# Specialty Clinics
# Sleep Disorders Laboratory

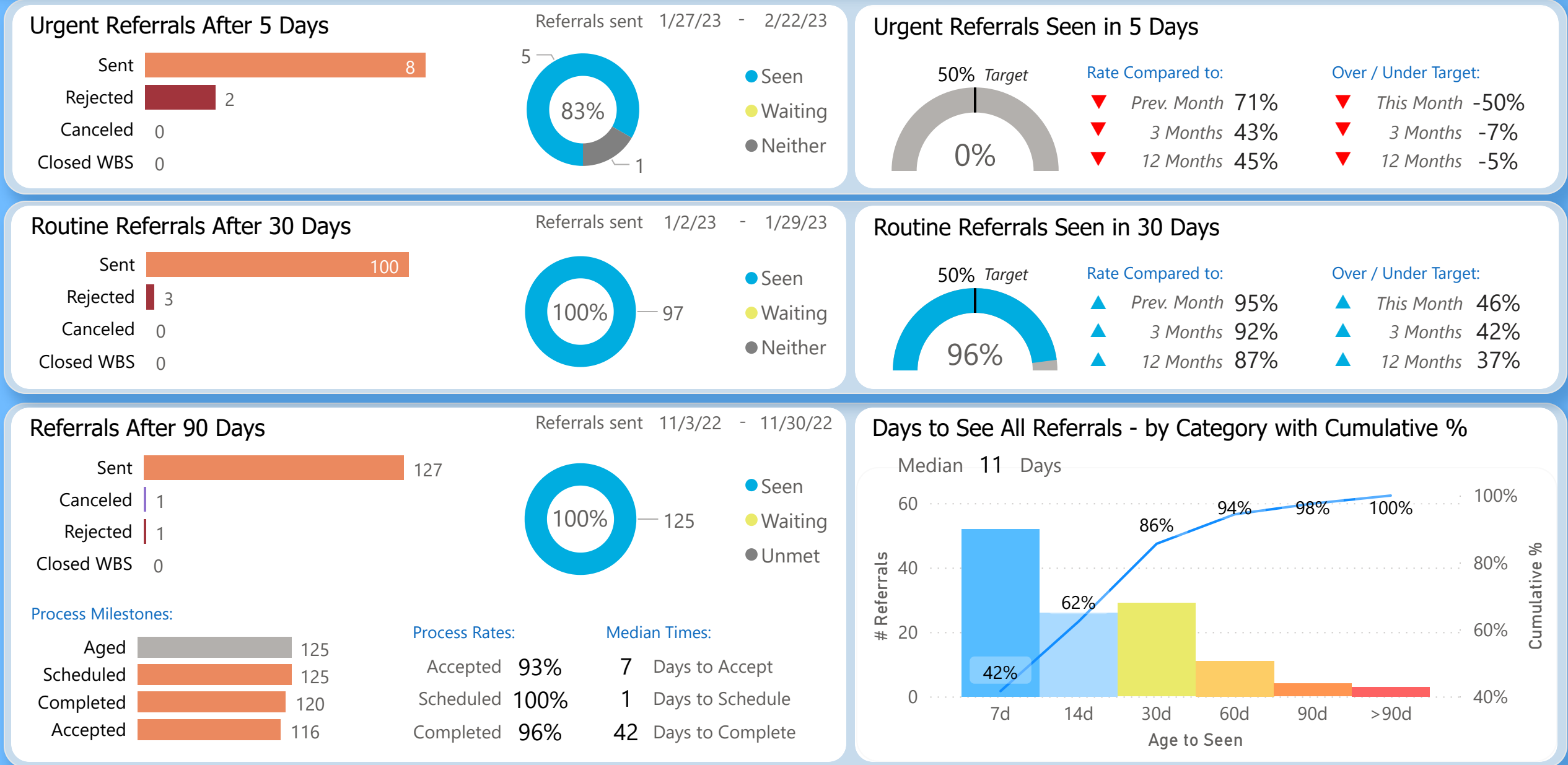Referral Volume and Throughput

Saturday, March 04, 2023

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

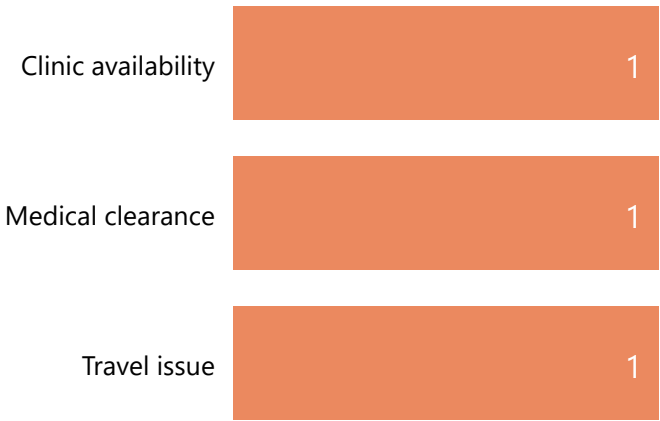A full description of this report and the measures within can be found on my GitHub site.

An example of work by Steven J Leathard

# Specialty Clinics — REFERRALS

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

## Urgent Referrals After 5 Days

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

| | |
|---|---|
| Sent | 8 |
| Rejected | 2 |
| Canceled | 0 |
| Closed WBS | 0 |

5

83%
1

- Seen
- Waiting
- Neither

## Urgent Referrals Seen in 5 Days

50% *Target*

0%

Rate Compared to:
- ▼ *Prev. Month* 71%
- ▼ 3 Months 43%
- ▼ 12 Months 45%

Over / Under Target:
- ▼ *This Month* -50%
- ▼ 3 Months -7%
- ▼ 12 Months -5%

## Routine Referrals After 30 Days

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

| | |
|---|---|
| Sent | 100 |
| Rejected | 3 |
| Canceled | 0 |
| Closed WBS | 0 |

100% — 97

- Seen
- Waiting
- Neither

## Routine Referrals Seen in 30 Days

50% *Target*

96%

Rate Compared to:
- ▲ *Prev. Month* 95%
- ▲ 3 Months 92%
- ▲ 12 Months 87%

Over / Under Target:
- ▲ *This Month* 46%
- ▲ 3 Months 42%
- ▲ 12 Months 37%

## Referrals After 90 Days

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

| | |
|---|---|
| Sent | 127 |
| Canceled | 1 |
| Rejected | 1 |
| Closed WBS | 0 |

100% — 125

- Seen
- Waiting
- Unmet

Process Milestones:

| | |
|---|---|
| Aged | 125 |
| Scheduled | 125 |
| Completed | 120 |
| Accepted | 116 |

Process Rates:

| | |
|---|---|
| Accepted | 93% |
| Scheduled | 100% |
| Completed | 96% |

Median Times:

| | |
|---|---|
| 7 | Days to Accept |
| 1 | Days to Schedule |
| 42 | Days to Complete |

## Days to See All Referrals - by Category with Cumulative %

Median 11 Days



# Referrals / Cumulative %

Age to Seen: 7d, 14d, 30d, 60d, 90d, >90d

42% — 62% — 86% — 94% — 98% — 100%

# PENDING REFERRALS

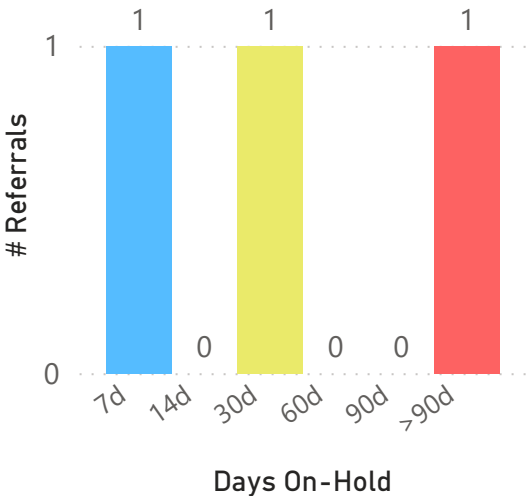Report of pending referrals in the **Sleep Disorders Laboratory** ⌄ clinic for **February 2023** ⌄

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

## All Referrals On-Hold by Reason

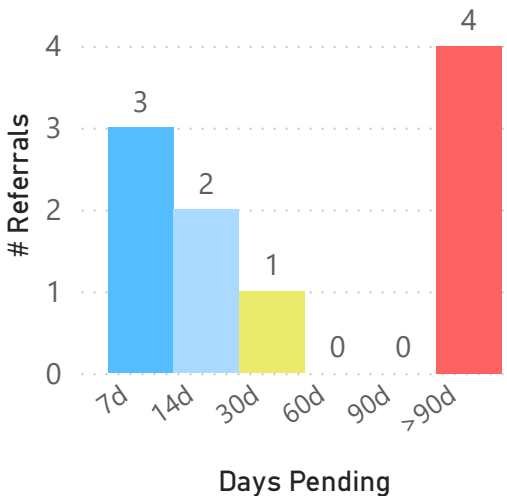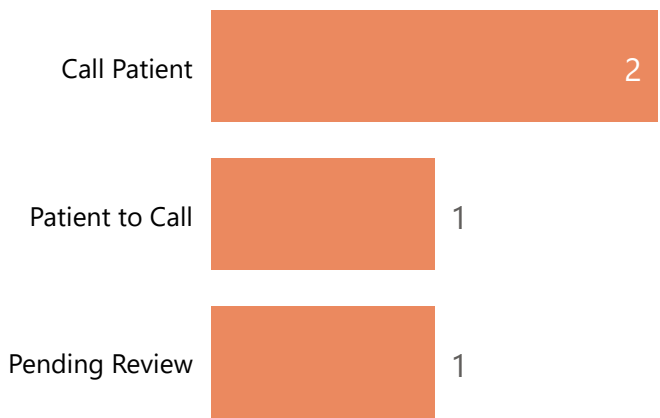| Reason | # Referrals |
|---|---|
| Clinic availability | 1 |
| Medical clearance | 1 |
| Travel issue | 1 |

## Referrals by Age of Hold



Bar chart — Days On-Hold (x-axis) vs # Referrals (y-axis):
- 7d: 1
- 14d: 0
- 30d: 1
- 60d: 0
- 90d: 0
- >90d: 1

## Referrals Pending Reschedule

| Status | # Referrals |
|---|---|
| Call Patient | 3 |
| No Status | 2 |
| Patient to Call | 2 |
| Pending Review | 2 |
| Pending Authorization | 1 |
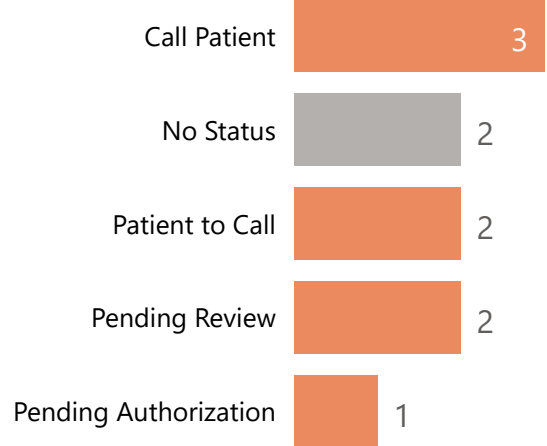
## Reschedules by Days Pending

Bar chart — Days Pending (x-axis) vs # Referrals (y-axis):
- 7d: 3
- 14d: 2
- 30d: 1
- 60d: 0
- 90d: 0
- >90d: 4

## Referrals Pending Acceptance

| Status | # Referrals |
|---|---|
| Call Patient | 2 |
| Patient to Call | 1 |
| Pending Review | 1 |

## Pending Acceptance by Age

Bar chart — Age to Accepted (x-axis) vs # Referrals (y-axis):
- 7d: 0
- 14d: 1
- 30d: 0
- 60d: 0
- 90d: 0
- >90d: 3
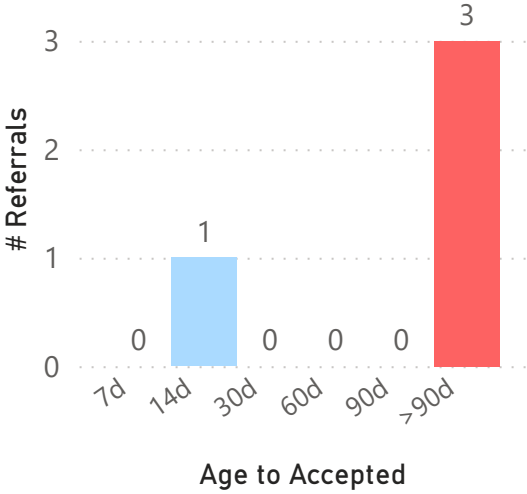
## Referrals in Accepted Status

| Status | # Referrals |
|---|---|
| Call Patient | 8 |
| Patient to Call | 8 |
| Pending Authorization | 5 |
| Pending Review | 5 |
| No Status | 3 |

## Accepted Status by Age

Bar chart — Age to Seen (x-axis) vs # Referrals (y-axis):
- 7d: 4
- 14d: 6
- 30d: 10
- 60d: 3
- 90d: 0
- >90d: 6
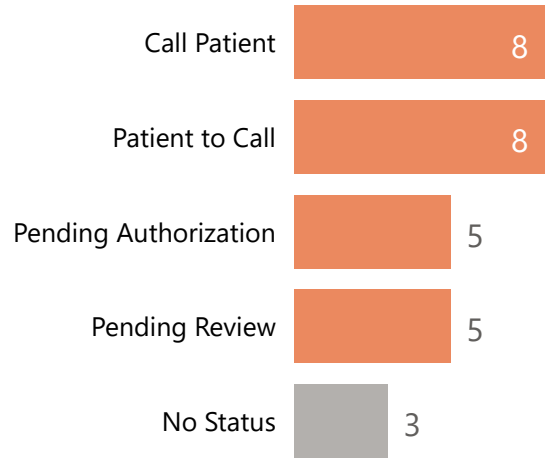
# Specialty Clinics — CRM USE
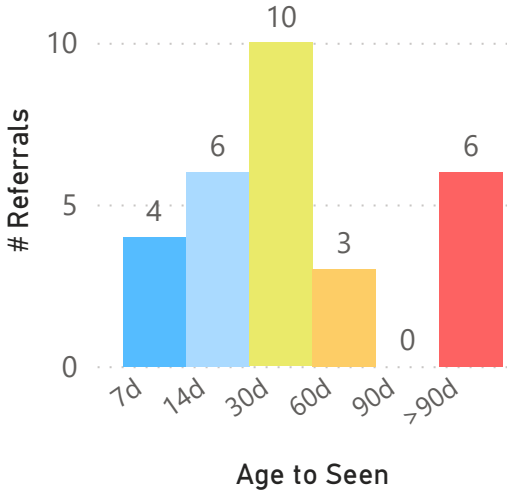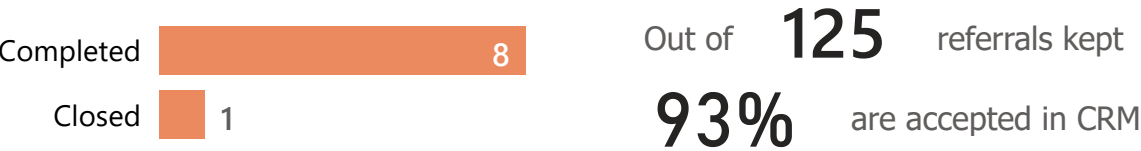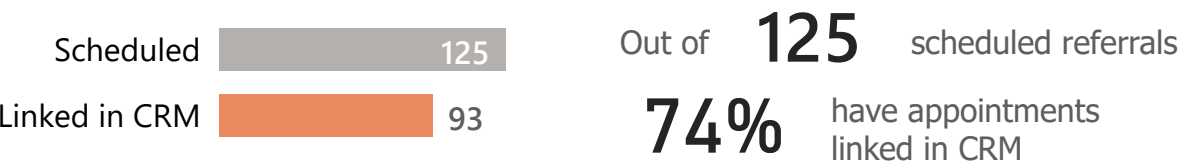
Referrals tracked using the Clinic Referral Management system versus the Schedule Book
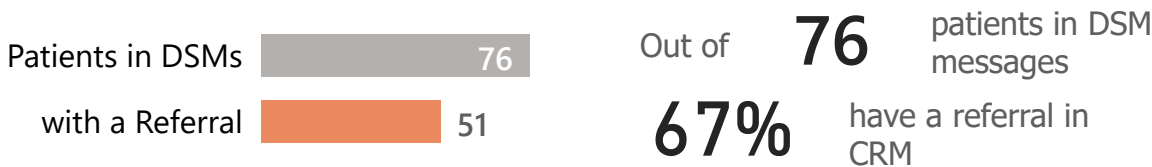
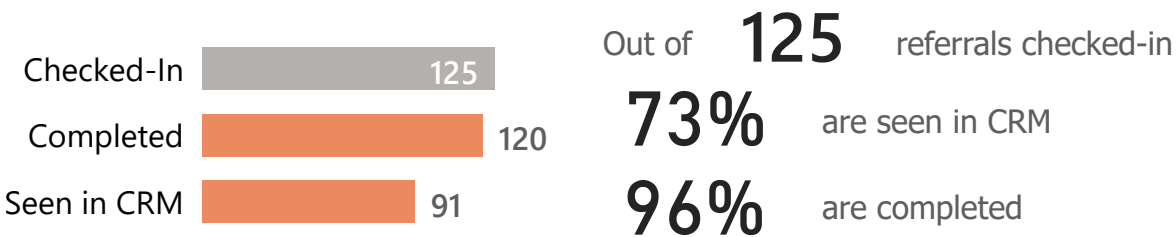## Referrals Not Accepted in CRM after 90 Days

By Current Status:

| | |
|---|---|
| Completed | 8 |
| Closed | 1 |

Out of **125** referrals kept

**93%** are accepted in CRM

## Referral Appointments Linked in CRM after 90 Days

| | |
|---|---|
| Scheduled | 125 |
| Linked in CRM | 93 |

Out of **125** scheduled referrals

**74%** have appointments linked in CRM

## Direct Secure Message Referrals in CRM after 90 Days

| | |
|---|---|
| Patients in DSMs | 76 |
| with a Referral | 51 |

Out of **76** patients in DSM messages

**67%** have a referral in CRM

## Referrals Seen in CRM after 90 Days

| | |
|---|---|
| Checked-In | 125 |
| Completed | 120 |
| Seen in CRM | 91 |

Out of **125** referrals checked-in

**73%** are seen in CRM

**96%** are completed

## 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