

Specialty Clinics

Neurology

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

Sent26

Canceled1

Closed WBS0

Rejected0

96%

24

Seen

Waiting

Neither

Urgent Referrals Seen in 5 Days

50% Target

16%

Rate Compared to:

Prev. Month19%

3 Months13%

12 Months18%

Over / Under Target:

This Month-34%

3 Months-37%

12 Months-32%

Routine Referrals After 30 Days

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

Sent205

Rejected5

Canceled1

Closed WBS0

96%

192

Seen

Waiting

Neither

Routine Referrals Seen in 30 Days

50% Target

70%

Rate Compared to:

Prev. Month46%

3 Months54%

12 Months63%

Over / Under Target:

This Month20%

3 Months4%

12 Months13%

Referrals After 90 Days

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

Sent228

Canceled10

Rejected4

Closed WBS3

76%

161

Seen

Waiting

Unmet

Process Milestones:

Aged211

Accepted194

Scheduled182

Completed138

Process Rates:

Accepted92%

Scheduled86%

Completed65%

Median Times:

5 Days to Accept

8 Days to Schedule

96 Days to Complete

Days to See All Referrals - by Category with Cumulative %

Median 34 Days

Referrals

Cumulative %

7d

14d

30d

60d

90d

>90d

13%

27%

48%

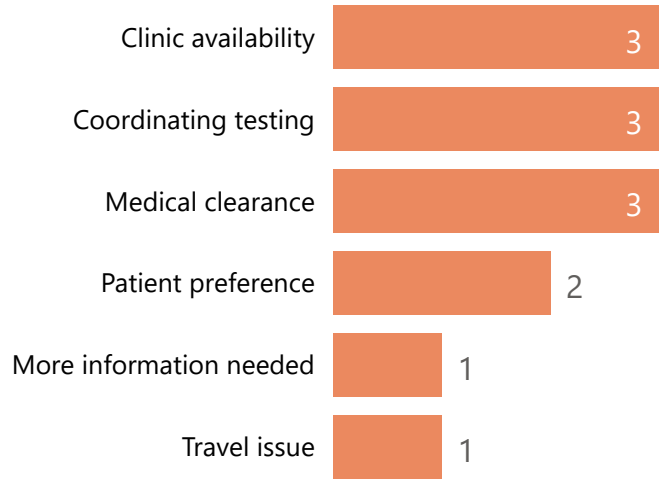
56%

60%

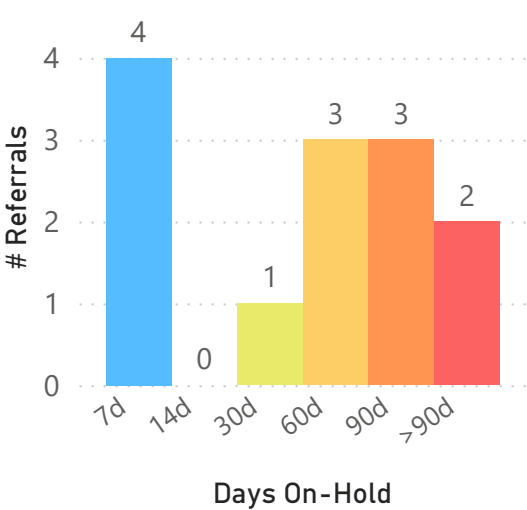
100%

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

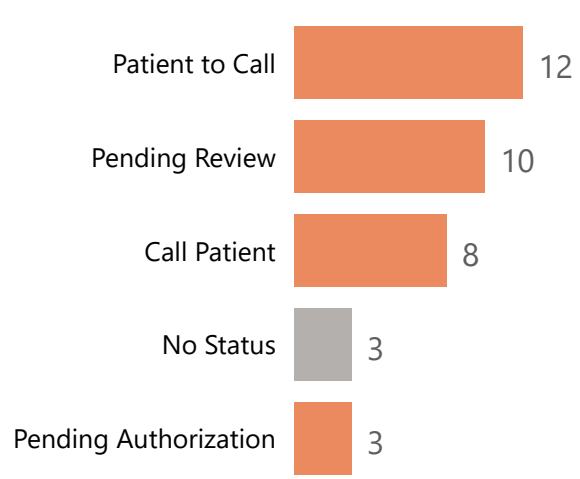
All Referrals On-Hold by Reason



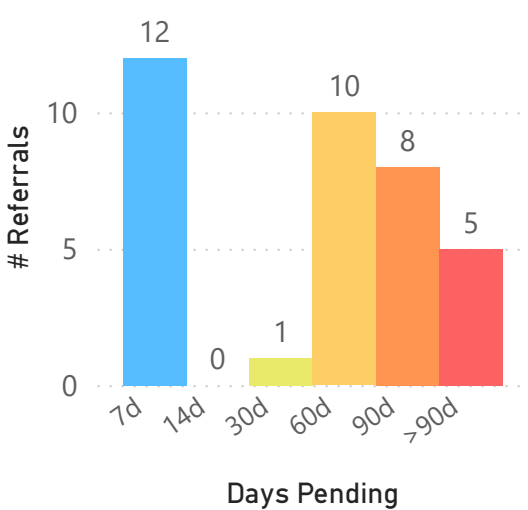
Referrals by Age of Hold



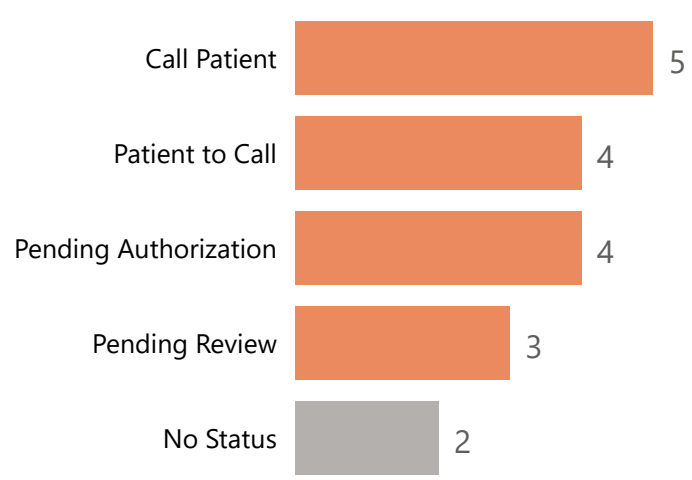
Referrals Pending Reschedule



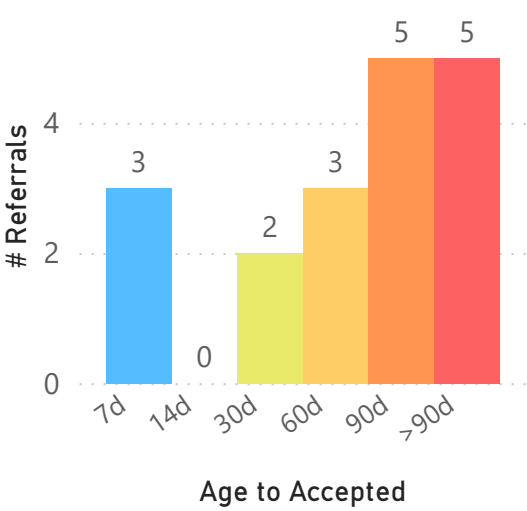
Reschedules by Days Pending



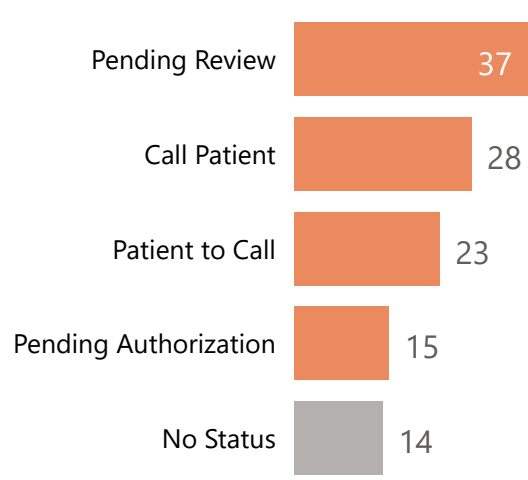
Referrals Pending Acceptance



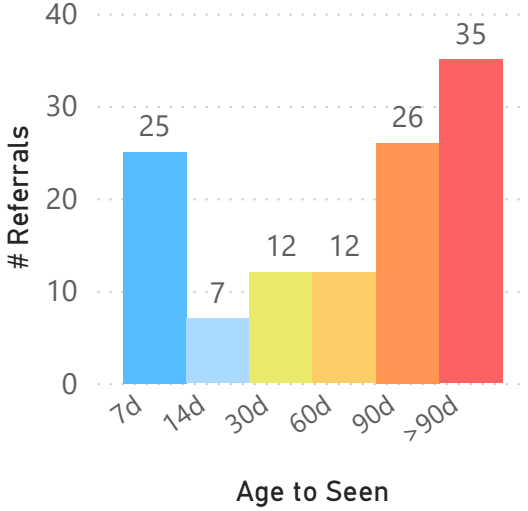
Pending Acceptance by Age



Referrals in Accepted Status



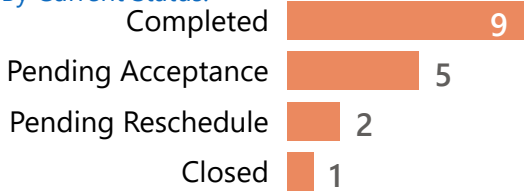
Accepted Status by Age



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

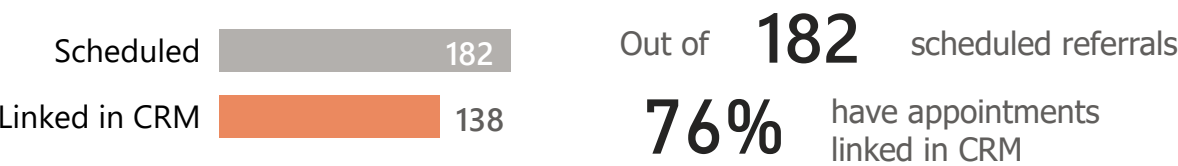
Referrals Not Accepted in CRM after 90 Days

By Current Status:



Out of **211** referrals kept
92% are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

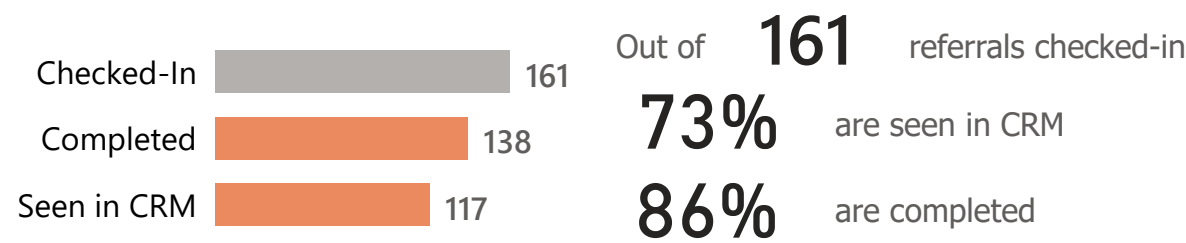


Direct Secure Message Referrals in CRM after 90 Days



Out of **126** patients in DSM messages
31% have a referral in CRM

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	76%	10	7.60
% of Seen Referrals Tagged as Seen	73%	10	7.30
% of Seen Referrals that are Completed	86%	10	8.60
% of DSM Referrals with CRM Referral	31%	5	1.55

34.25 points out of **45** points possible
76% clinic score for CRM use