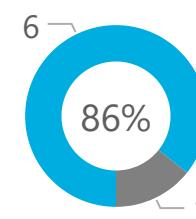
82% clinic score for CRM use

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

Urgent Referrals After 5 Days

Sent	11
Canceled	2
Closed WBS	1
Rejected	1

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



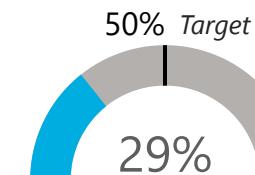
Urgent Referrals Seen in 5 Days

Rate Compared to:

- ▼ Prev. Month 75%
- ▼ 3 Months 43%
- ▲ 12 Months 39%

Over / Under Target:

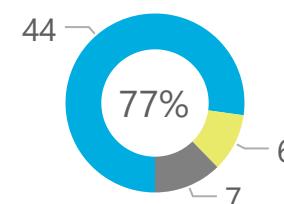
- ▼ This Month -21%
- ▼ 3 Months -7%
- ▼ 12 Months -11%



Routine Referrals After 30 Days

Sent	58
Rejected	1
Canceled	0
Closed WBS	0

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



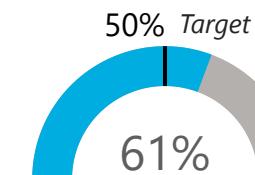
Routine Referrals Seen in 30 Days

Rate Compared to:

- ▼ Prev. Month 84%
- ▼ 3 Months 64%
- 12 Months 64%

Over / Under Target:

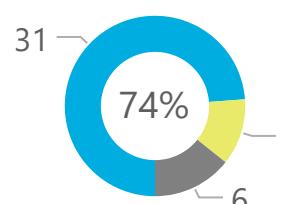
- ▲ This Month 11%
- ▲ 3 Months 14%
- ▲ 12 Months 14%



Referrals After 90 Days

Sent	50
Canceled	6
Rejected	2
Closed WBS	0

Referrals sent 11/4/22 - 11/30/22



Process Milestones:

Aged	42
Accepted	39
Scheduled	36
Completed	27

Process Rates:

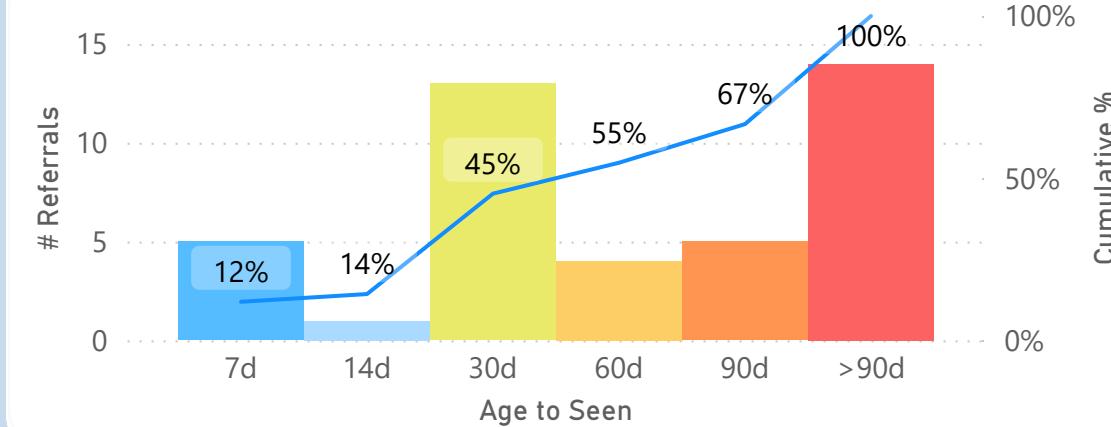
Accepted	93%
Scheduled	86%
Completed	64%

Median Times:

8	Days to Accept
6	Days to Schedule
97	Days to Complete

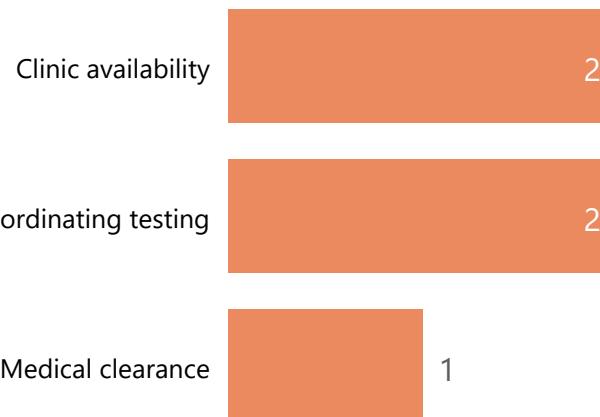
Days to See All Referrals - by Category with Cumulative %

Median 51 Days

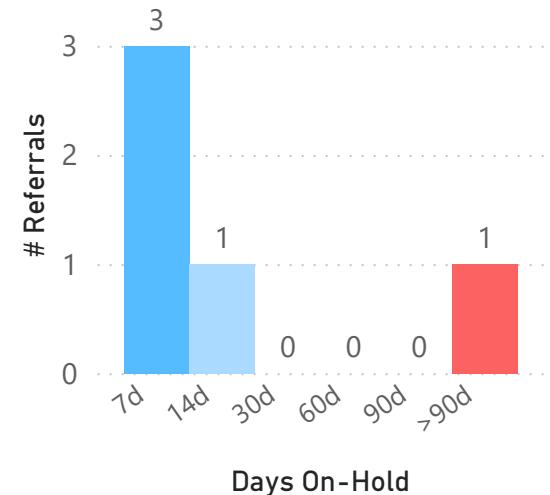


Breakouts of referrals in a hold or pending status sent any time prior to today's date

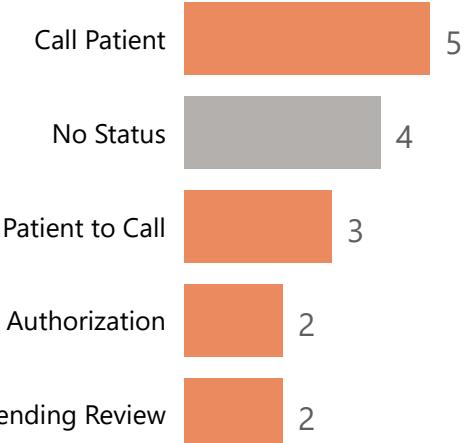
All Referrals On-Hold by Reason



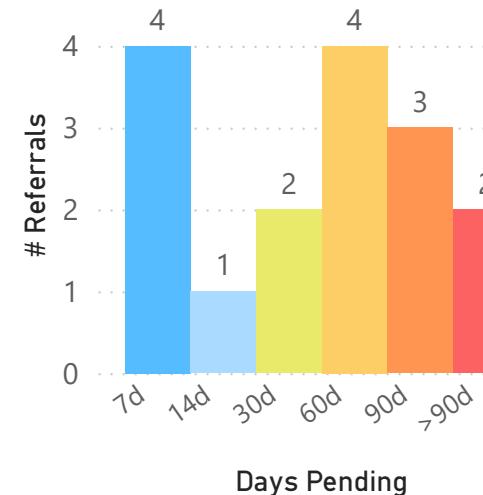
Referrals by Age of Hold



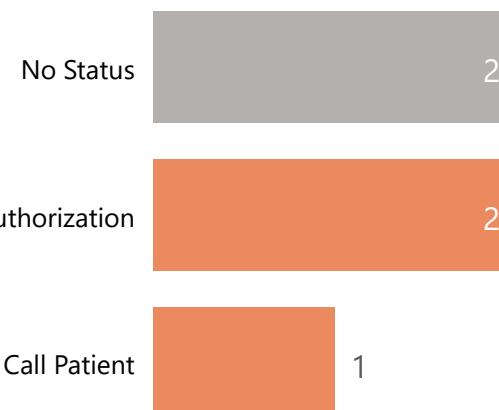
Referrals Pending Reschedule



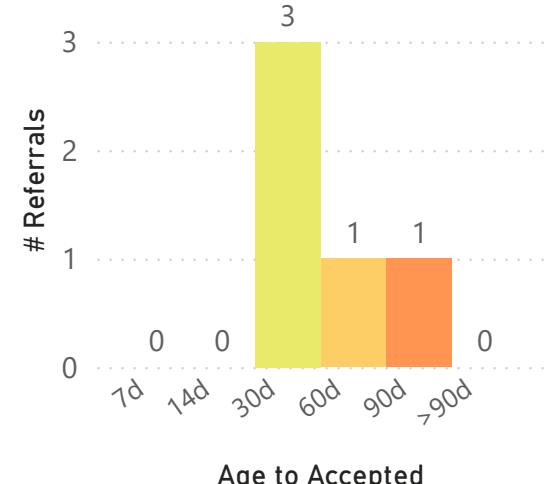
Reschedules by Days Pending



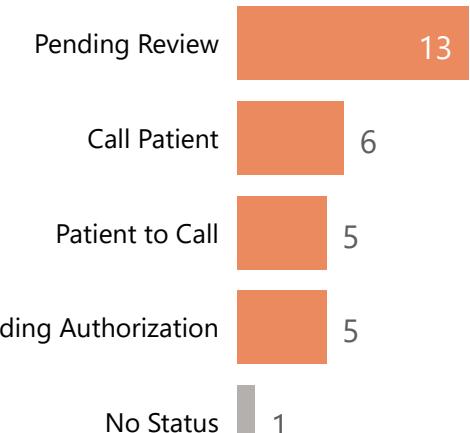
Referrals Pending Acceptance



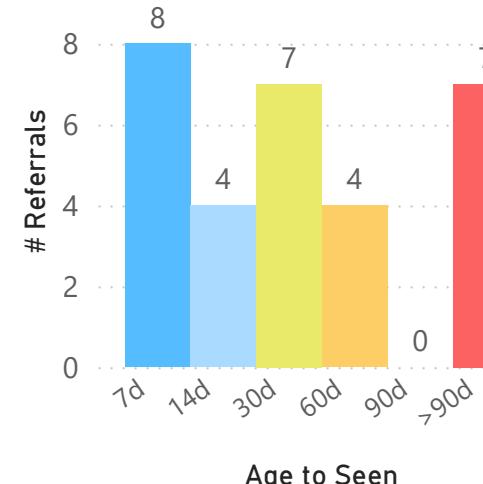
Pending Acceptance by Age



Referrals in Accepted Status



Accepted Status by Age



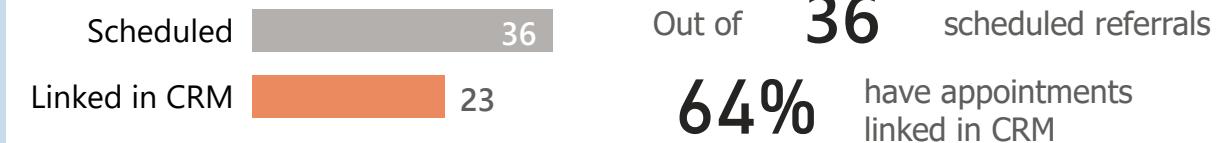
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

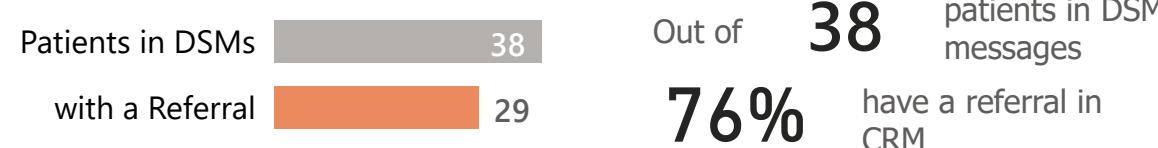
By Current Status:



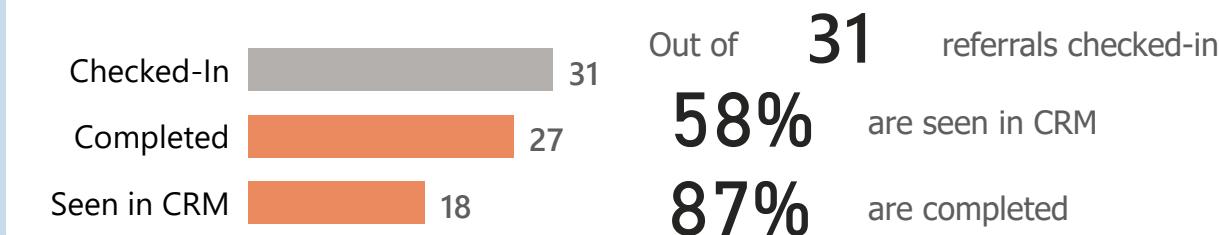
Referral Appointments Linked in CRM after 90 Days



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	93%	10	9.30
% of Scheduled Referrals with Linked Appt	64%	10	6.40
% of Seen Referrals Tagged as Seen	58%	10	5.80
% of Seen Referrals that are Completed	87%	10	8.70
% of DSM Referrals with CRM Referral	76%	5	3.80

34.00 points out of **45** points possible

76% clinic score for CRM use