

# Specialty Clinics Oncology

Referral Volume and Throughput

Saturday, March 04, 2023

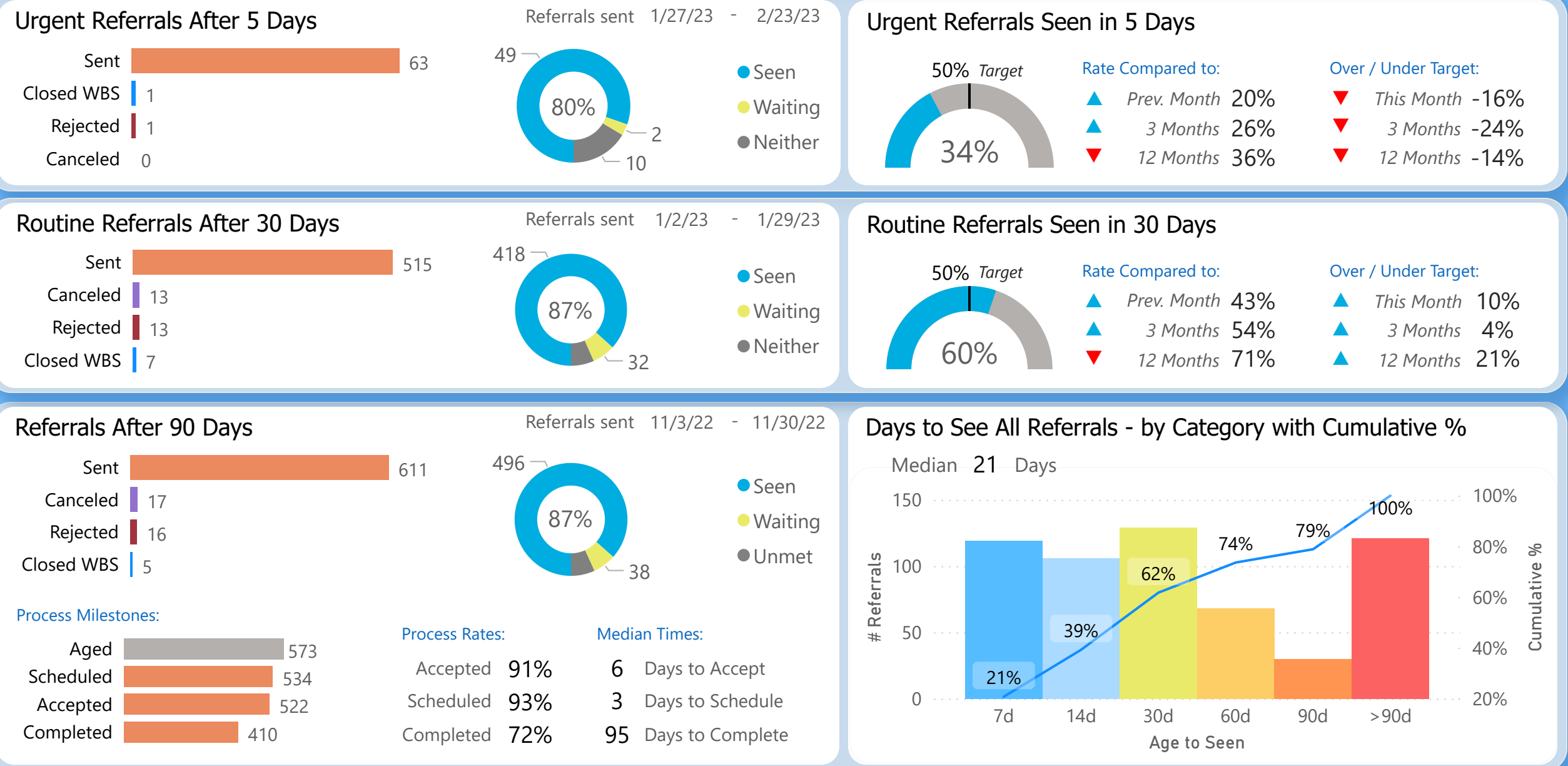


This report contains measures of the rate at which referred patients are seen at these Medical Center specialty clinics.

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

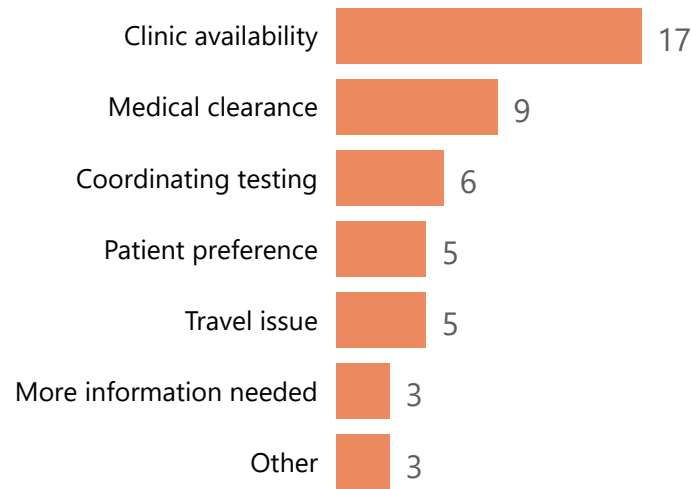
An example of work by Steven J Leathard

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

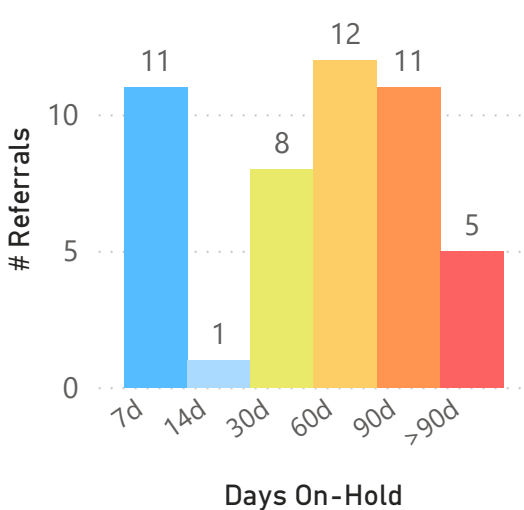


Breakouts of referrals in a hold or pending status sent any time prior to today's date

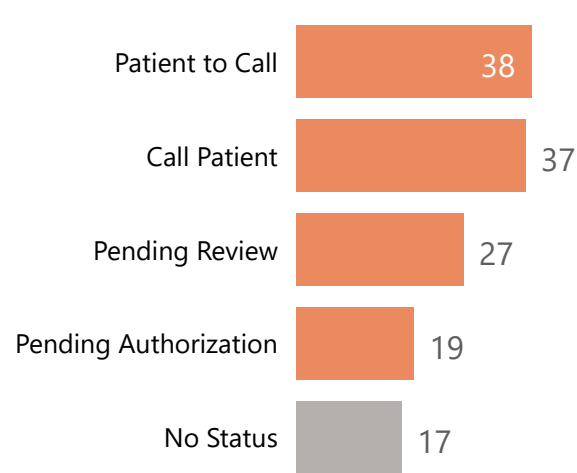
All Referrals On-Hold by Reason



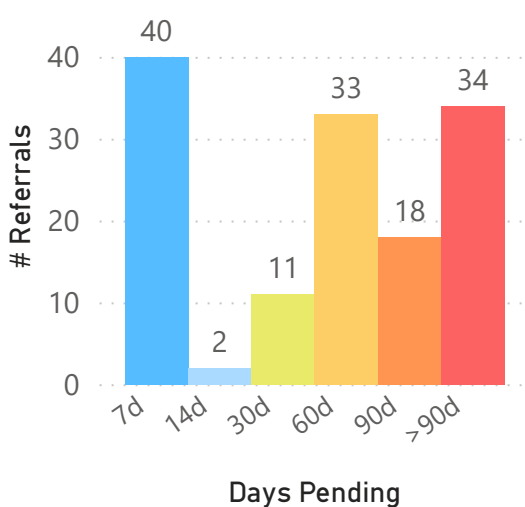
Referrals by Age of Hold



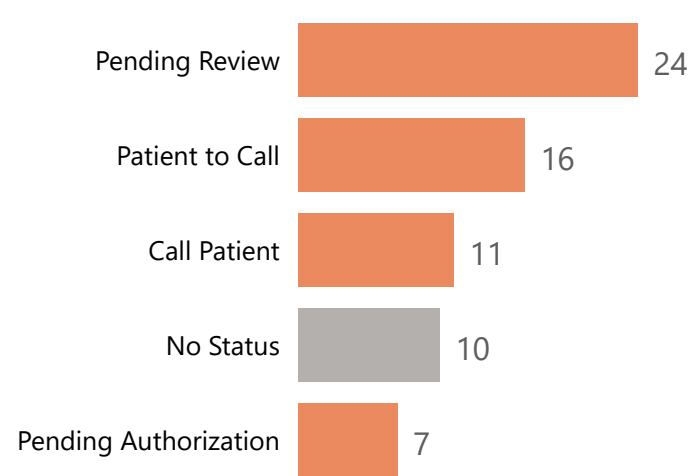
Referrals Pending Reschedule



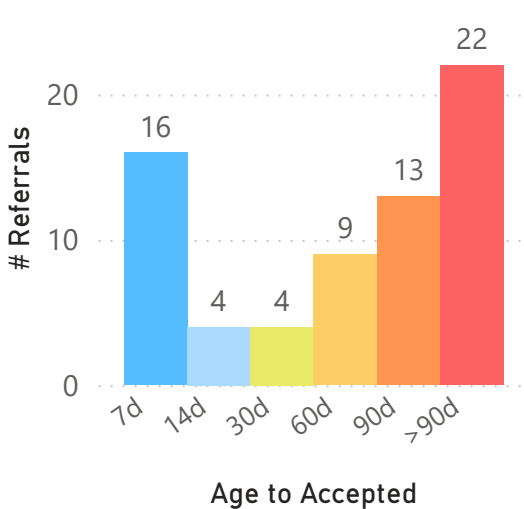
Reschedules by Days Pending



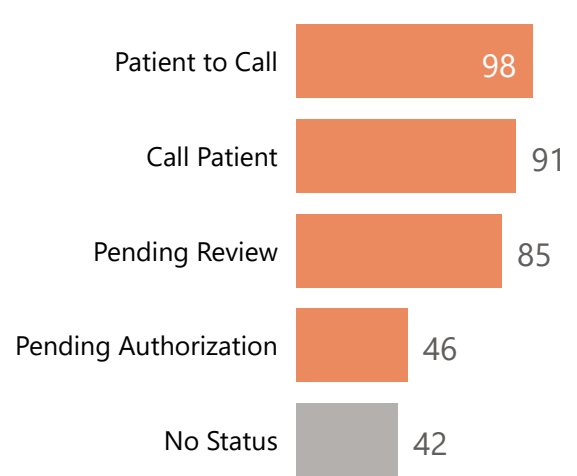
Referrals Pending Acceptance



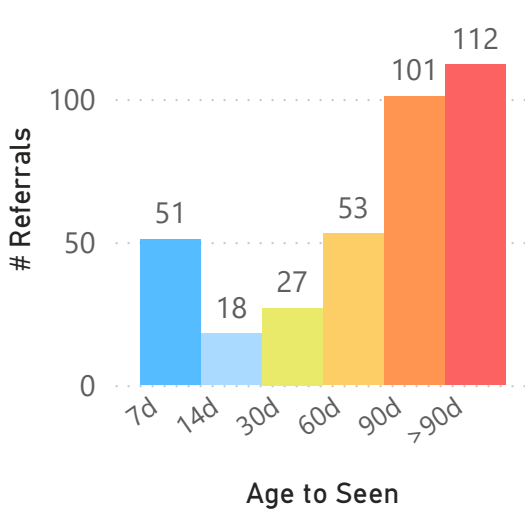
Pending Acceptance by Age



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:

Completed 37

Pending Acceptance 10

Pending Reschedule 4

Out of 573 referrals kept  
91% are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled 534

Out of 534 scheduled referrals  
66% have appointments linked in CRM

Linked in CRM 355

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs 301

Out of 301 patients in DSM messages  
46% have a referral in CRM

with a Referral 138

Referrals Seen in CRM after 90 Days

Checked-In 496

Out of 496 referrals checked-in  
62% are seen in CRM  
83% are completed

Completed 410

Seen in CRM 308

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	91%	10	9.10
% of Scheduled Referrals with Linked Appt	66%	10	6.60
% of Seen Referrals Tagged as Seen	62%	10	6.20
% of Seen Referrals that are Completed	83%	10	8.30
% of DSM Referrals with CRM Referral	46%	5	2.30

32.50 points out of 45 points possible

72% clinic score for CRM use