

Specialty Clinics Otolaryngology

Referral Volume and Throughput

Saturday, March 04, 2023

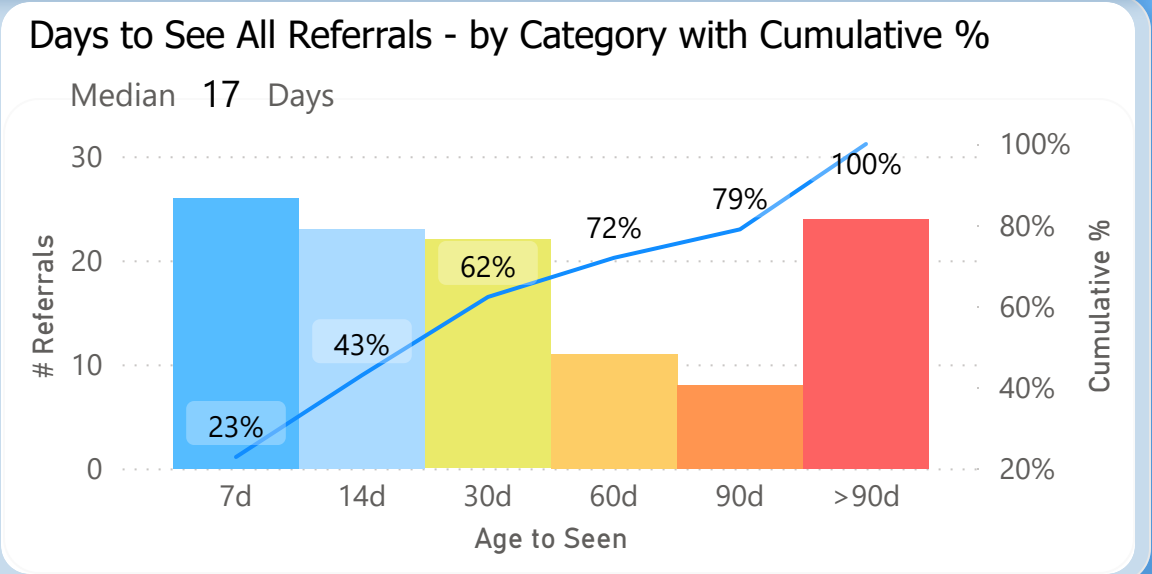
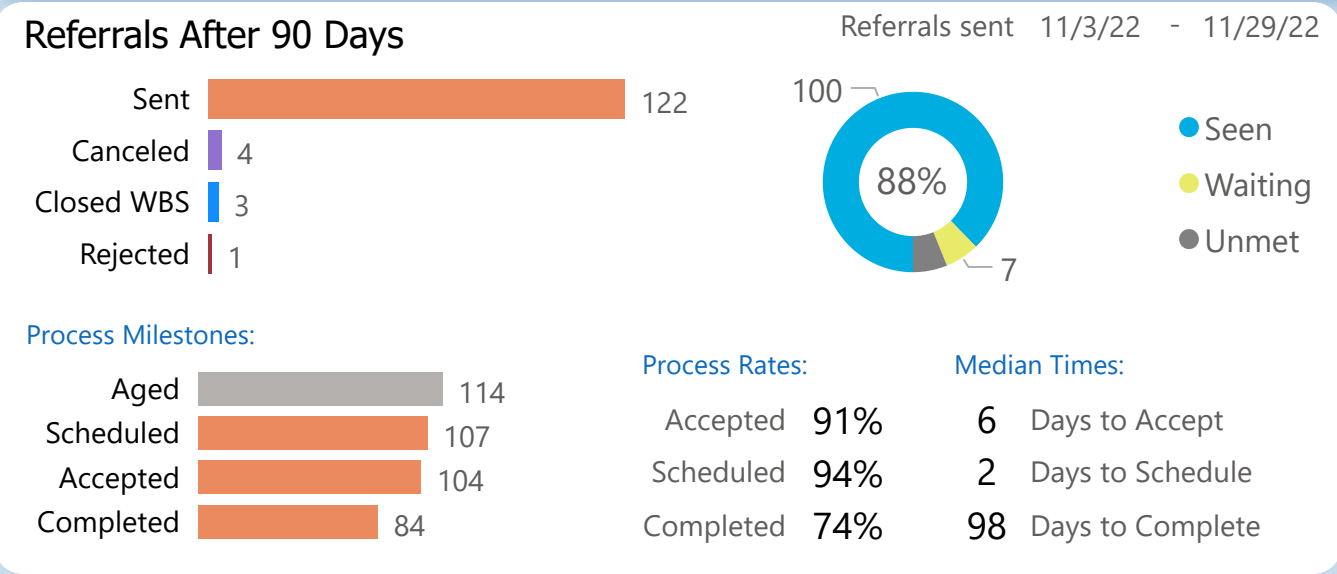
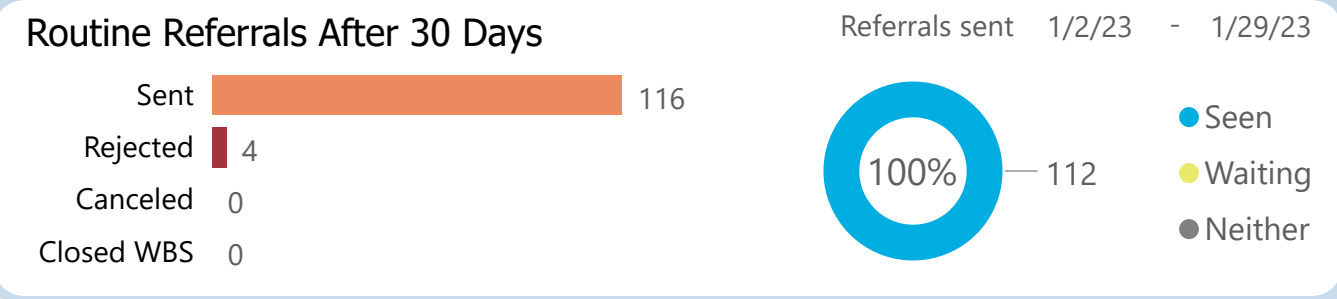
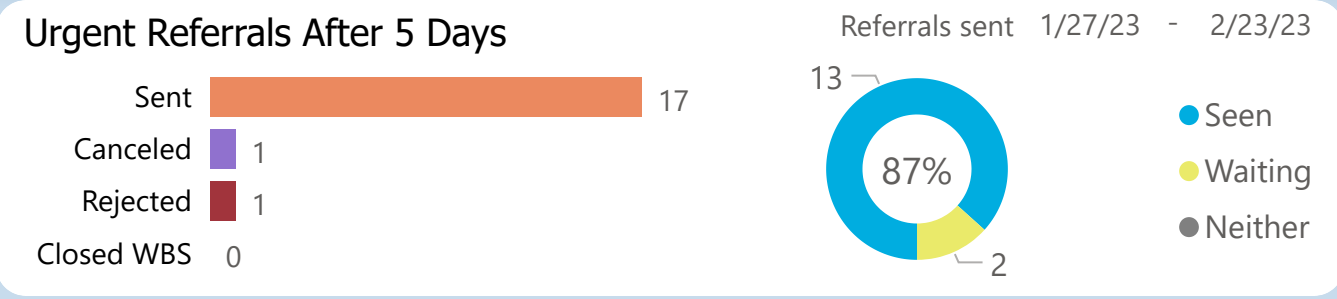


This report contains measures of the rate at which referred patients are seen at these Medical Center specialty clinics.

A full description of this report and the measures within can be found on [my GitHub site](#).

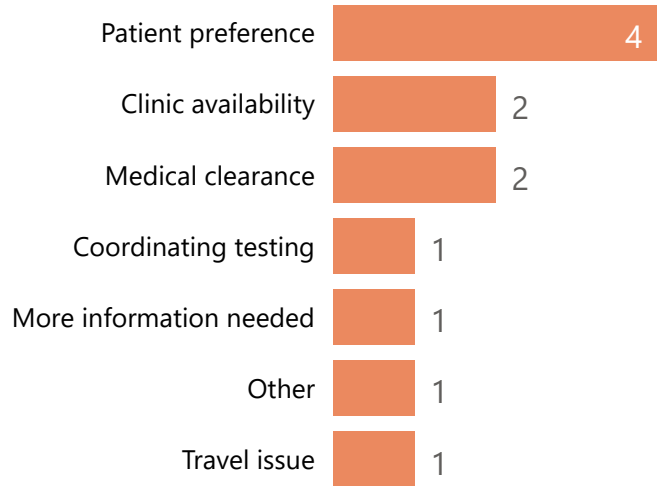
An example of work by Steven J Leathard

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

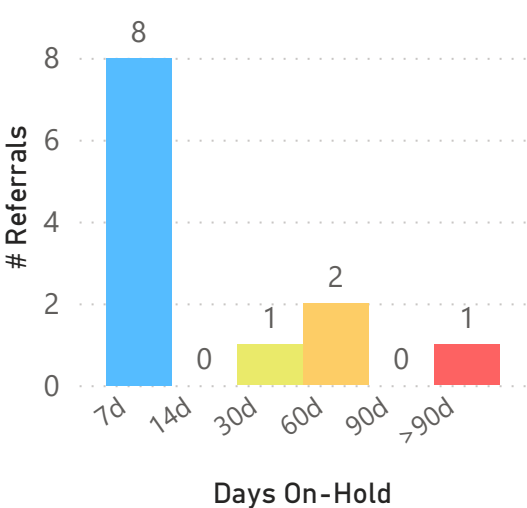


Breakouts of referrals in a hold or pending status sent any time prior to today's date

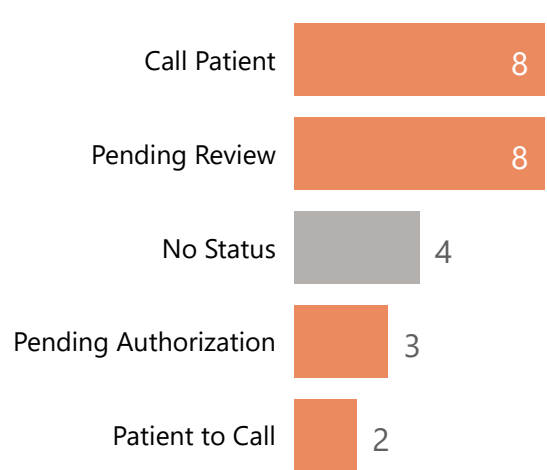
All Referrals On-Hold by Reason



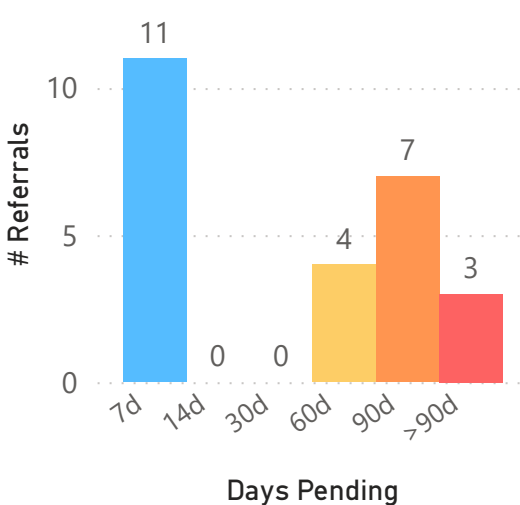
Referrals by Age of Hold



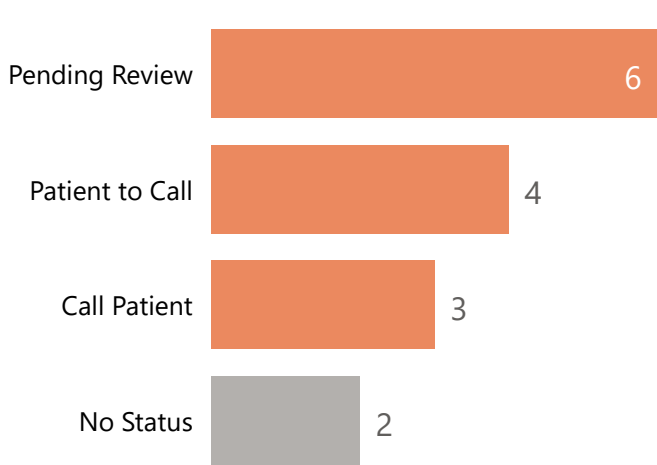
Referrals Pending Reschedule



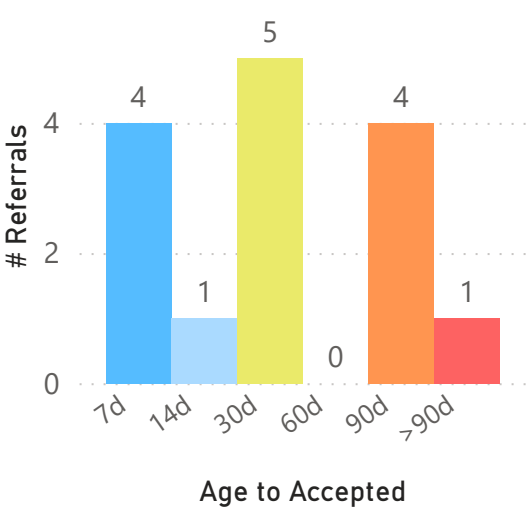
Reschedules by Days Pending



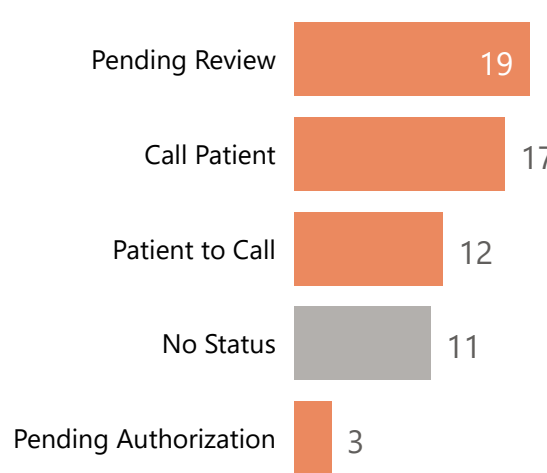
Referrals Pending Acceptance



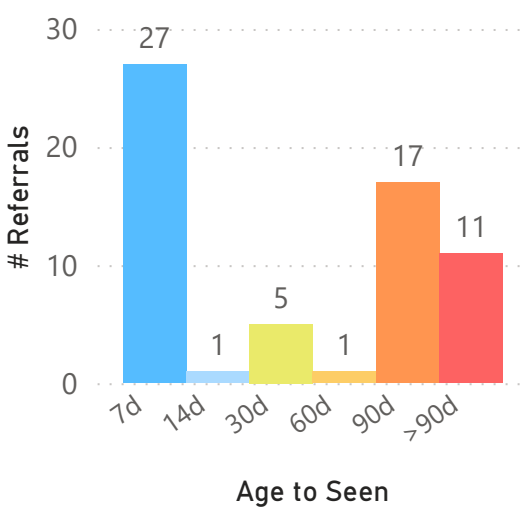
Pending Acceptance by Age



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 8

Pending Acceptance 1

Pending Reschedule 1

Out of 114 referrals kept
91% are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled 107

Linked in CRM 70

Out of 107 scheduled referrals
65% have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs 54

with a Referral 21

Out of 54 patients in DSM messages
39% have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In 100

Completed 84

Seen in CRM 60

Out of 100 referrals checked-in
60% are seen in CRM
84% 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	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