Specialty Clinics
Pain Management

Referral Volume and Throughput
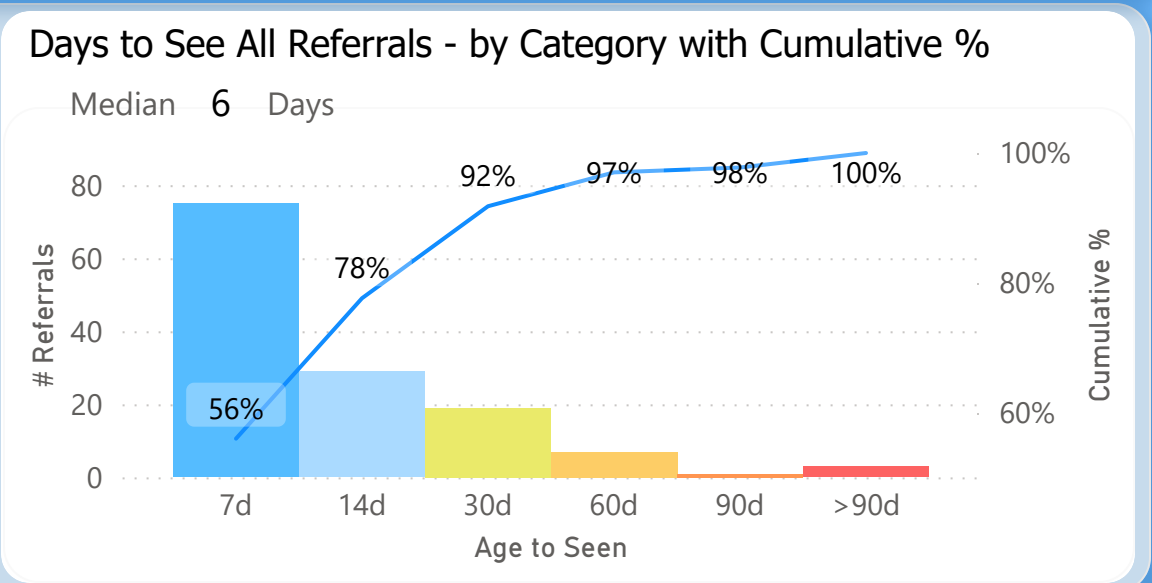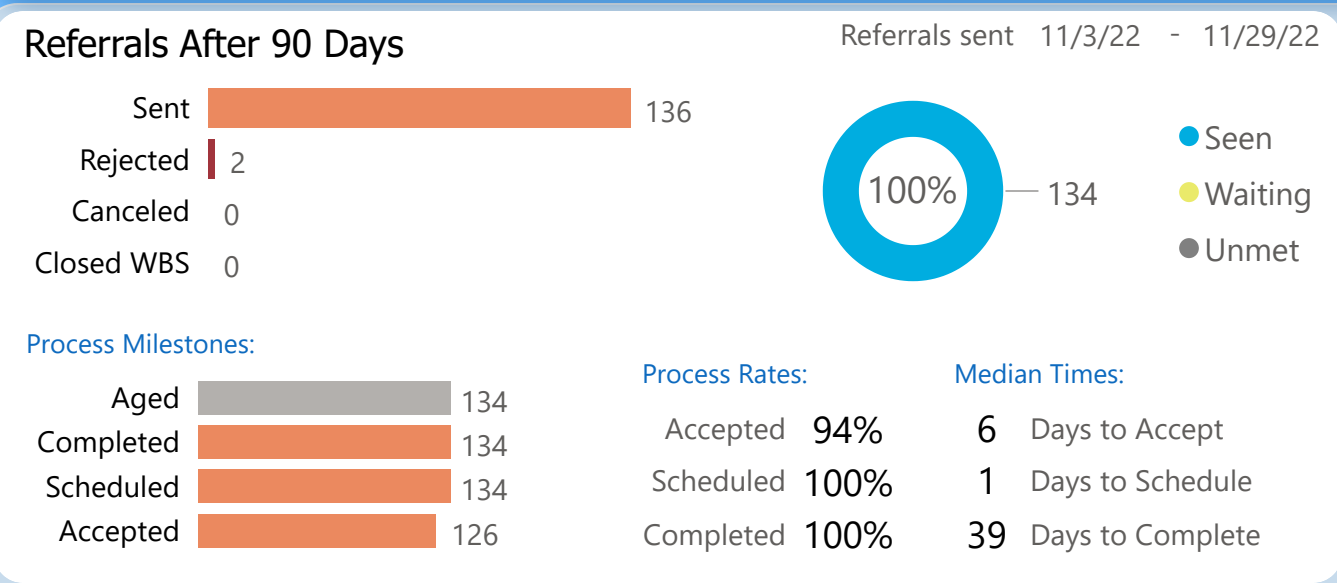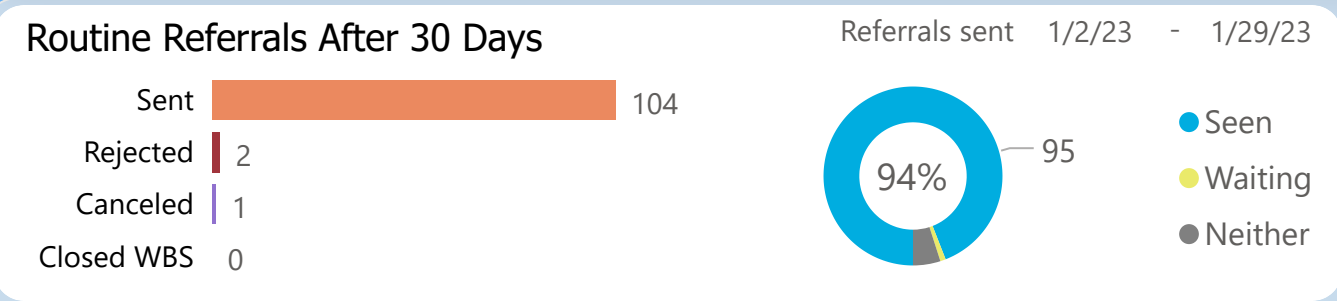
Saturday, March 04, 2023

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

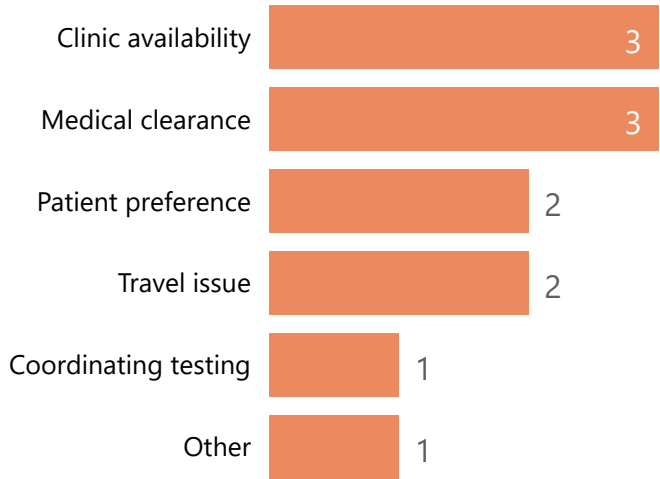A full description of this report and the measures within can be found on my GitHub site.

An example of work by Steven J Leathard

Specialty Clinics — REFERRALS

Report of referral ages in the **Pain Management** 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 — 13
- Canceled — 2
- Closed WBS — 0
- Rejected — 0

91%
- Seen — 10
- Waiting
- Neither — 1

Urgent Referrals Seen in 5 Days

50% Target — 27%

Rate Compared to:
- ▼ Prev. Month 36%
- ▼ 3 Months 32%
- ▲ 12 Months 27%

Over / Under Target:
- ▼ This Month -23%
- ▼ 3 Months -18%
- ▼ 12 Months -23%

Routine Referrals After 30 Days

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

- Sent — 104
- Rejected — 2
- Canceled — 1
- Closed WBS — 0

94%
- Seen — 95
- Waiting
- Neither

Routine Referrals Seen in 30 Days

50% Target — 74%

Rate Compared to:
- ▼ Prev. Month 94%
- ▼ 3 Months 88%
- ▲ 12 Months 75%

Over / Under Target:
- ▲ This Month 24%
- ▲ 3 Months 38%
- ▲ 12 Months 25%

Referrals After 90 Days

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

- Sent — 136
- Rejected — 2
- Canceled — 0
- Closed WBS — 0

100%
- Seen — 134
- Waiting
- Unmet

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 %

Median 6 Days

56%, 78%, 92%, 97%, 98%, 100%

Referrals (y-axis): 0, 20, 40, 60, 80

Cumulative % (right axis): 60%, 80%, 100%

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

PENDING REFERRALS

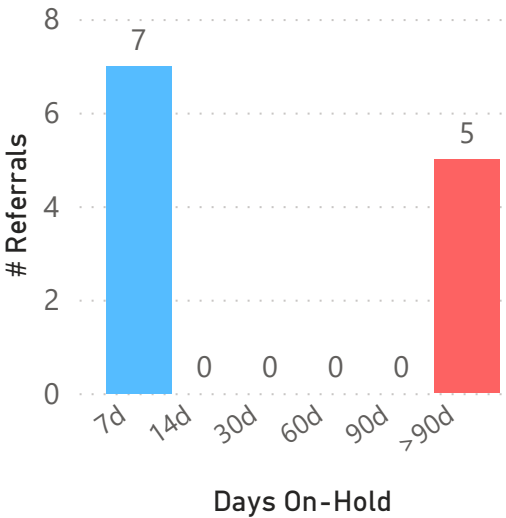Report of pending referrals in the [**Pain Management** ⌄] clinic for [**February 2023** ⌄]

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 — 3
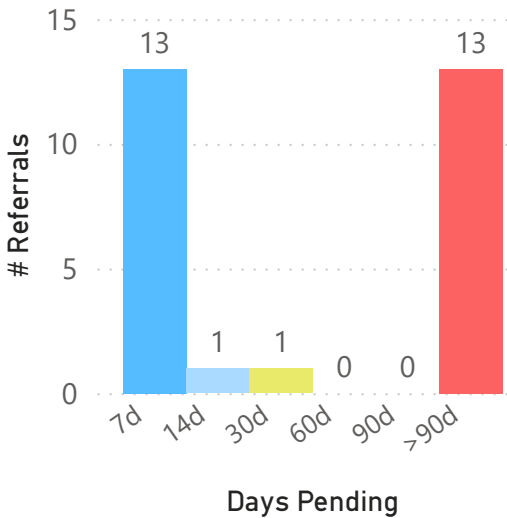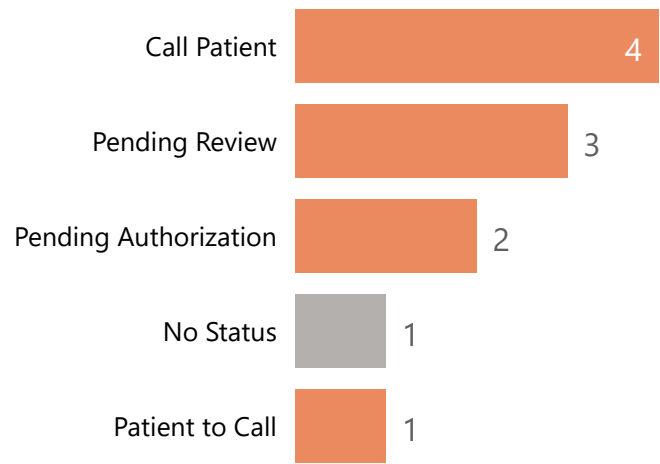- Medical clearance — 3
- Patient preference — 2
- Travel issue — 2
- Coordinating testing — 1
- Other — 1

Referrals by Age of Hold

Days On-Hold	# Referrals
7d	7
14d	0
30d	0
60d	0
90d	0
>90d	5

Referrals Pending Reschedule

- Patient to Call — 8
- Pending Review — 7
- Pending Authorization — 6
- Call Patient — 5
- No Status — 2
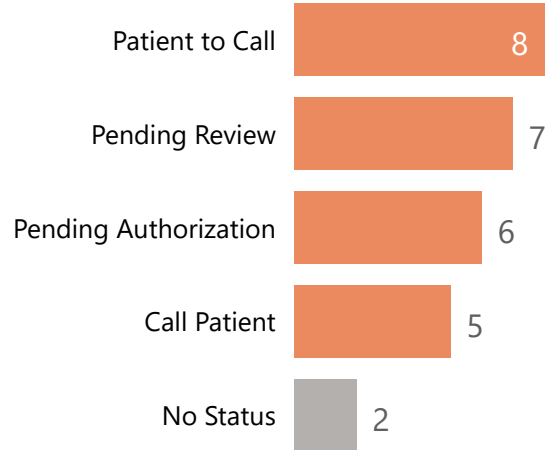
Reschedules by Days Pending

Days Pending	# Referrals
7d	13
14d	1
30d	1
60d	0
90d	0
>90d	13

Referrals Pending Acceptance

- Call Patient — 4
- Pending Review — 3
- Pending Authorization — 2
- No Status — 1
- Patient to Call — 1

Pending Acceptance by Age

Age to Accepted	# Referrals
7d	4
14d	0
30d	0
60d	1
90d	0
>90d	6
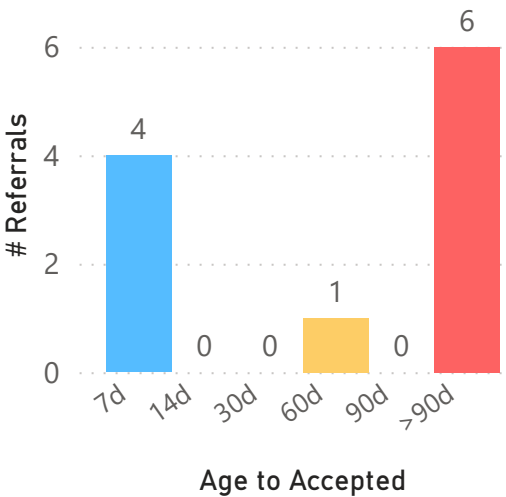
Referrals in Accepted Status

- Patient to Call — 17
- Call Patient — 16
- No Status — 11
- Pending Authorization — 11
- Pending Review — 8

Accepted Status by Age

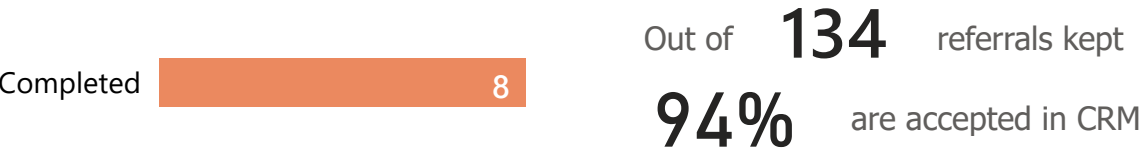| Age to Seen	# Referrals
7d	17
14d	5
30d	5
60d	7
90d	2
>90d	27
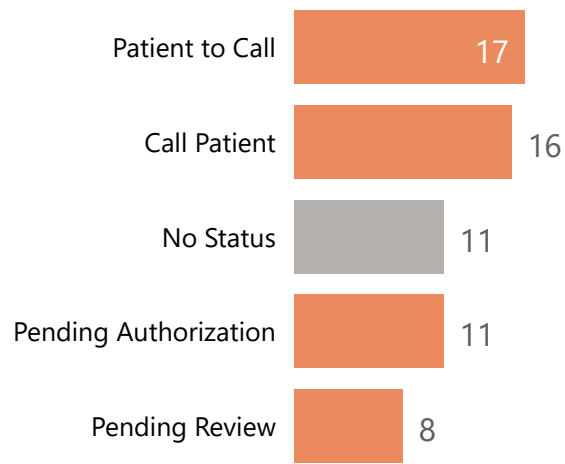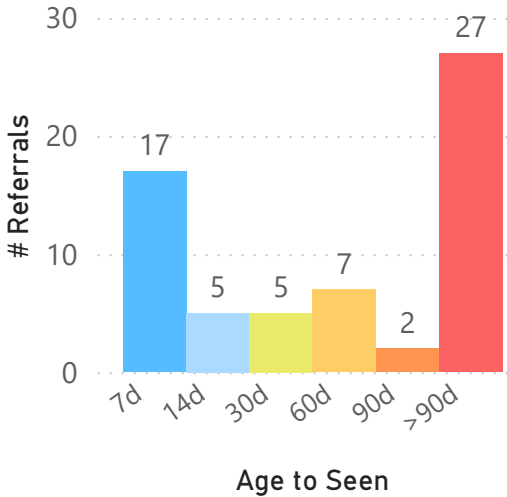
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

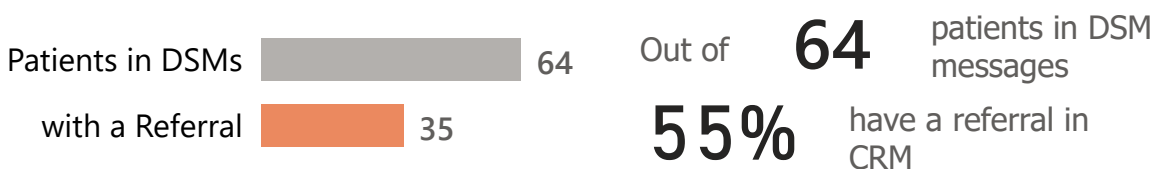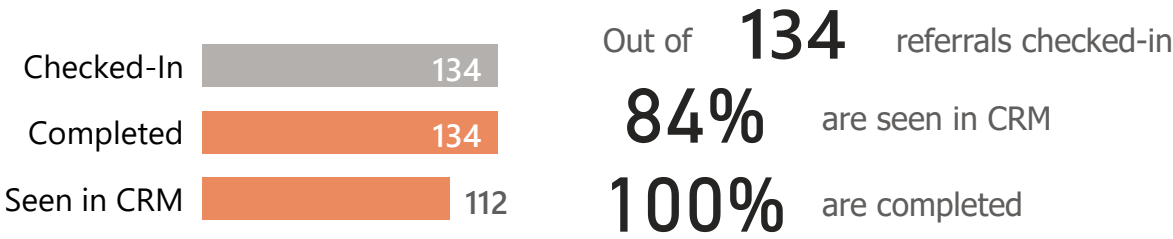By Current Status:

Completed ▮ 8

Out of **134** referrals kept

94% are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled 134
Linked in CRM 112

Out of **134** scheduled referrals

84% have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs 64
with a Referral 35

Out of **64** patients in DSM messages

55% have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In 134
Completed 134
Seen in CRM 112

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