

Specialty Clinics Internal Medicine

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.

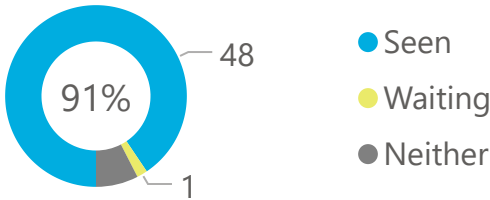
A full description of this report and the measures within can be found on [my GitHub site](#).

An example of work by Steven J Leathard

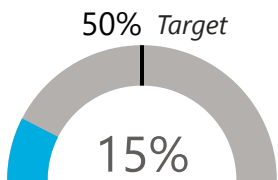
Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

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



Urgent Referrals Seen in 5 Days



Rate Compared to:

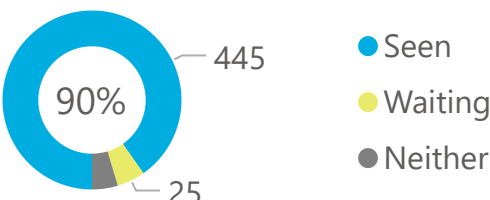
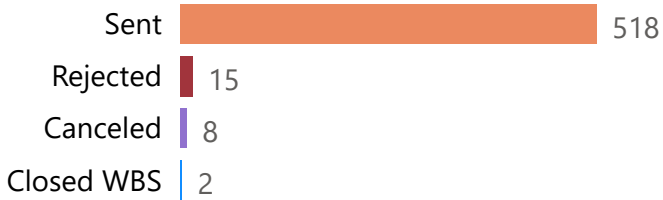
Prev. Month	15%
3 Months	15%
12 Months	15%

Over / Under Target:

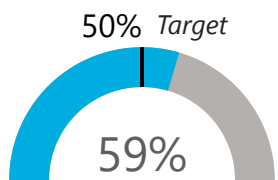
This Month	-35%
3 Months	-35%
12 Months	-35%

Routine Referrals After 30 Days

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



Routine Referrals Seen in 30 Days



Rate Compared to:

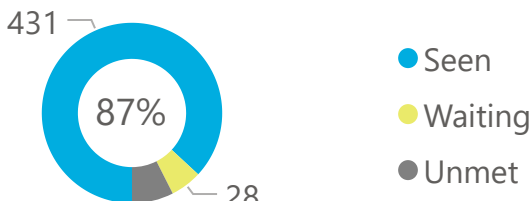
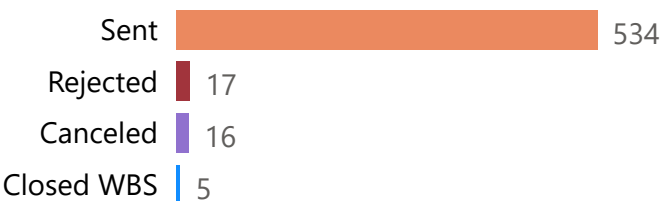
Prev. Month	49%
3 Months	54%
12 Months	58%

Over / Under Target:

This Month	9%
3 Months	4%
12 Months	8%

Referrals After 90 Days

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



Process Milestones:



Process Rates:

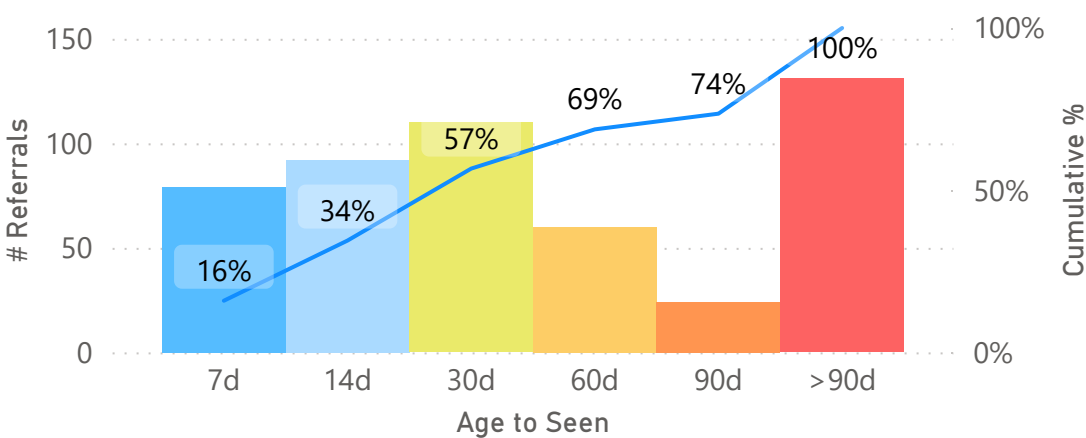
Accepted	94%
Scheduled	93%
Completed	78%

Median Times:

6 Days to Accept
8 Days to Schedule
90 Days to Complete

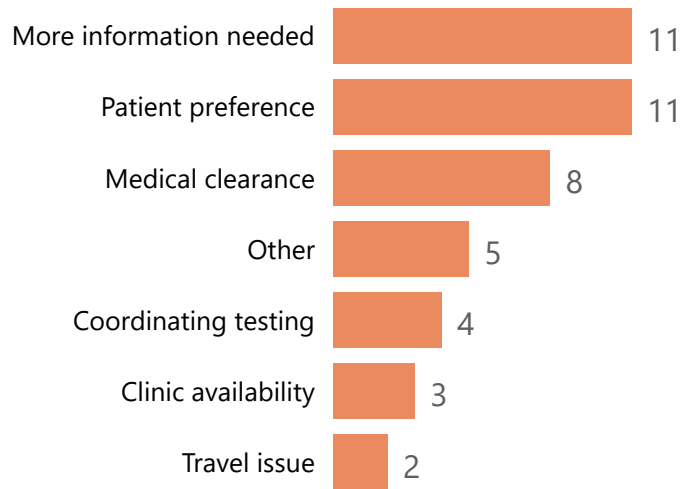
Days to See All Referrals - by Category with Cumulative %

Median 25 Days

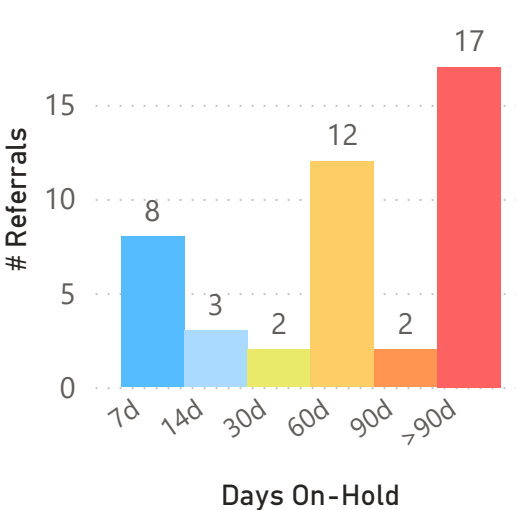


Breakouts of referrals in a hold or pending status sent any time prior to today's date

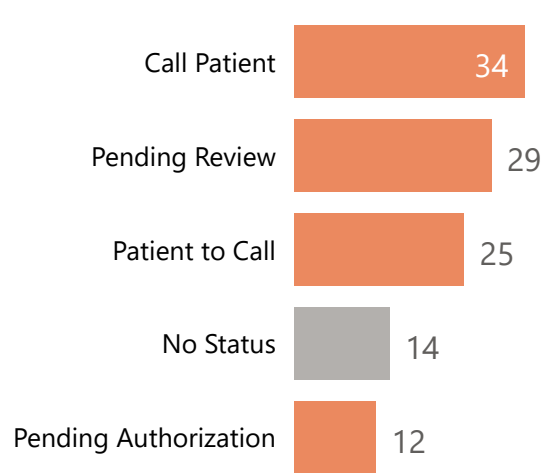
All Referrals On-Hold by Reason



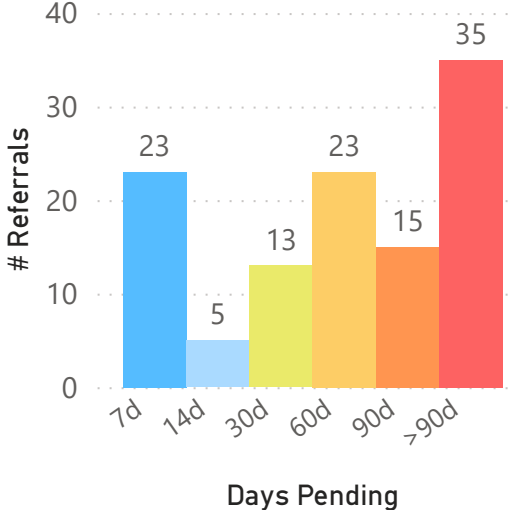
Referrals by Age of Hold



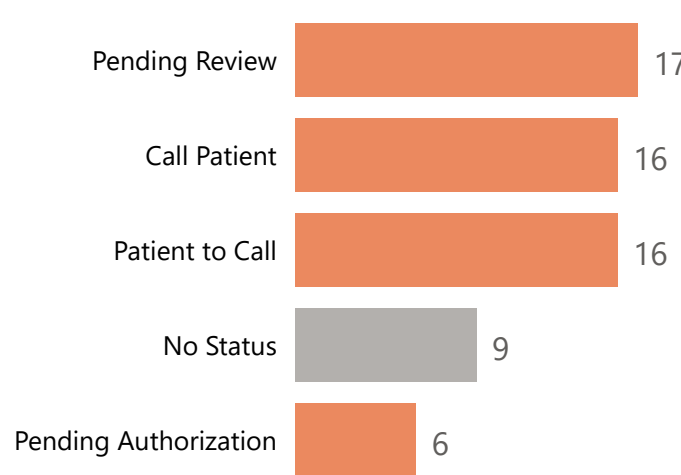
Referrals Pending Reschedule



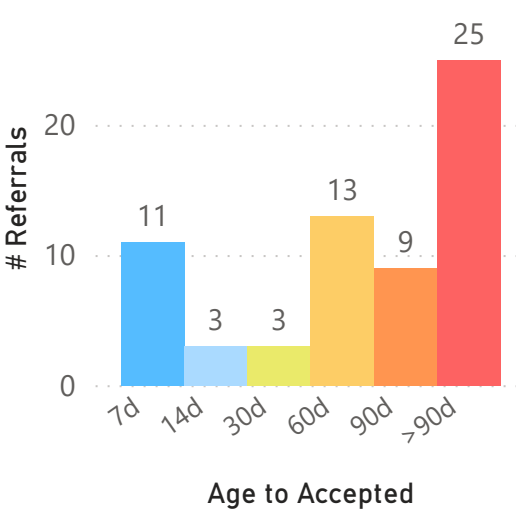
Reschedules by Days Pending



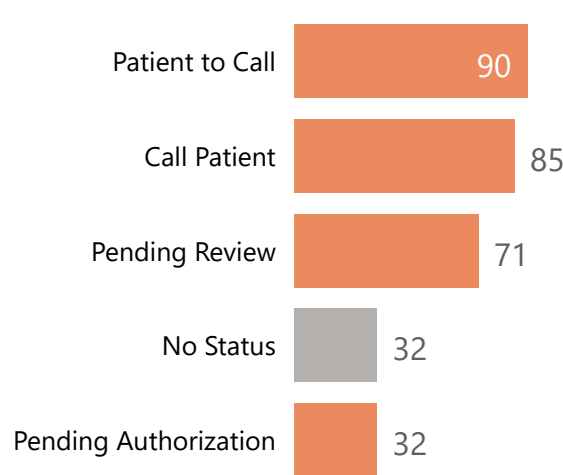
Referrals Pending Acceptance



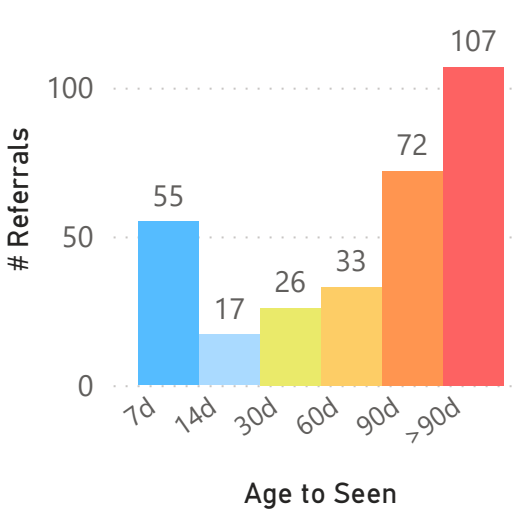
Pending Acceptance by Age



Referrals in Accepted Status



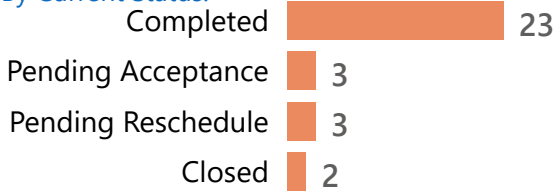
Accepted Status by Age



Referrals tracked using the Clinic Referral Management system versus the Schedule Book

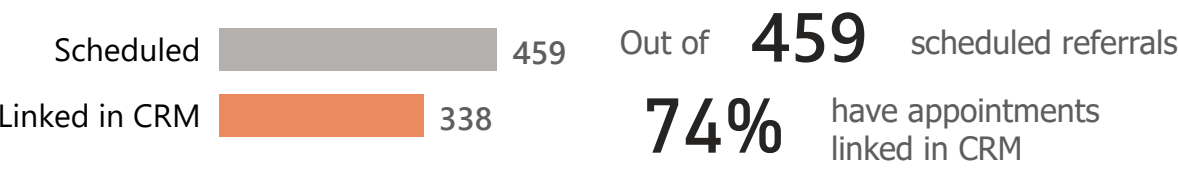
Referrals Not Accepted in CRM after 90 Days

By Current Status:



Out of **496** referrals kept
94% are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

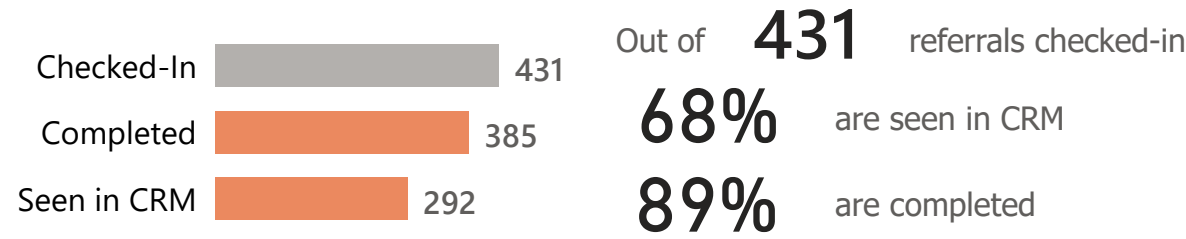


Direct Secure Message Referrals in CRM after 90 Days



Out of **270** patients in DSM messages
51% have a referral in CRM

Referrals Seen in CRM after 90 Days



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	74%	10	7.40
% of Seen Referrals Tagged as Seen	68%	10	6.80
% of Seen Referrals that are Completed	89%	10	8.90
% of DSM Referrals with CRM Referral	51%	5	2.55

35.05 points out of **45** points possible

78% clinic score for CRM use