

Specialty Clinics

Pain Management

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

Sent13

Canceled2

Closed WBS0

Rejected0

91%

10

1

Seen

Waiting

Neither

Urgent Referrals Seen in 5 Days

50% Target

18%

Rate Compared to:

Prev. Month9%

3 Months16%

12 Months12%

Over / Under Target:

This Month-32%

3 Months-34%

12 Months-38%

Routine Referrals After 30 Days

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

Sent104

Rejected2

Canceled1

Closed WBS0

94%

95

Seen

Waiting

Neither

Routine Referrals Seen in 30 Days

50% Target

67%

Rate Compared to:

Prev. Month76%

3 Months73%

12 Months62%

Over / Under Target:

This Month17%

3 Months23%

12 Months12%

Referrals After 90 Days

Referrals sent 11/3/22 - 11/29/22

Sent136

Rejected2

Canceled0

Closed WBS0

100%

134

Seen

Waiting

Unmet

Process Milestones:

Aged134

Completed134

Scheduled134

Accepted126

Process Rates:

Accepted94%

Scheduled100%

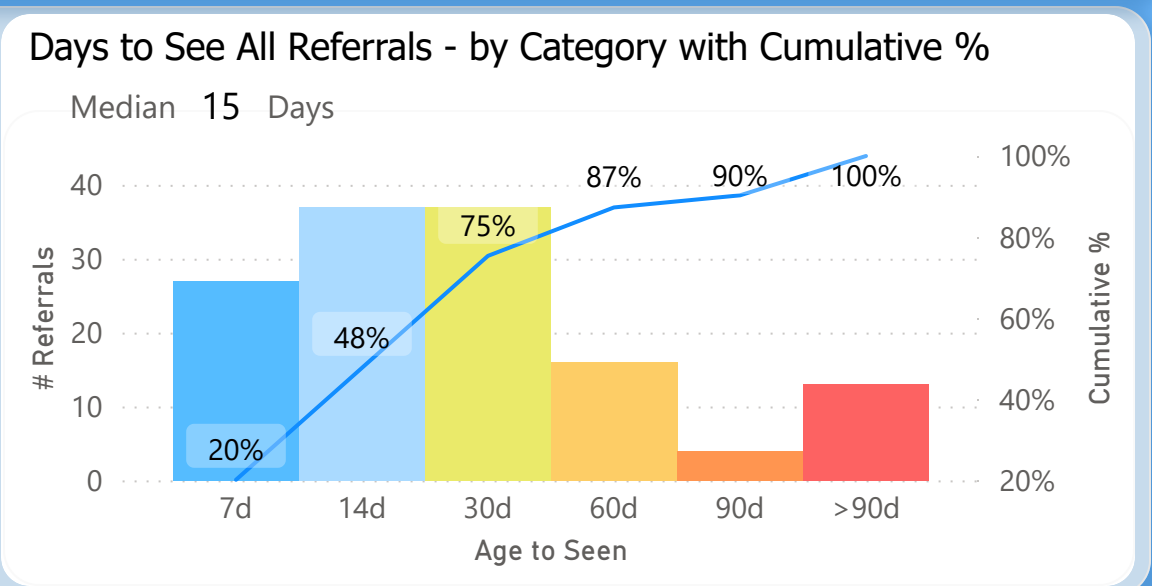
Completed100%

Median Times:

6 Days to Accept

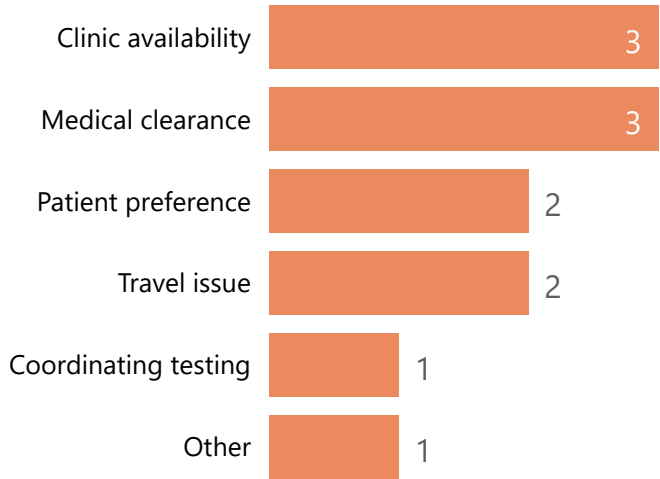
7 Days to Schedule

39 Days to Complete

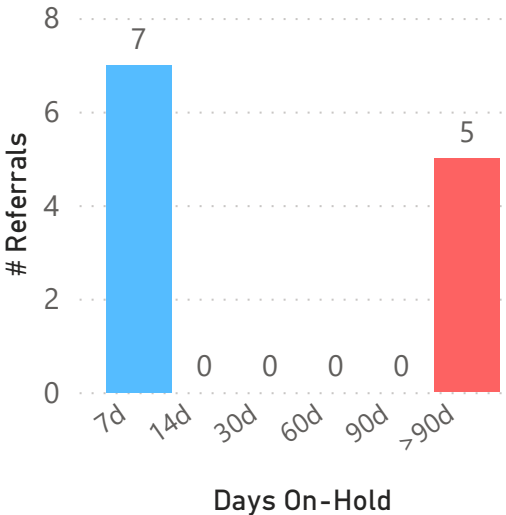


Breakouts of referrals in a hold or pending status sent any time prior to today's date

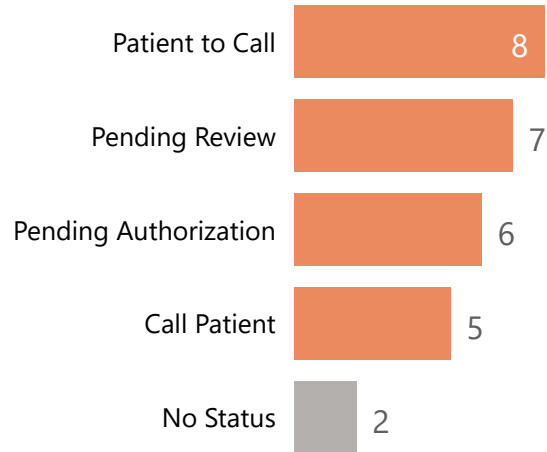
All Referrals On-Hold by Reason



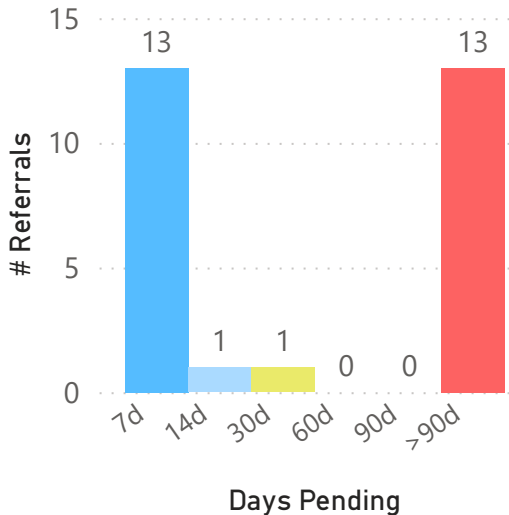
Referrals by Age of Hold



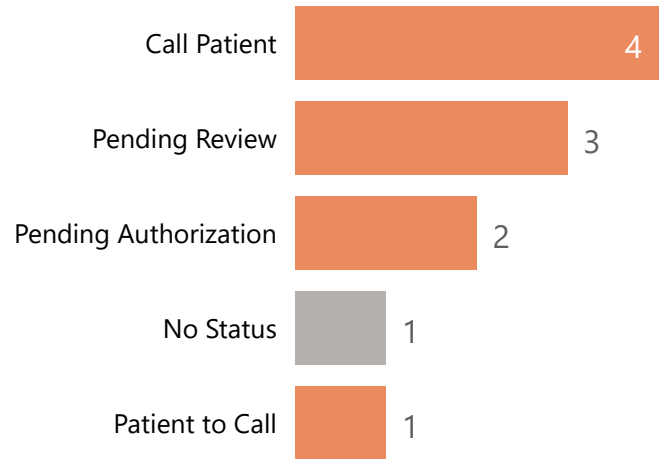
Referrals Pending Reschedule



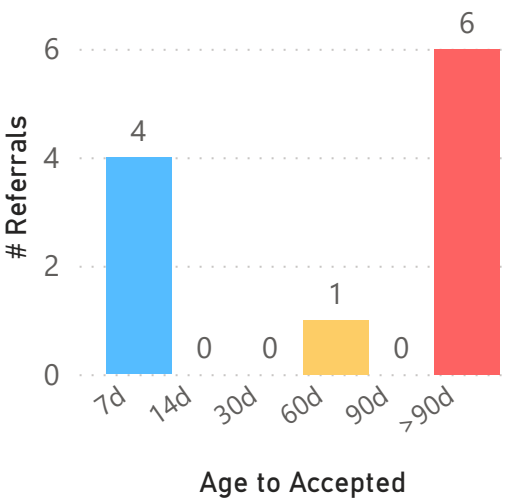
Reschedules by Days Pending



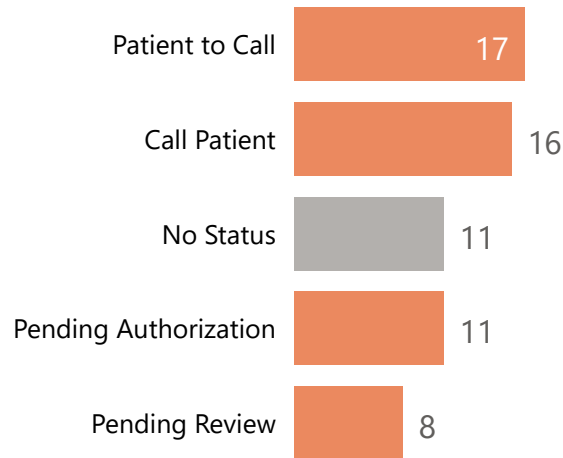
Referrals Pending Acceptance



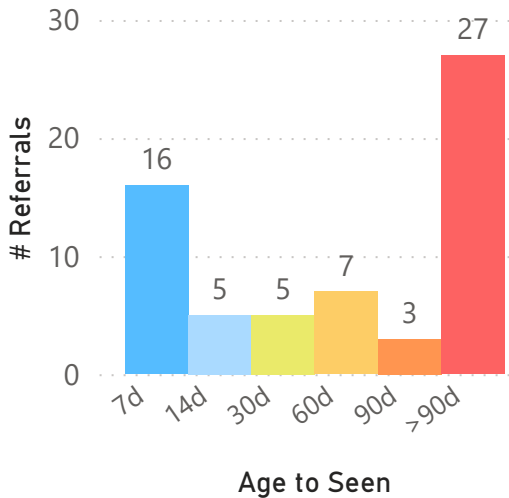
Pending Acceptance by Age



Referrals in Accepted Status



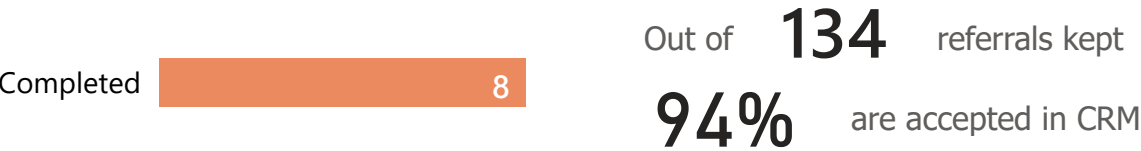
Accepted Status by Age



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

Referrals Not Accepted in CRM after 90 Days

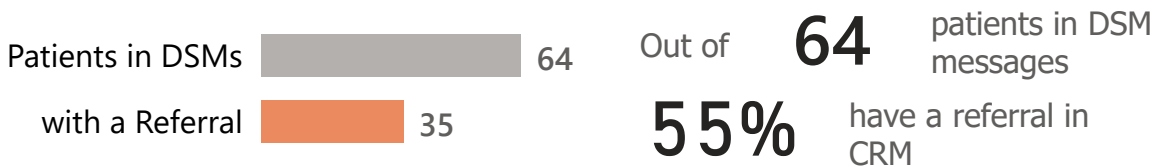
By Current Status:



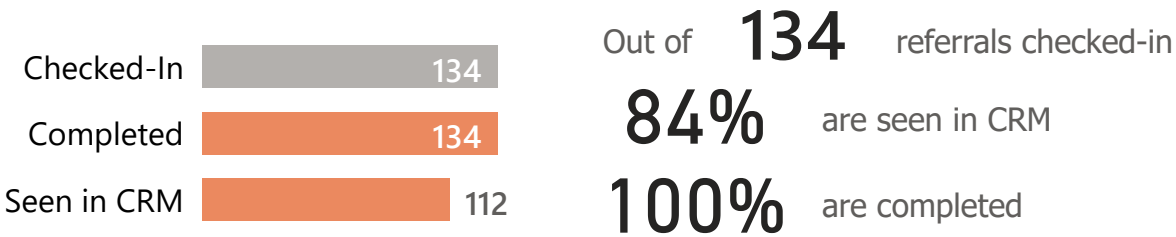
Referral Appointments Linked in CRM after 90 Days



Direct Secure Message Referrals in CRM after 90 Days



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	84%	10	8.40
% of Seen Referrals Tagged as Seen	84%	10	8.40
% of Seen Referrals that are Completed	100%	10	10.00
% of DSM Referrals with CRM Referral	55%	5	2.75

38.95 points out of **45** points possible

87% clinic score for CRM use