

Specialty Clinics Immunology

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.

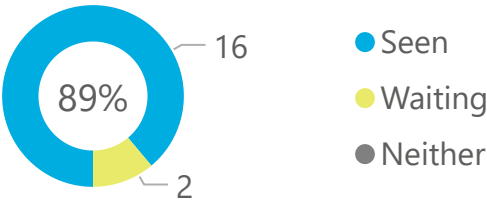
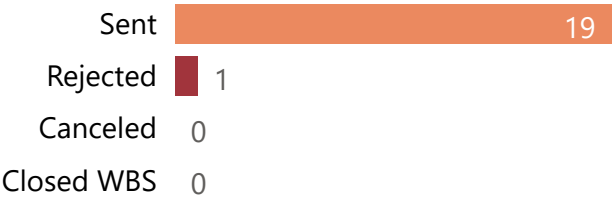
A full description of this report and the measures within can be found on [my GitHub site](#).

An example of work by Steven J Leathard

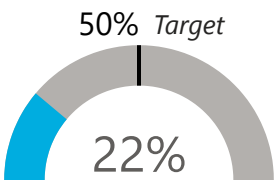
Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

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



Urgent Referrals Seen in 5 Days



Rate Compared to:

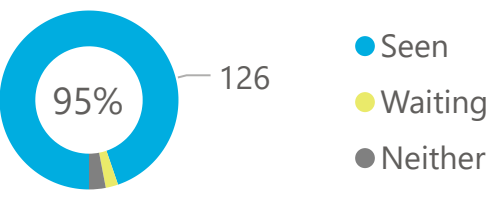
Period	Rate
Prev. Month	25%
3 Months	22%
12 Months	31%

Over / Under Target:

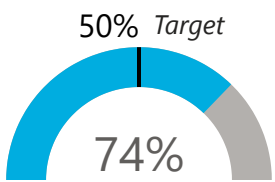
Period	Over / Under Target
This Month	-28%
3 Months	-28%
12 Months	-19%

Routine Referrals After 30 Days

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



Routine Referrals Seen in 30 Days



Rate Compared to:

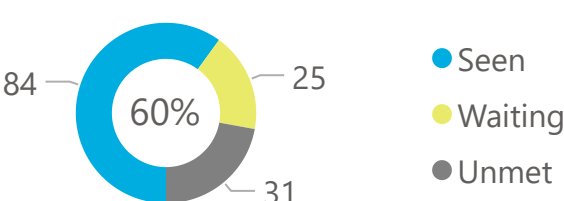
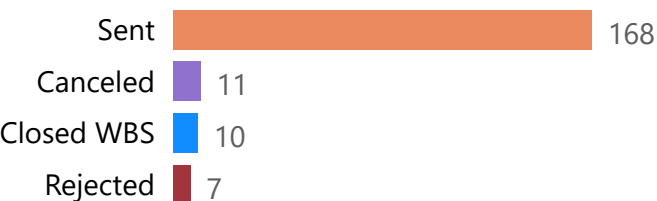
Period	Rate
Prev. Month	65%
3 Months	56%
12 Months	69%

Over / Under Target:

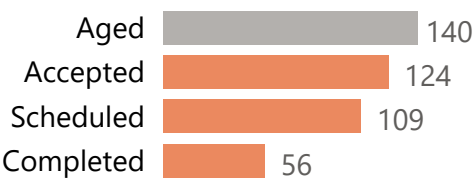
Period	Over / Under Target
This Month	24%
3 Months	6%
12 Months	19%

Referrals After 90 Days

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



Process Milestones:



Process Rates:

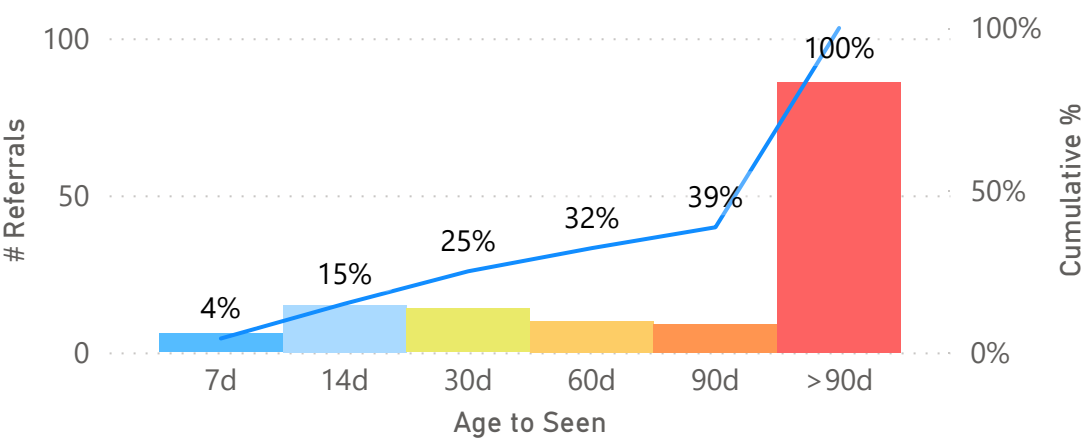
Accepted	89%
Scheduled	78%
Completed	40%

Median Times:

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

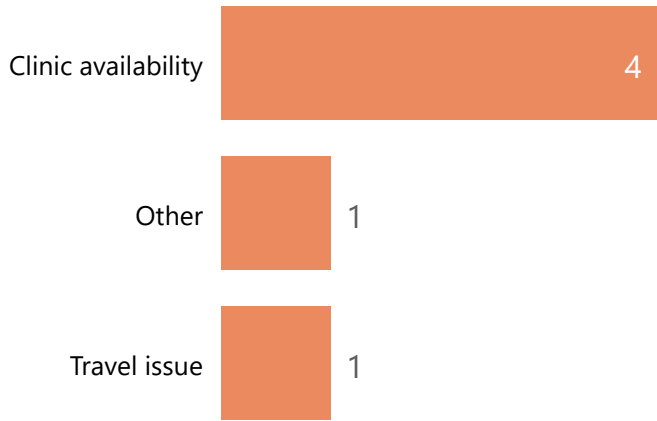
Days to See All Referrals - by Category with Cumulative %

Median 94 Days

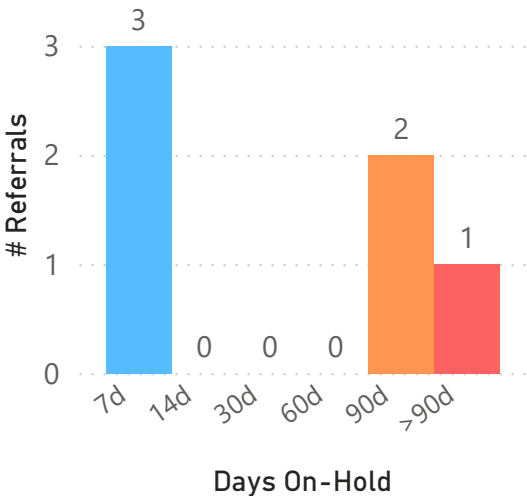


Breakouts of referrals in a hold or pending status sent any time prior to today's date

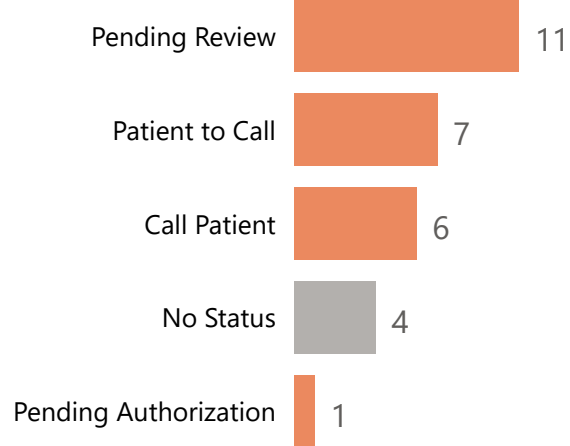
All Referrals On-Hold by Reason



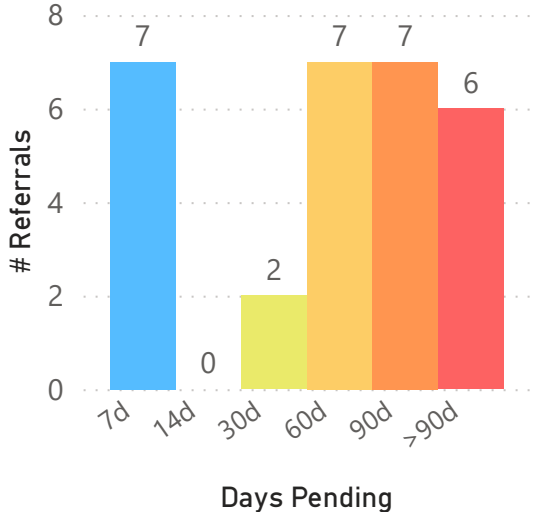
Referrals by Age of Hold



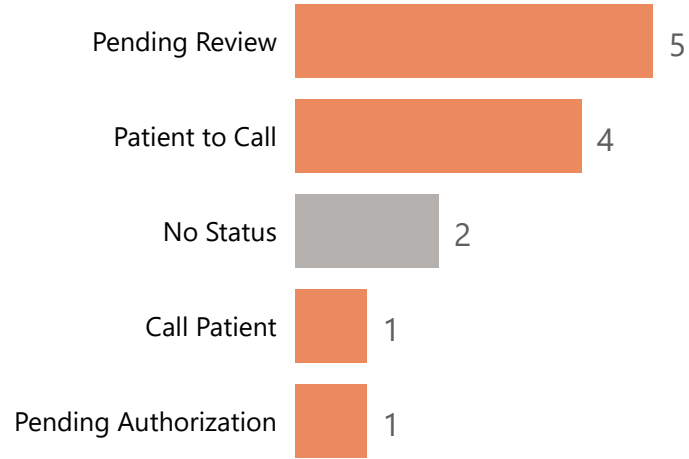
Referrals Pending Reschedule



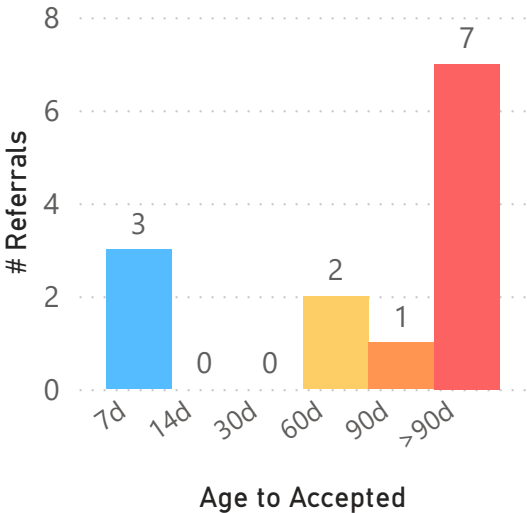
Reschedules by Days Pending



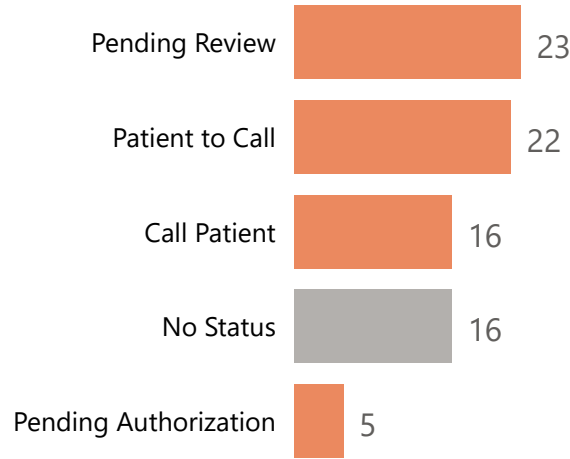
Referrals Pending Acceptance



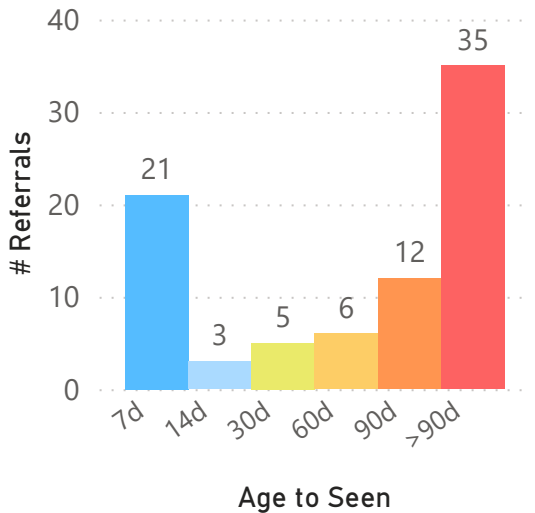
Pending Acceptance by Age



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 8

Completed 5

Pending Reschedule 3

Out of 140 referrals kept

89% are accepted in CRM

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 102

Out of 102 patients in DSM messages

with a Referral 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