Specialty Clinics
Rheumatology

Referral Volume and Throughput
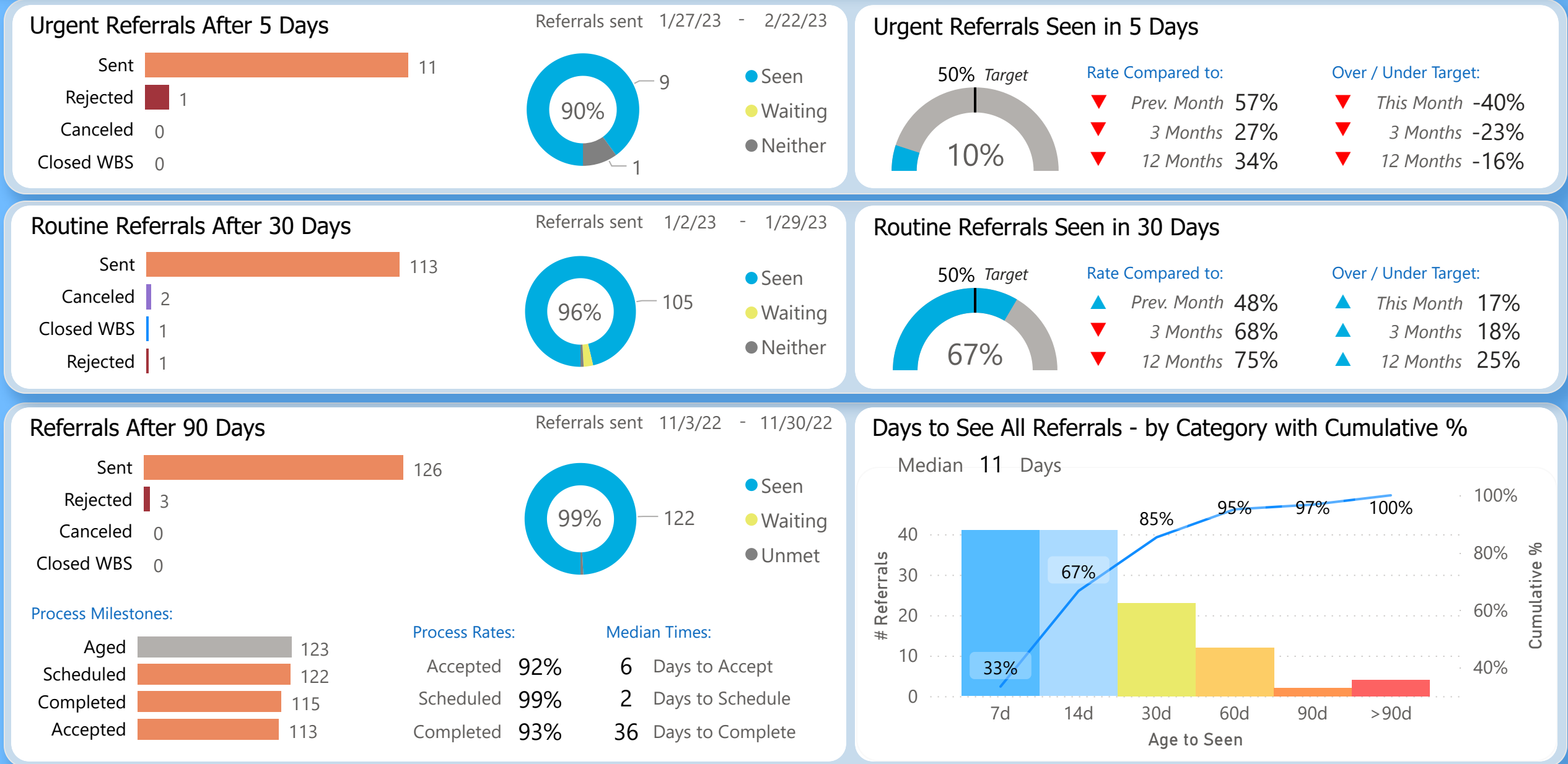
Saturday, March 04, 2023

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

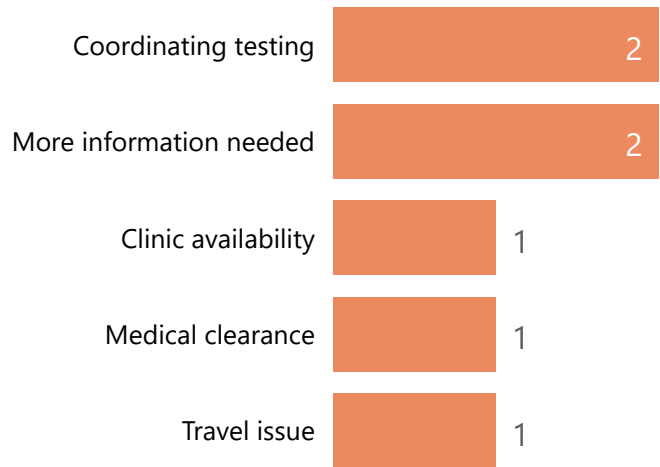A full description of this report and the measures within can be found on my GitHub site.

An example of work by Steven J Leathard

Specialty Clinics

REFERRALS

Report of referral ages in the **Rheumatology** ⌄ 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 - 2/22/23

Sent	11
Rejected	1
Canceled	0
Closed WBS	0

90%
- 9 ● Seen
- 1 ● Waiting
- ● Neither

Urgent Referrals Seen in 5 Days

50% *Target*

10%

Rate Compared to:
- ▼ *Prev. Month* 57%
- ▼ *3 Months* 27%
- ▼ *12 Months* 34%

Over / Under Target:
- ▼ *This Month* -40%
- ▼ *3 Months* -23%
- ▼ *12 Months* -16%

Routine Referrals After 30 Days

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

Sent	113
Canceled	2
Closed WBS	1
Rejected	1

96%
- 105 ● Seen
- ● Waiting
- ● Neither

Routine Referrals Seen in 30 Days

50% *Target*

67%

Rate Compared to:
- ▲ *Prev. Month* 48%
- ▼ *3 Months* 68%
- ▼ *12 Months* 75%

Over / Under Target:
- ▲ *This Month* 17%
- ▲ *3 Months* 18%
- ▲ *12 Months* 25%

Referrals After 90 Days

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

Sent	126
Rejected	3
Canceled	0
Closed WBS	0

99%
- 122 ● Seen
- ● Waiting
- ● Unmet

Process Milestones:

Aged	123
Scheduled	122
Completed	115
Accepted	113

Process Rates:

Accepted	92%
Scheduled	99%
Completed	93%

Median Times:

6	Days to Accept
2	Days to Schedule
36	Days to Complete

Days to See All Referrals - by Category with Cumulative %

Median 11 Days

Cumulative %: 33%, 67%, 85%, 95%, 97%, 100%

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

Specialty Clinics — PENDING REFERRALS

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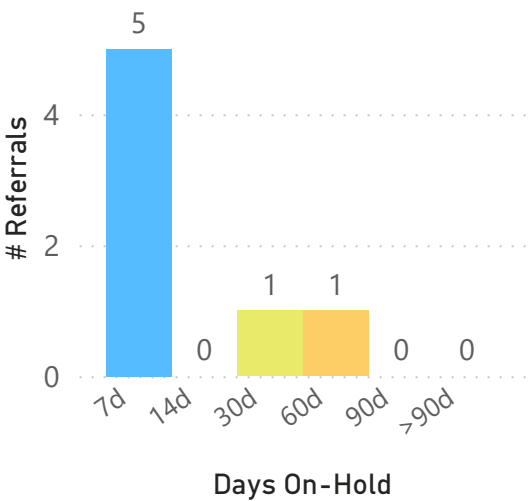
Breakouts of referrals in a hold or pending status sent any time prior to today's date

All Referrals On-Hold by Reason

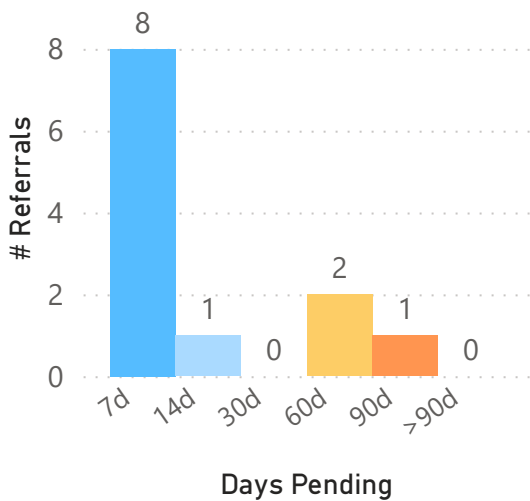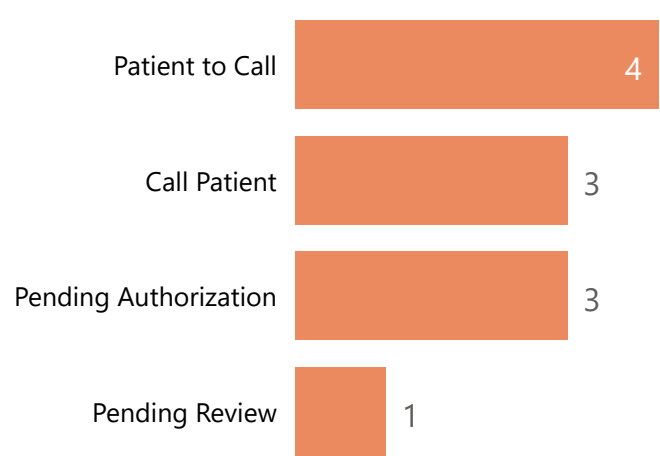| Reason	Count
Coordinating testing	2
More information needed	2
Clinic availability	1
Medical clearance	1
Travel issue	1

Referrals by Age of Hold

Days On-Hold	# Referrals
7d	5
14d	0
30d	1
60d	1
90d	0
>90d	0

Referrals Pending Reschedule

Status	Count
Call Patient	4
No Status	4
Patient to Call	2
Pending Authorization	1
Pending Review	1
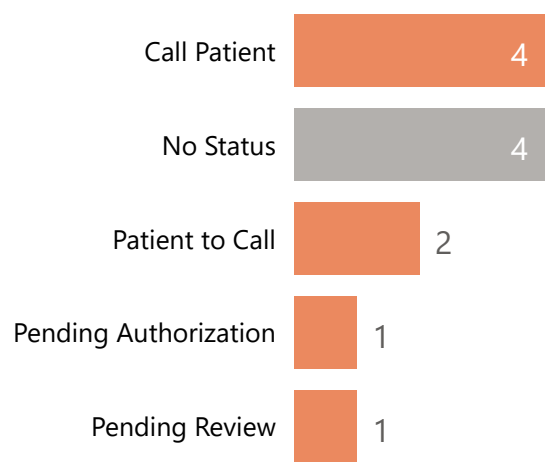
Reschedules by Days Pending

Days Pending	# Referrals
7d	8
14d	1
30d	0
60d	2
90d	1
>90d	0

Referrals Pending Acceptance

Status	Count
Patient to Call	4
Call Patient	3
Pending Authorization	3
Pending Review	1

Pending Acceptance by Age

Age to Accepted	# Referrals
7d	0
14d	1
30d	2
60d	0
90d	6
>90d	2
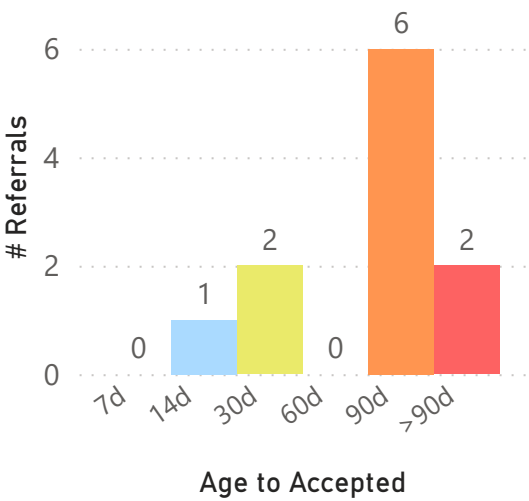
Referrals in Accepted Status

Status	Count
Call Patient	12
Patient to Call	12
Pending Review	7
Pending Authorization	6
No Status	3

Accepted Status by Age

Age to Seen	# Referrals
7d	13
14d	5
30d	10
60d	3
90d	8
>90d	1

CRM USE

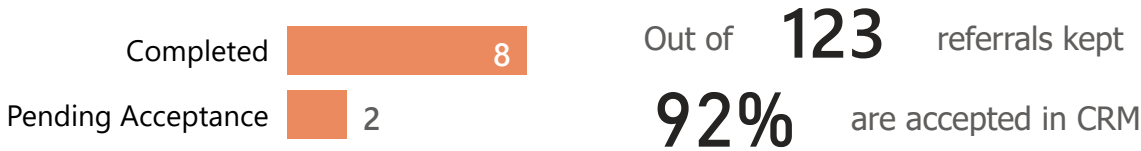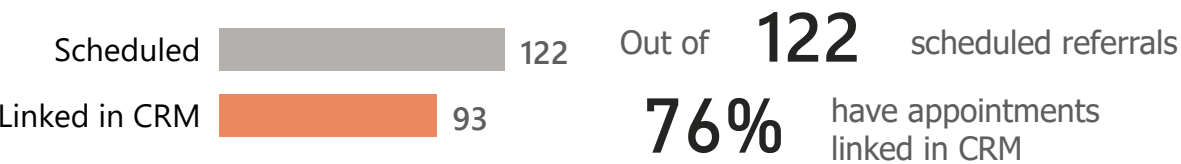Report of referral ages in the **Rheumatology** ▾ clinic for **February 2023** ▾
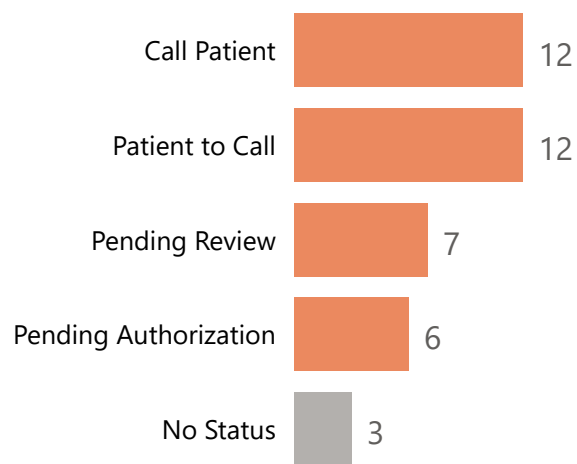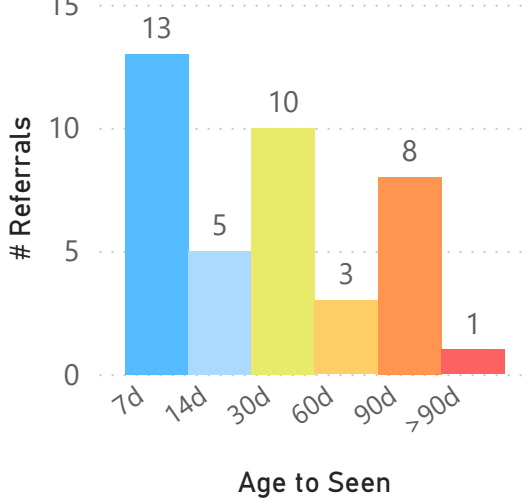
Referrals tracked using the Clinic Referral Management system versus the Schedule Book
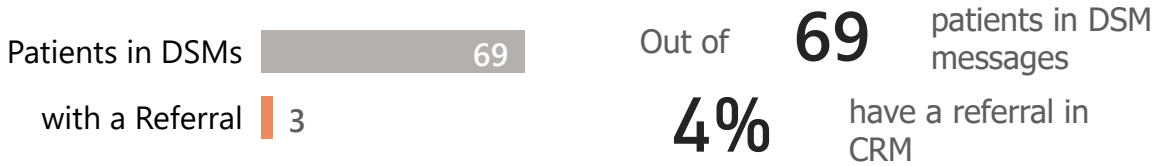
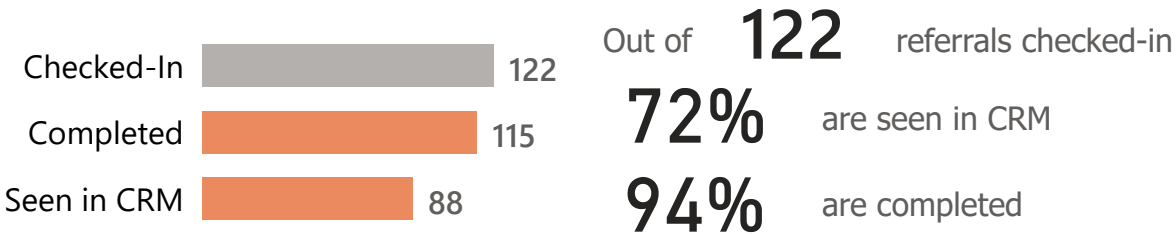## Referrals Not Accepted in CRM after 90 Days

By Current Status:

Completed	8
Pending Acceptance	2

Out of **123** referrals kept

92% are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled	122
Linked in CRM	93

Out of **122** scheduled referrals

76% have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs	69
with a Referral	3

Out of **69** patients in DSM messages

4% have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In	122
Completed	115
Seen in CRM	88

Out of **122** referrals checked-in

72% are seen in CRM

94% are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	92%	10	9.20
% of Scheduled Referrals with Linked Appt	76%	10	7.60
% of Seen Referrals Tagged as Seen	72%	10	7.20
% of Seen Referrals that are Completed	94%	10	9.40
% of DSM Referrals with CRM Referral	4%	5	0.20

33.60 points out of **45** points possible

75% clinic score for CRM use