Specialty Clinics
Urology

Referral Volume and Throughput
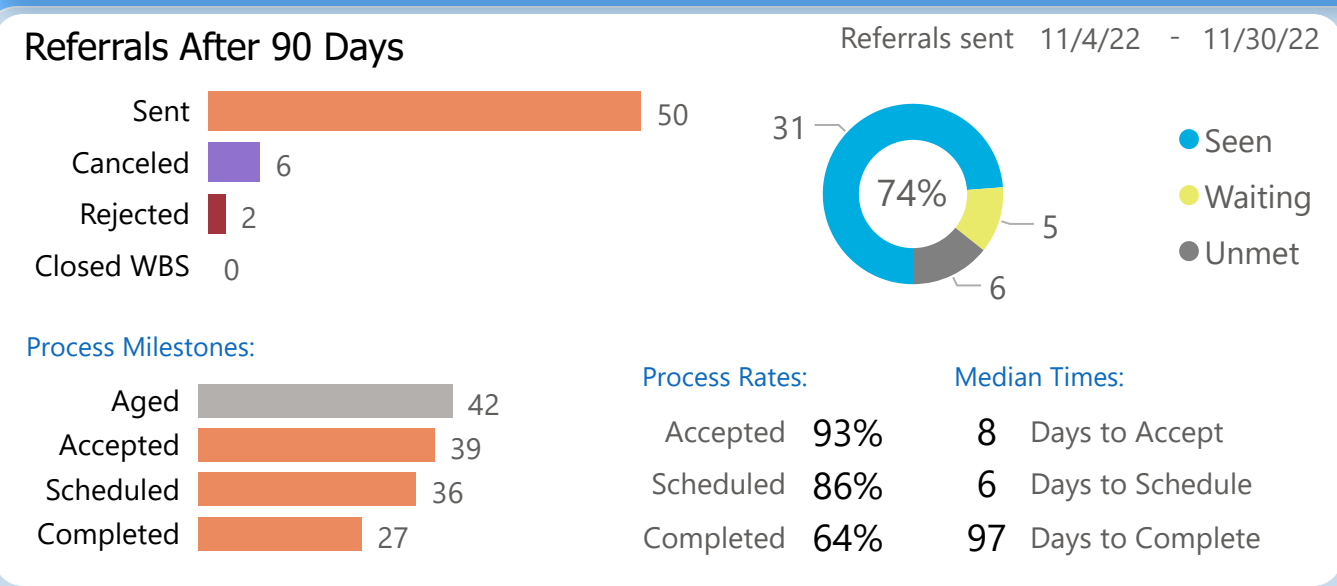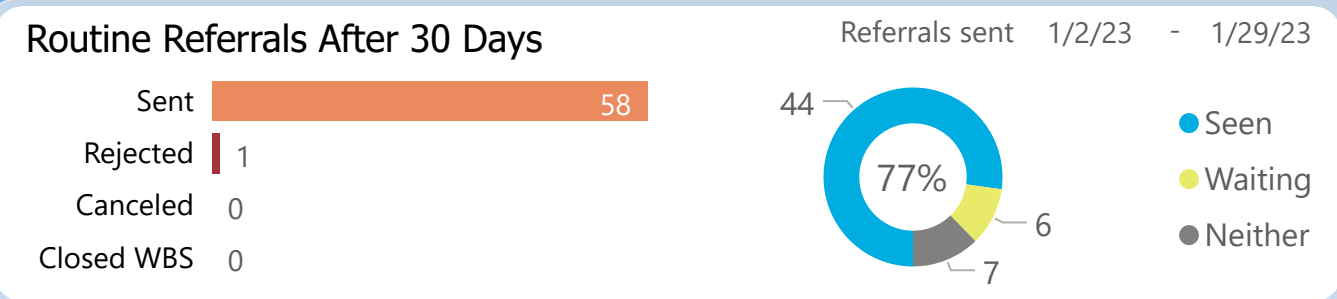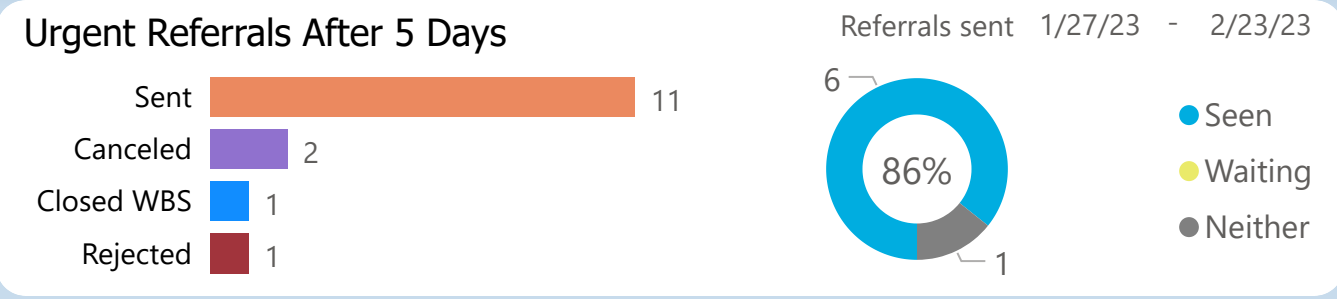
Saturday, March 04, 2023

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

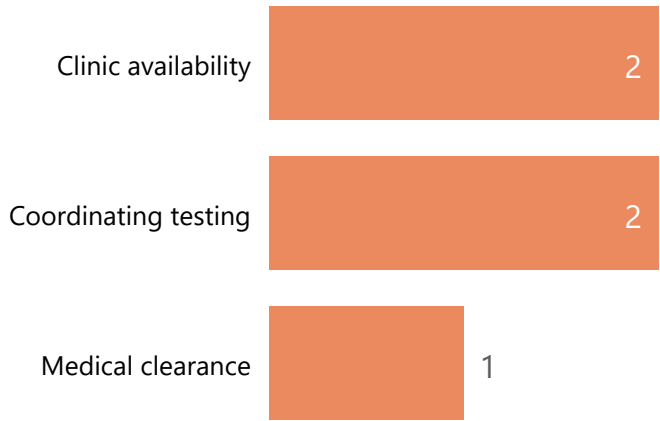A full description of this report and the measures within can be found on my GitHub site.

An example of work by Steven J Leathard

Specialty Clinics — REFERRALS

Report of referral ages in the **Urology** clinic for **February 2023**

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

Urgent Referrals After 5 Days

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

- Sent 11
- Canceled 2
- Closed WBS 1
- Rejected 1

86%
- 6
- 1
- Seen
- Waiting
- Neither

Urgent Referrals Seen in 5 Days

50% Target
29%

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

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

- Sent 58
- Rejected 1
- Canceled 0
- Closed WBS 0

77%
- 44
- 6
- 7
- Seen
- Waiting
- Neither

Routine Referrals Seen in 30 Days

50% Target
61%

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

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

- Sent 50
- Canceled 6
- Rejected 2
- Closed WBS 0

74%
- 31
- 5
- 6
- Seen
- Waiting
- Unmet

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

Referrals (y-axis)
Cumulative % (y-axis)

- 7d 12%
- 14d 14%
- 30d 45%
- 60d 55%
- 90d 67%
- >90d 100%

Age to Seen

Specialty Clinics

PENDING REFERRALS

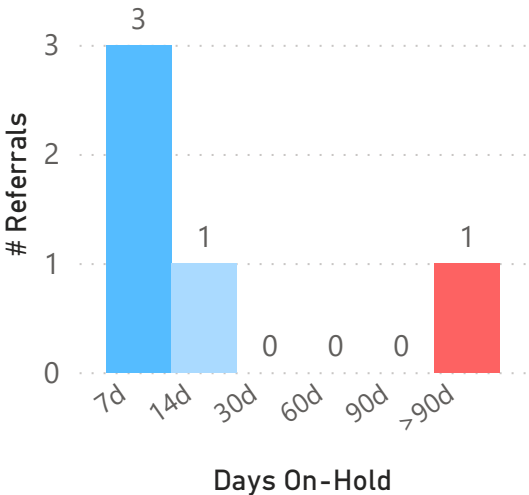Report of pending referrals in the **Urology** ▾ clinic for **February 2023** ▾

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

All Referrals On-Hold by Reason

- Clinic availability — 2
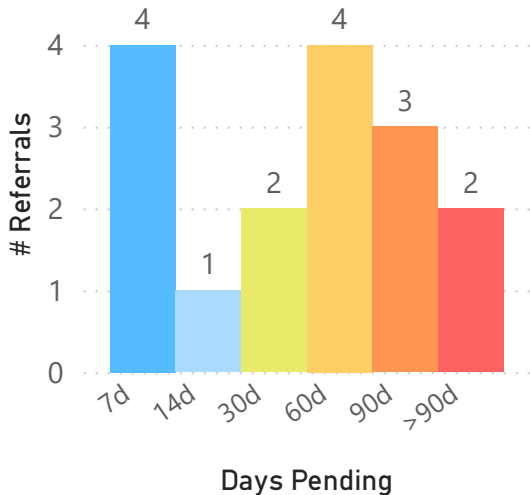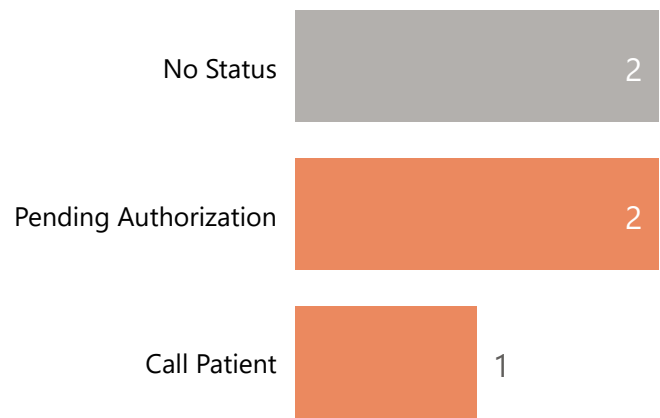- Coordinating testing — 2
- Medical clearance — 1

Referrals by Age of Hold

Days On-Hold	# Referrals
7d	3
14d	1
30d	0
60d	0
90d	0
>90d	1

Referrals Pending Reschedule

- Call Patient — 5
- No Status — 4
- Patient to Call — 3
- Pending Authorization — 2
- Pending Review — 2
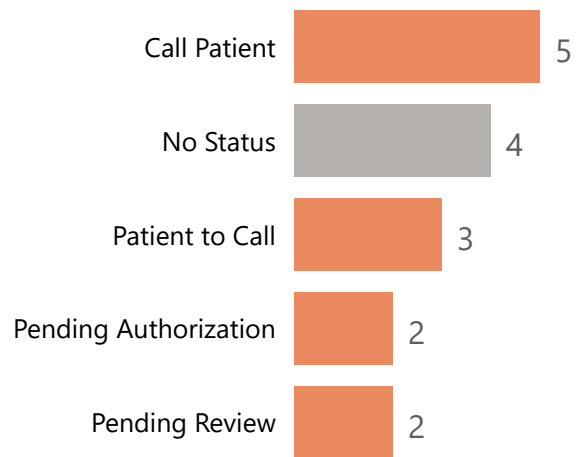
Reschedules by Days Pending

Days Pending	# Referrals
7d	4
14d	1
30d	2
60d	4
90d	3
>90d	2

Referrals Pending Acceptance

- No Status — 2
- Pending Authorization — 2
- Call Patient — 1

Pending Acceptance by Age

Age to Accepted	# Referrals
7d	0
14d	0
30d	3
60d	1
90d	1
>90d	0
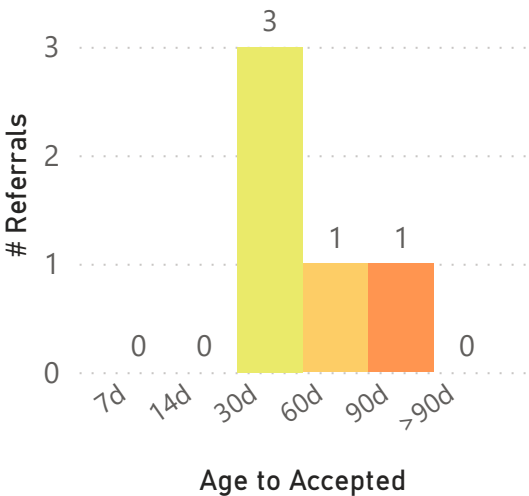
Referrals in Accepted Status

- Pending Review — 13
- Call Patient — 6
- Patient to Call — 5
- Pending Authorization — 5
- No Status — 1

Accepted Status by Age

Age to Seen	# Referrals
7d	8
14d	4
30d	7
60d	4
90d	0
>90d	7

Specialty Clinics

CRM USE

Report of referral ages in the **Urology** ⌄ clinic for **February 2023** ⌄
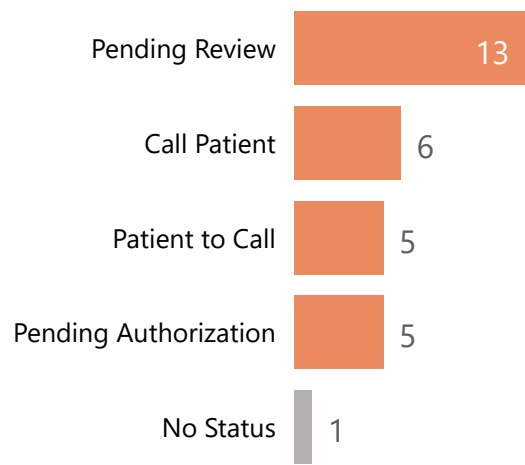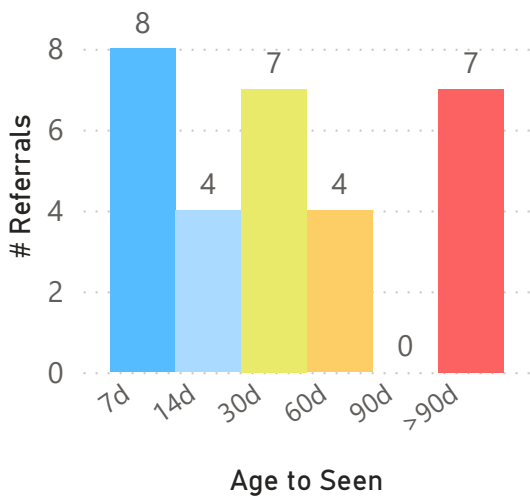
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

By Current Status:

Status	Value
Completed	1
Pending Acceptance	1
Pending Reschedule	1

Out of **42** referrals kept

93% are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

	Value
Scheduled	36
Linked in CRM	23

Out of **36** scheduled referrals

64% have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

	Value
Patients in DSMs	38
with a Referral	29

Out of **38** patients in DSM messages

76% have a referral in CRM

Referrals Seen in CRM after 90 Days

	Value
Checked-In	31
Completed	27
Seen in CRM	18

Out of **31** referrals checked-in

58% are seen in CRM

87% 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	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