

# **Specialty Clinics**

## **Endocrinology**

Referral Volume and Throughput

Saturday, March 04, 2023



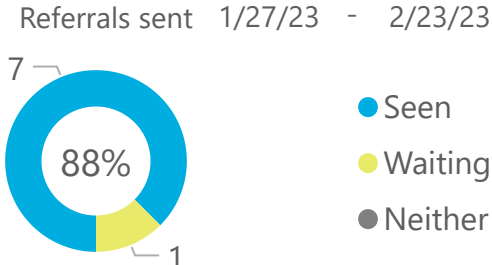
This report contains measures of the rate at which referred patients are seen at these Medical Center specialty clinics.

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

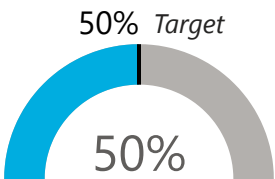
An example of work by Steven J Leathard

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

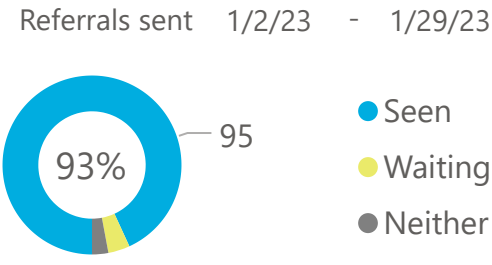
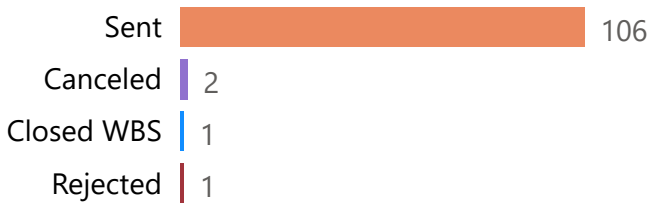
Urgent Referrals After 5 Days



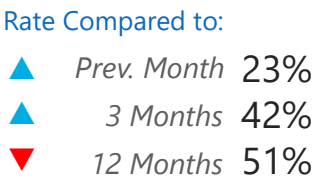
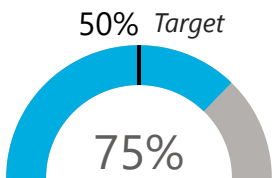
Urgent Referrals Seen in 5 Days



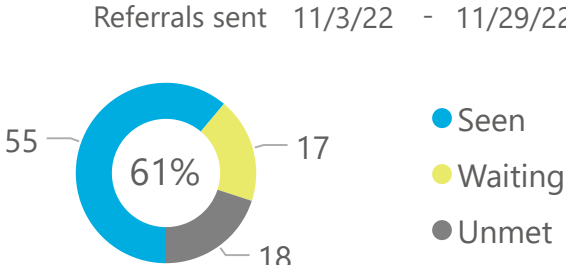
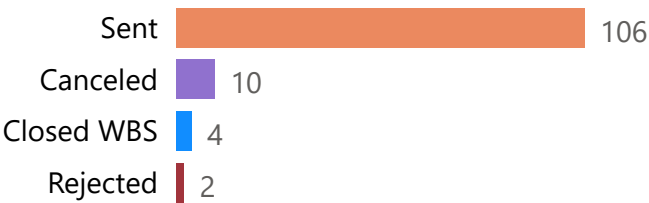
Routine Referrals After 30 Days



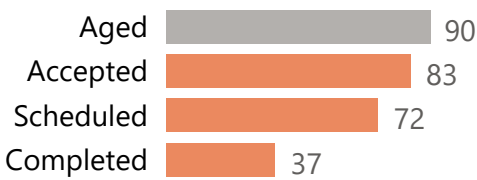
Routine Referrals Seen in 30 Days



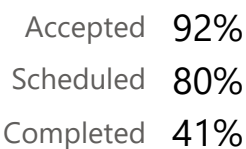
Referrals After 90 Days



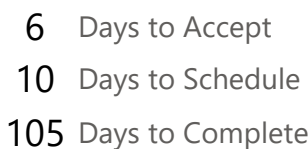
Process Milestones:



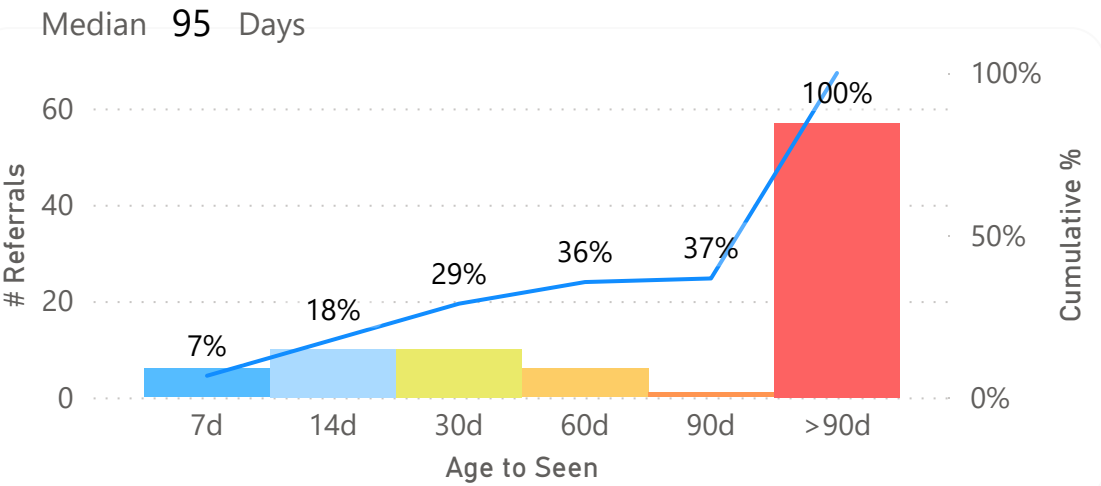
Process Rates:



Median Times:

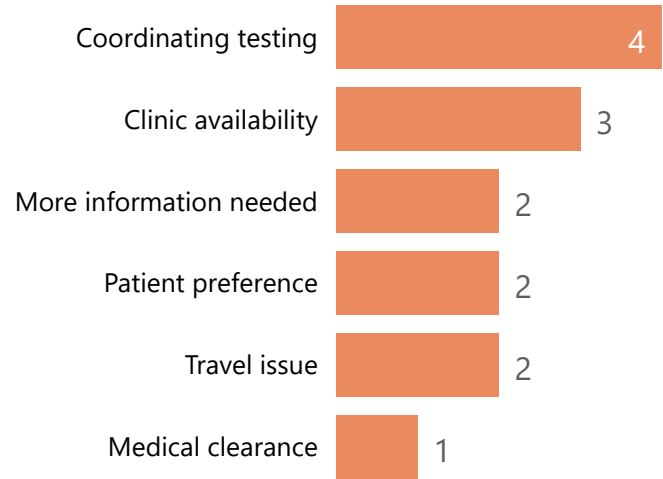


Days to See All Referrals - by Category with Cumulative %

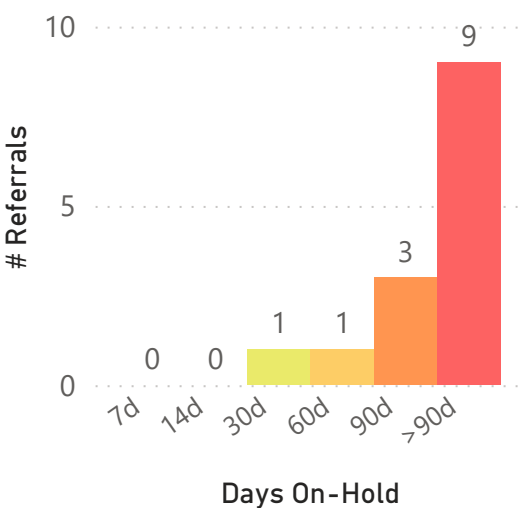


Breakouts of referrals in a hold or pending status sent any time prior to today's date

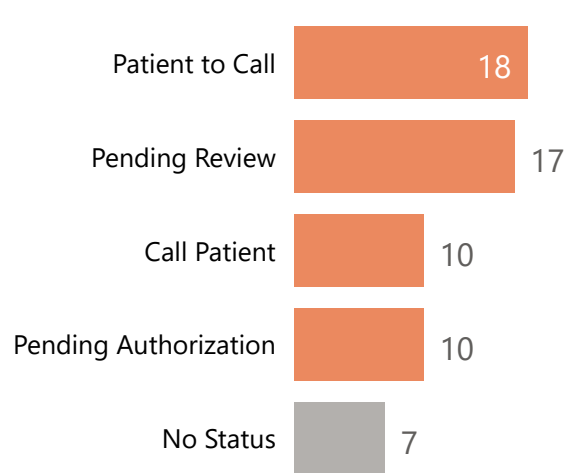
All Referrals On-Hold by Reason



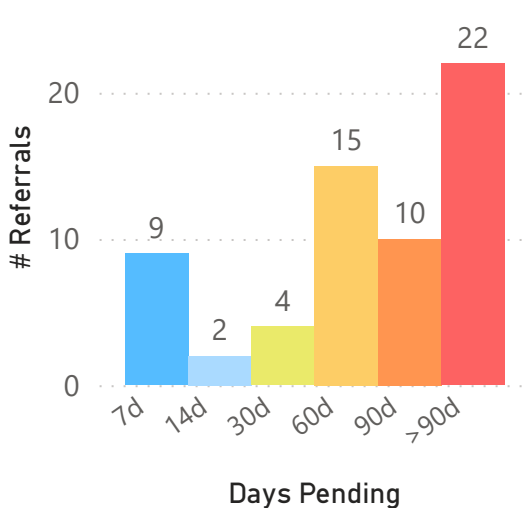
Referrals by Age of Hold



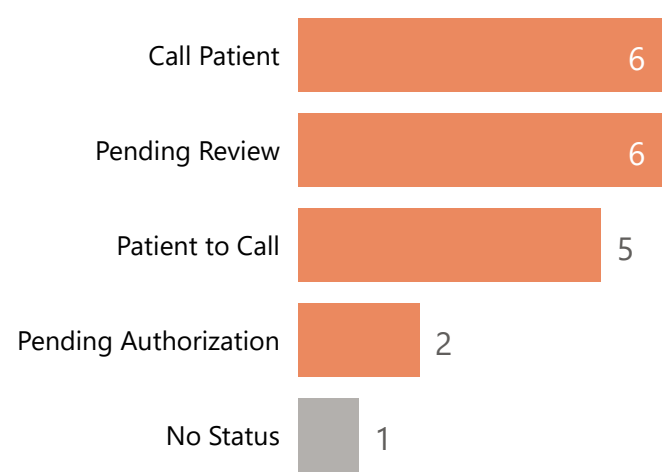
Referrals Pending Reschedule



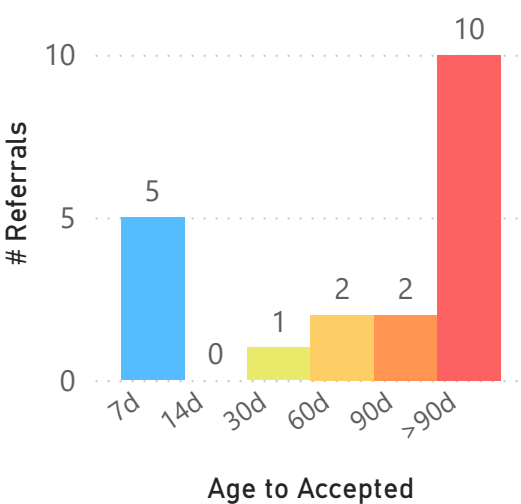
Reschedules by Days Pending



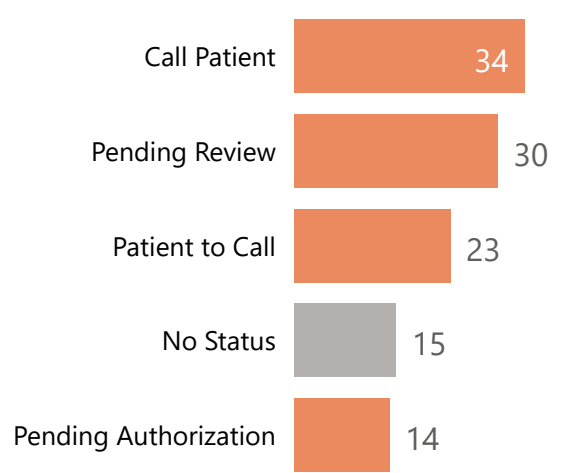
Referrals Pending Acceptance



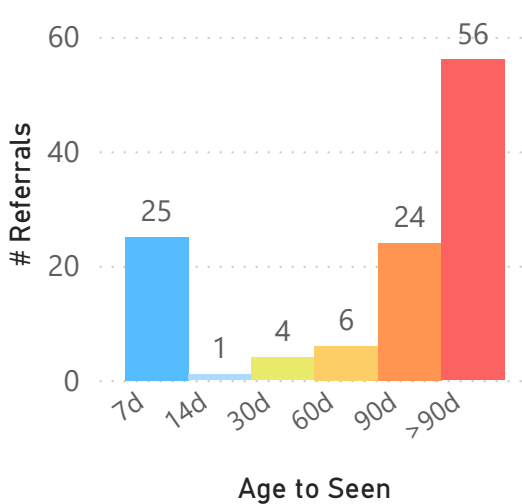
Pending Acceptance by Age



Referrals in Accepted Status



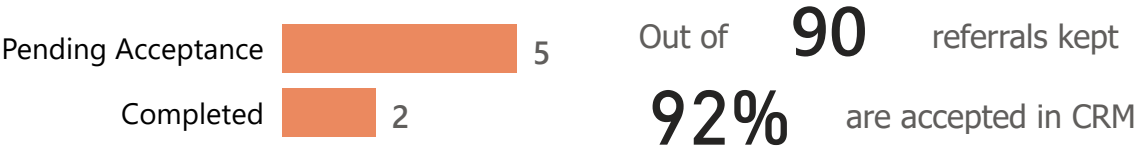
Accepted Status by Age



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

Referrals Not Accepted in CRM after 90 Days

By Current Status:



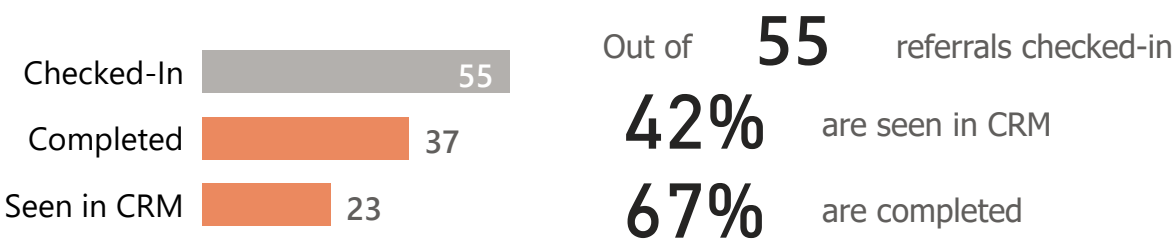
Referral Appointments Linked in CRM after 90 Days



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	92%	10	9.20
% of Scheduled Referrals with Linked Appt	51%	10	5.10
% of Seen Referrals Tagged as Seen	42%	10	4.20
% of Seen Referrals that are Completed	67%	10	6.70
% of DSM Referrals with CRM Referral	58%	5	2.90

**28.10** points out of **45** points possible

**62%** clinic score for CRM use