Specialty Clinics
Dermatology

Referral Volume and Throughput
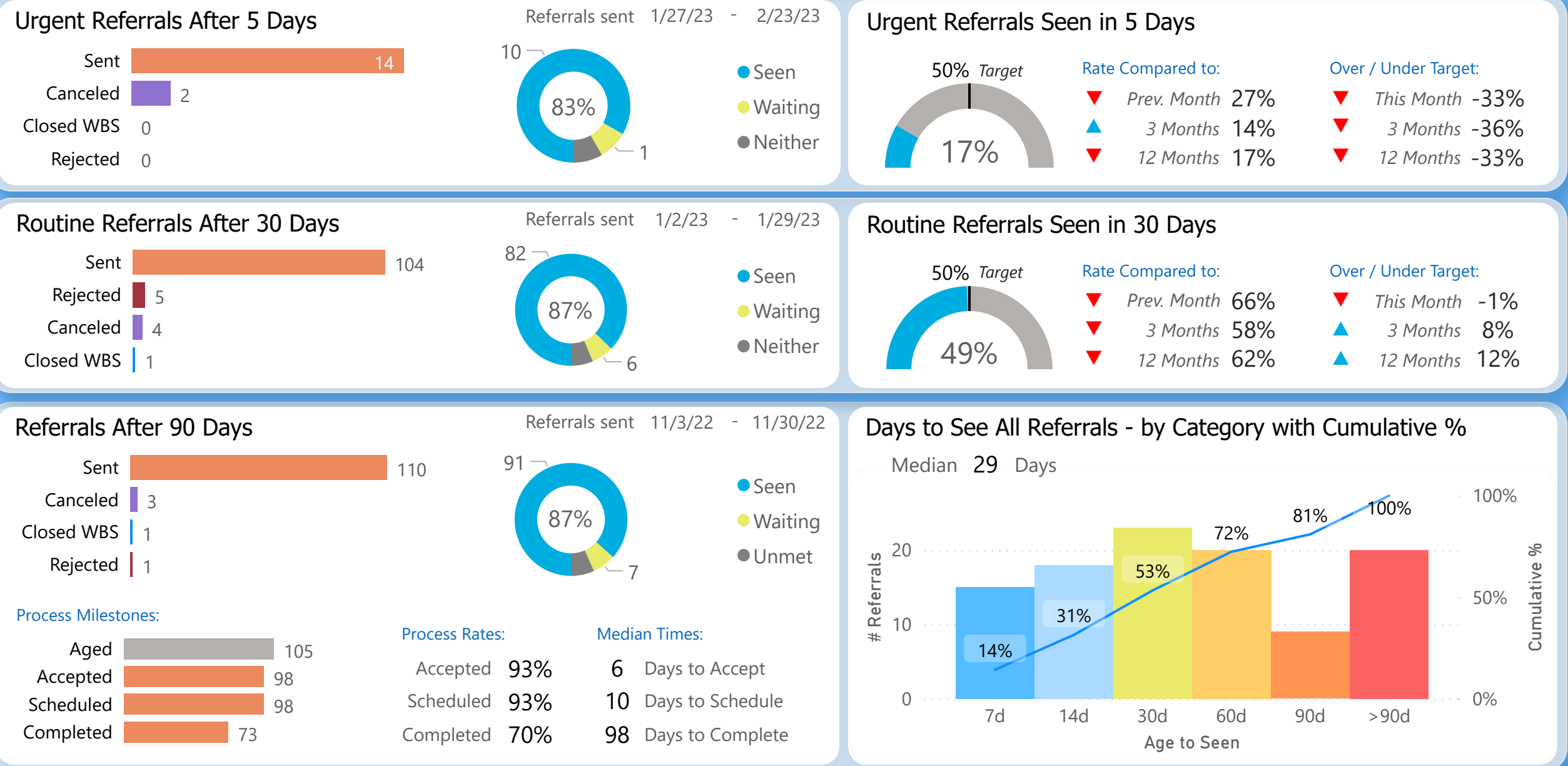
Saturday, March 04, 2023

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

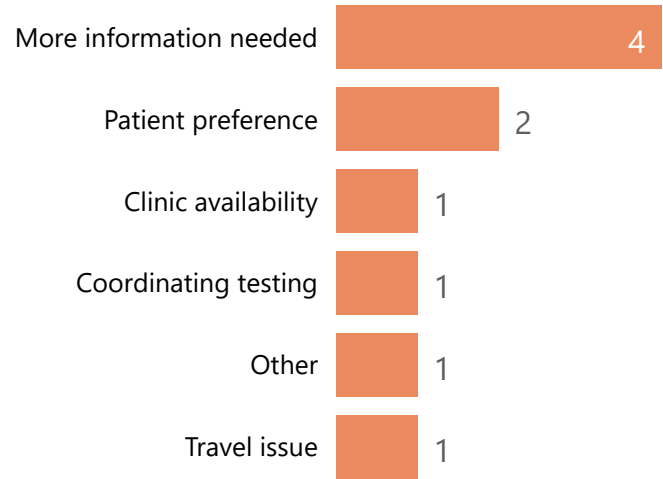A full description of this report and the measures within can be found on my GitHub site.

An example of work by Steven J Leathard

Specialty Clinics
REFERRALS

Report of referral ages in the **Dermatology** ⌄ clinic for **February 2023** ⌄

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

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Urgent Referrals After 5 Days

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

Sent	14
Canceled	2
Closed WBS	0
Rejected	0

10
83%
1
- Seen
- Waiting
- Neither

Urgent Referrals Seen in 5 Days

50% *Target*

17%

Rate Compared to:
- ▼ *Prev. Month* 27%
- ▲ *3 Months* 14%
- ▼ *12 Months* 17%

Over / Under Target:
- ▼ *This Month* -33%
- ▼ *3 Months* -36%
- ▼ *12 Months* -33%

Routine Referrals After 30 Days

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

Sent	104
Rejected	5
Canceled	4
Closed WBS	1

82
87%
6
- Seen
- Waiting
- Neither

Routine Referrals Seen in 30 Days

50% *Target*

49%

Rate Compared to:
- ▼ *Prev. Month* 66%
- ▼ *3 Months* 58%
- ▼ *12 Months* 62%

Over / Under Target:
- ▼ *This Month* -1%
- ▲ *3 Months* 8%
- ▲ *12 Months* 12%

Referrals After 90 Days

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

Sent	110
Canceled	3
Closed WBS	1
Rejected	1

91
87%
7
- Seen
- Waiting
- Unmet

Process Milestones:

Aged	105
Accepted	98
Scheduled	98
Completed	73

Process Rates:
- Accepted 93%
- Scheduled 93%
- Completed 70%

Median Times:
- 6 Days to Accept
- 10 Days to Schedule
- 98 Days to Complete

Days to See All Referrals - by Category with Cumulative %

Median 29 Days

Age to Seen	7d	14d	30d	60d	90d	>90d
Cumulative %	14%	31%	53%	72%	81%	100%

Specialty Clinics

PENDING REFERRALS

Report of pending referrals in the **Dermatology** ⌄ clinic for **February 2023** ⌄
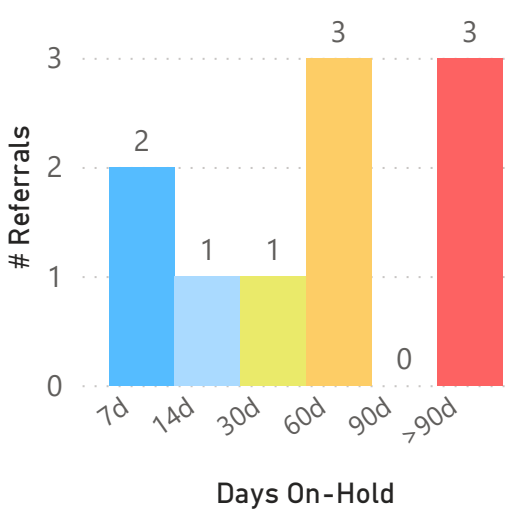
Breakouts of referrals in a hold or pending status sent any time prior to today's date

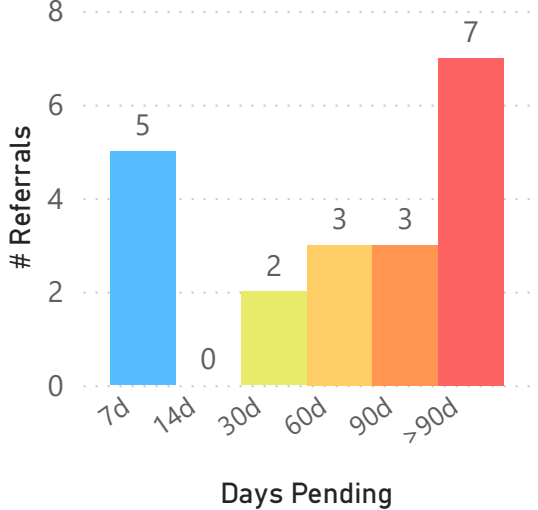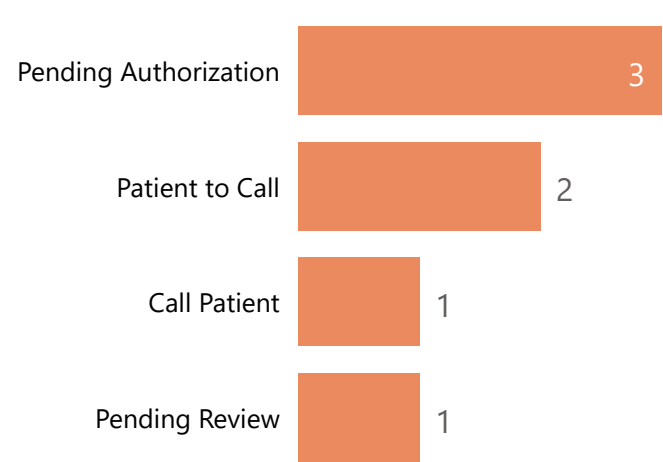### All Referrals On-Hold by Reason

- More information needed: 4
- Patient preference: 2
- Clinic availability: 1
- Coordinating testing: 1
- Other: 1
- Travel issue: 1

Referrals by Age of Hold

Days On-Hold	# Referrals
7d	2
14d	1
30d	1
60d	3
90d	0
>90d	3

Referrals Pending Reschedule

- Patient to Call: 7
- Call Patient: 6
- Pending Review: 5
- Pending Authorization: 2
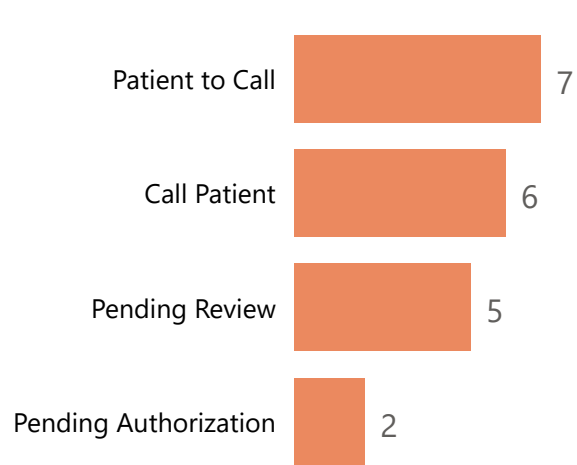
Reschedules by Days Pending

Days Pending	# Referrals
7d	5
14d	0
30d	2
60d	3
90d	3
>90d	7

Referrals Pending Acceptance

- Pending Authorization: 3
- Patient to Call: 2
- Call Patient: 1
- Pending Review: 1

Pending Acceptance by Age

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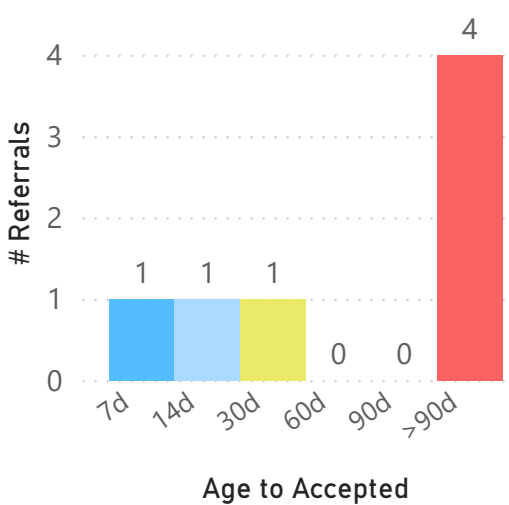
Referrals in Accepted Status

- Call Patient: 20
- Pending Review: 15
- No Status: 9
- Patient to Call: 7
- Pending Authorization: 4

Accepted Status by Age

Age to Seen	# Referrals
7d	6
14d	3
30d	11
60d	6
90d	2
>90d	27

Specialty Clinics

CRM USE

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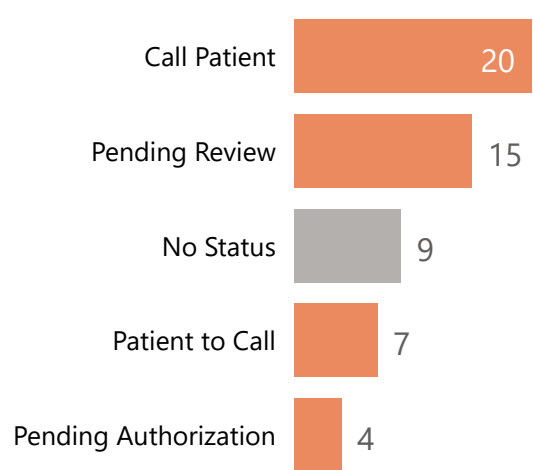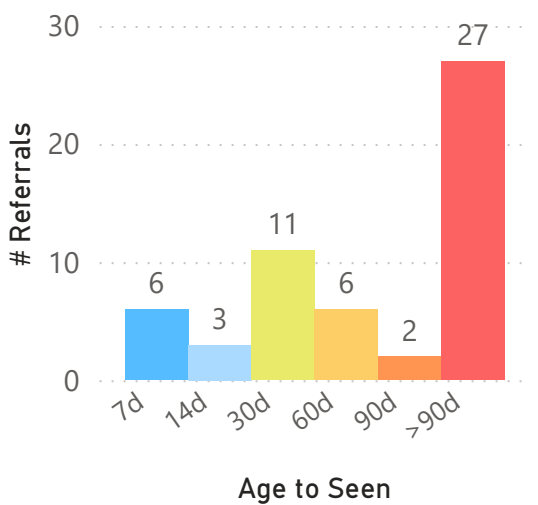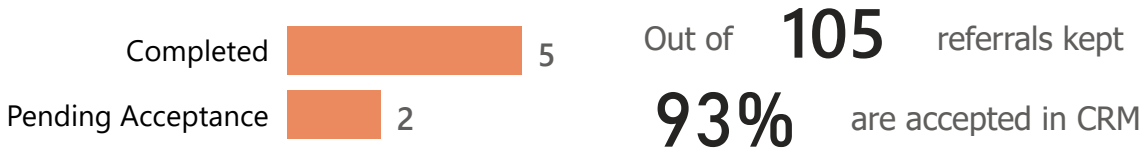
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

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Referrals Not Accepted in CRM after 90 Days

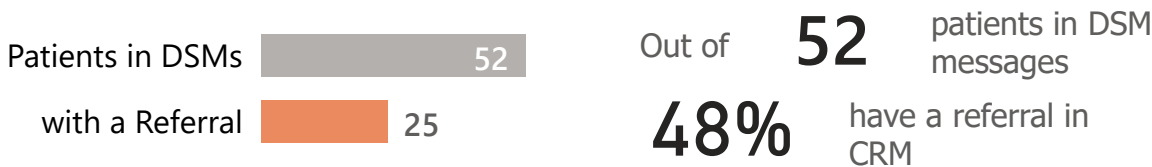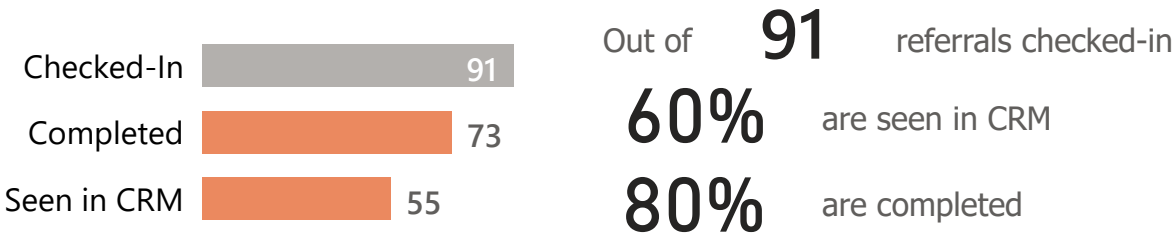By Current Status:

Completed	5
Pending Acceptance	2

Out of **105** referrals kept

93% are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled	98
Linked in CRM	68

Out of **98** scheduled referrals

69% have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs	52
with a Referral	25

Out of **52** patients in DSM messages

48% have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In	91
Completed	73
Seen in CRM	55

Out of **91** referrals checked-in

60% are seen in CRM

80% 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	69%	10	6.90
% of Seen Referrals Tagged as Seen	60%	10	6.00
% of Seen Referrals that are Completed	80%	10	8.00
% of DSM Referrals with CRM Referral	48%	5	2.40

32.60 points out of **45** points possible

72% clinic score for CRM use