

Specialty Clinics

Podiatry

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.

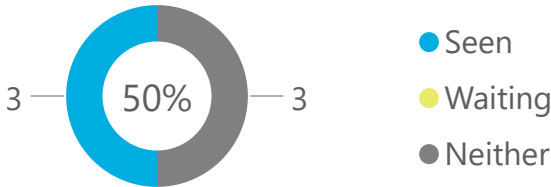
A full description of this report and the measures within can be found on [my GitHub site](#).

An example of work by Steven J Leathard

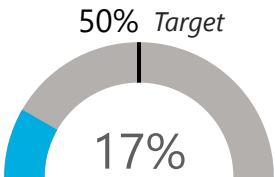
Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

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



Urgent Referrals Seen in 5 Days



Rate Compared to:

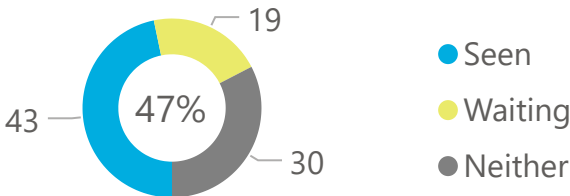
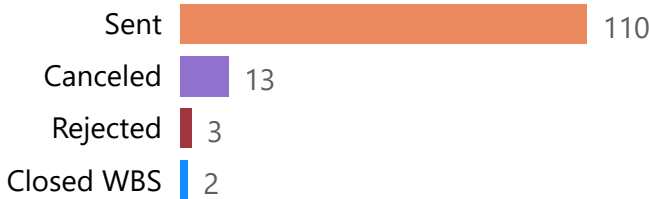
| Period | Rate |
|-------------|------|
| Prev. Month | 0% |
| 3 Months | 4% |
| 12 Months | 13% |

Over / Under Target:

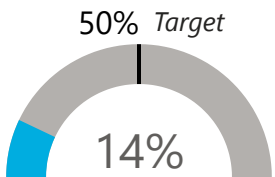
| Period | Over / Under Target |
|------------|---------------------|
| This Month | -33% |
| 3 Months | -46% |
| 12 Months | -37% |

Routine Referrals After 30 Days

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



Routine Referrals Seen in 30 Days



Rate Compared to:

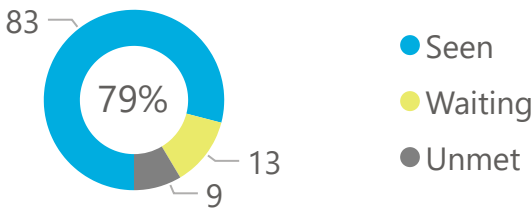
| Period | Rate |
|-------------|------|
| Prev. Month | 40% |
| 3 Months | 30% |
| 12 Months | 57% |

Over / Under Target:

| Period | Over / Under Target |
|------------|---------------------|
| This Month | -36% |
| 3 Months | -20% |
| 12 Months | 7% |

Referrals After 90 Days

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



Process Milestones:



Process Rates:

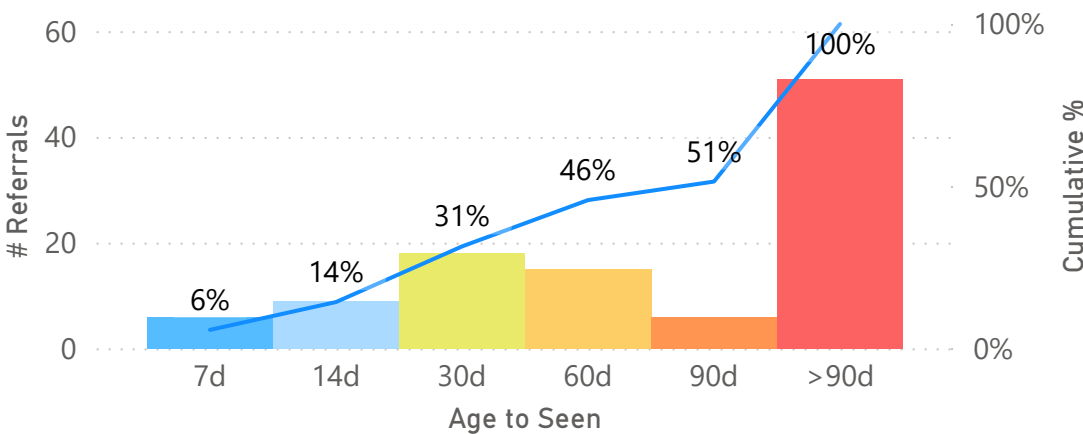
| | |
|-----------|-----|
| Accepted | 94% |
| Scheduled | 91% |
| Completed | 62% |

Median Times:

| |
|----------------------|
| 5 Days to Accept |
| 10 Days to Schedule |
| 110 Days to Complete |

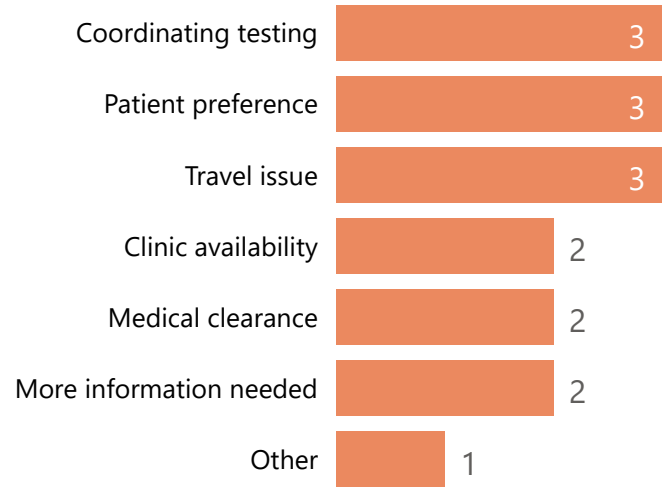
Days to See All Referrals - by Category with Cumulative %

Median 86 Days

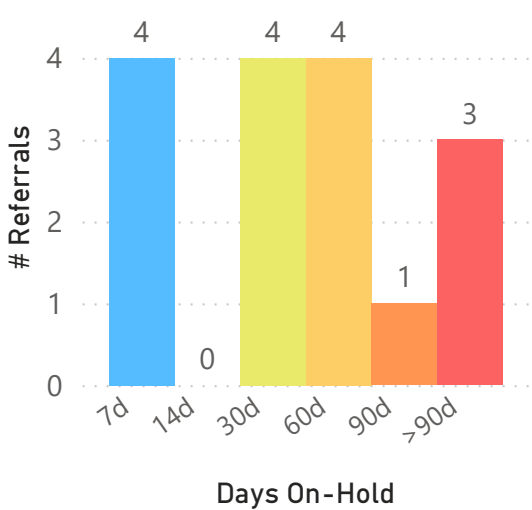


Breakouts of referrals in a hold or pending status sent any time prior to today's date

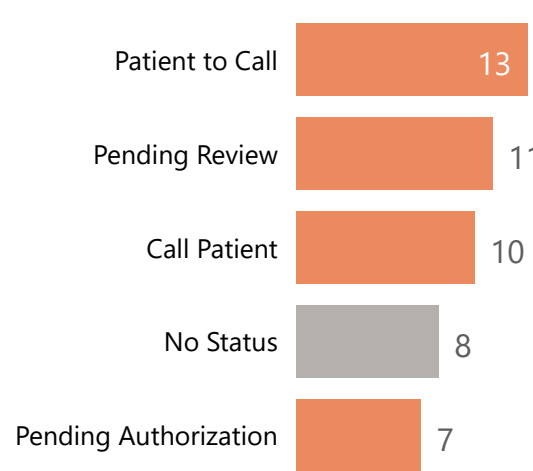
All Referrals On-Hold by Reason



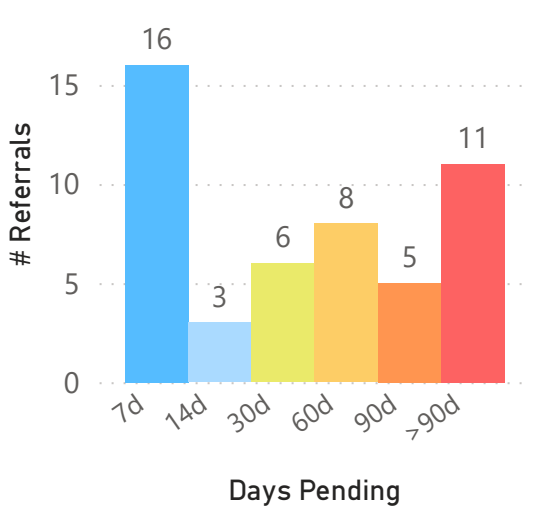
Referrals by Age of Hold



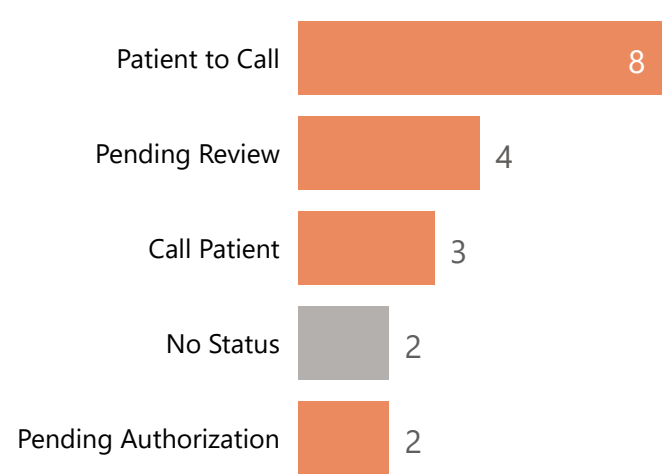
Referrals Pending Reschedule



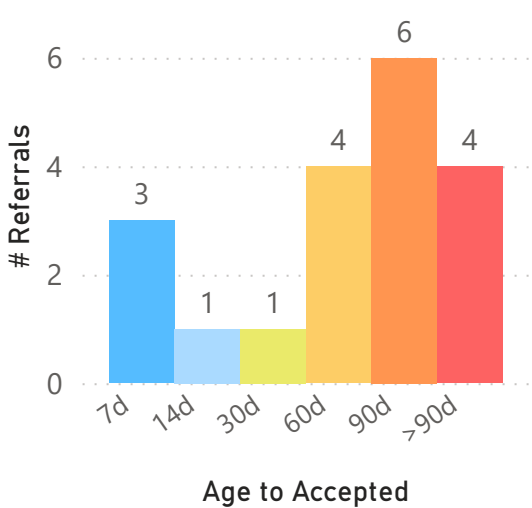
Reschedules by Days Pending



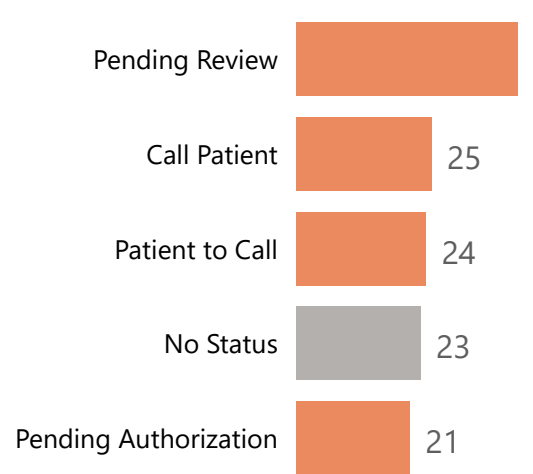
Referrals Pending Acceptance



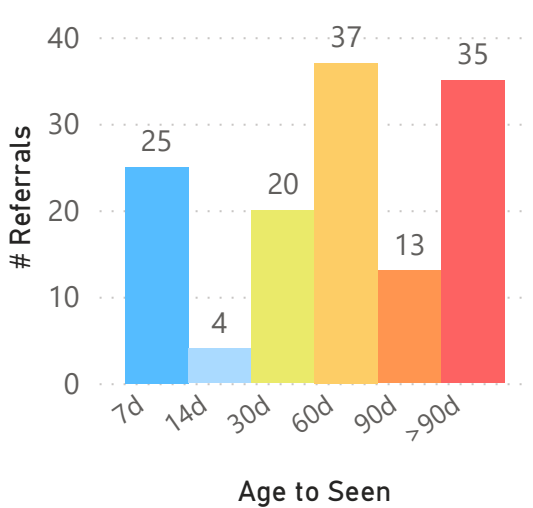
Pending Acceptance by Age



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:

Pending Acceptance 2

Pending Reschedule 2

Closed 1

Completed 1

Out of 105 referrals kept

94% are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled 96

Out of 96 scheduled referrals

Linked in CRM 55

57% have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs 65

Out of 65 patients in DSM messages

with a Referral 50

77% have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In 83

Out of 83 referrals checked-in

Completed 65

52% are seen in CRM

Seen in CRM 43

78% are completed

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 | 57% | 10 | 5.70 |
| % of Seen Referrals Tagged as Seen | 52% | 10 | 5.20 |
| % of Seen Referrals that are Completed | 78% | 10 | 7.80 |
| % of DSM Referrals with CRM Referral | 77% | 5 | 3.85 |

31.95 points out of 45 points possible

71% clinic score for CRM use