Specialty Clinics
Nephrology

Referral Volume and Throughput
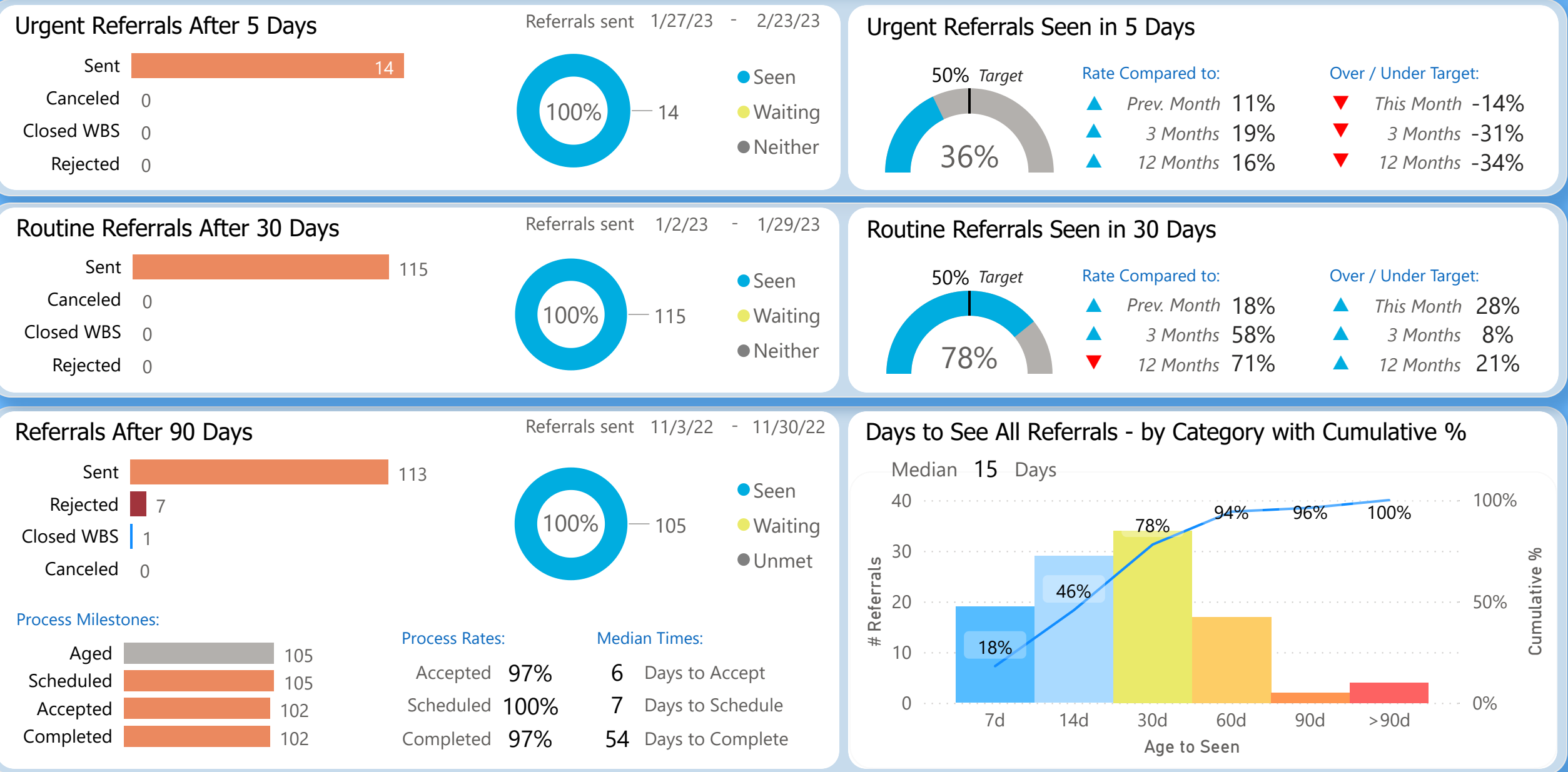
Saturday, March 04, 2023

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

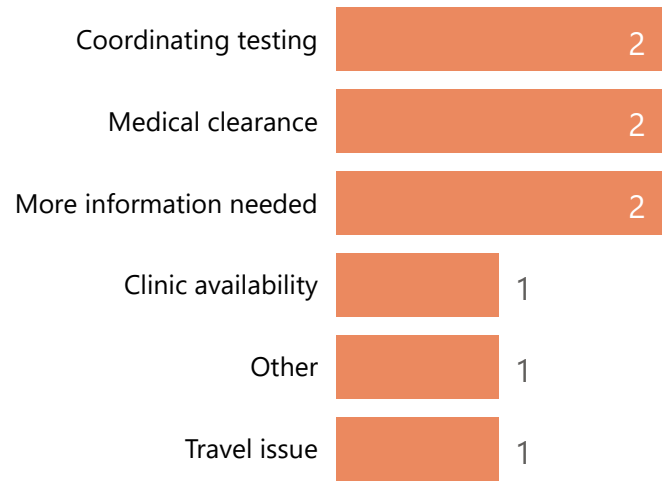A full description of this report and the measures within can be found on my GitHub site.

An example of work by Steven J Leathard

Specialty Clinics — REFERRALS

Report of referral ages in the **Nephrology** clinic for **February 2023**

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

Sent	14
Canceled	0
Closed WBS	0
Rejected	0

100% — 14
- Seen
- Waiting
- Neither

Urgent Referrals Seen in 5 Days

50% Target
36%

Rate Compared to:
- ▲ Prev. Month 11%
- ▲ 3 Months 19%
- ▲ 12 Months 16%

Over / Under Target:
- ▼ This Month -14%
- ▼ 3 Months -31%
- ▼ 12 Months -34%

Routine Referrals After 30 Days

Referrals sent 1/2/23 – 1/29/23

Sent	115
Canceled	0
Closed WBS	0
Rejected	0

100% — 115
- Seen
- Waiting
- Neither

Routine Referrals Seen in 30 Days

50% Target
78%

Rate Compared to:
- ▲ Prev. Month 18%
- ▲ 3 Months 58%
- ▼ 12 Months 71%

Over / Under Target:
- ▲ This Month 28%
- ▲ 3 Months 8%
- ▲ 12 Months 21%

Referrals After 90 Days

Referrals sent 11/3/22 – 11/30/22

Sent	113
Rejected	7
Closed WBS	1
Canceled	0

100% — 105
- Seen
- Waiting
- Unmet

Process Milestones:

Aged	105
Scheduled	105
Accepted	102
Completed	102

Process Rates:
- Accepted 97%
- Scheduled 100%
- Completed 97%

Median Times:
- 6 Days to Accept
- 7 Days to Schedule
- 54 Days to Complete

Days to See All Referrals - by Category with Cumulative %

Median 15 Days

Cumulative %: 18%, 46%, 78%, 94%, 96%, 100%

Age to Seen: 7d, 14d, 30d, 60d, 90d, >90d

Specialty Clinics

PENDING REFERRALS

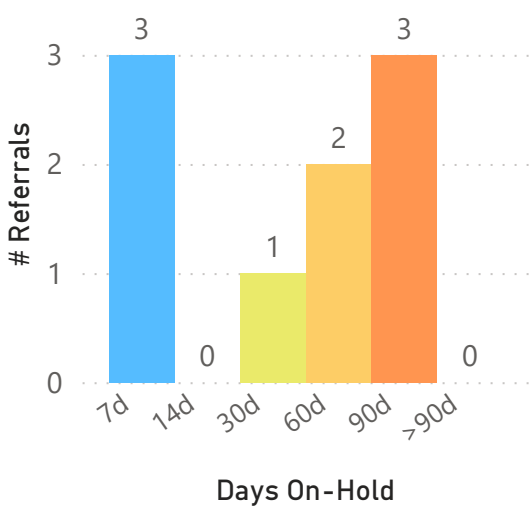Report of pending referrals in the **Nephrology** ⌄ clinic for **February 2023** ⌄

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

All Referrals On-Hold by Reason

- Coordinating testing — 2
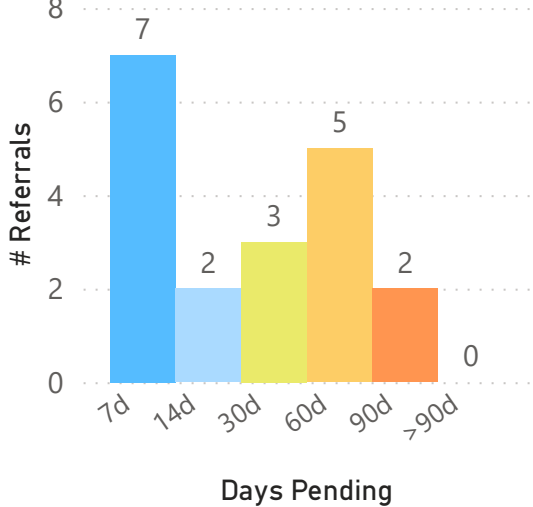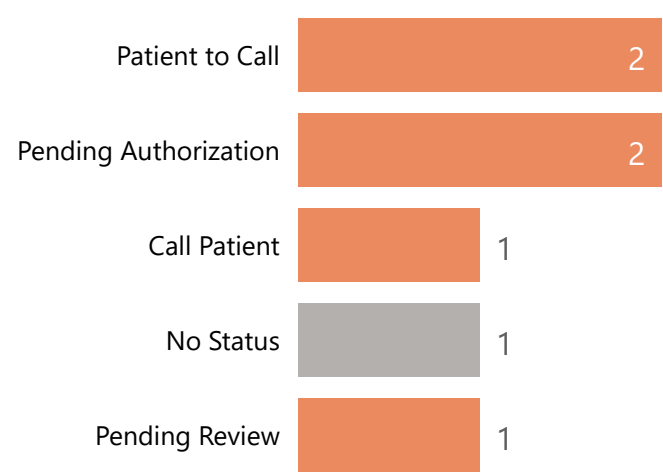- Medical clearance — 2
- More information needed — 2
- Clinic availability — 1
- Other — 1
- Travel issue — 1

Referrals by Age of Hold

Days On-Hold	# Referrals
7d	3
14d	0
30d	1
60d	2
90d	3
>90d	0

Referrals Pending Reschedule

- Patient to Call — 6
- Pending Authorization — 5
- Call Patient — 4
- Pending Review — 3
- No Status — 1
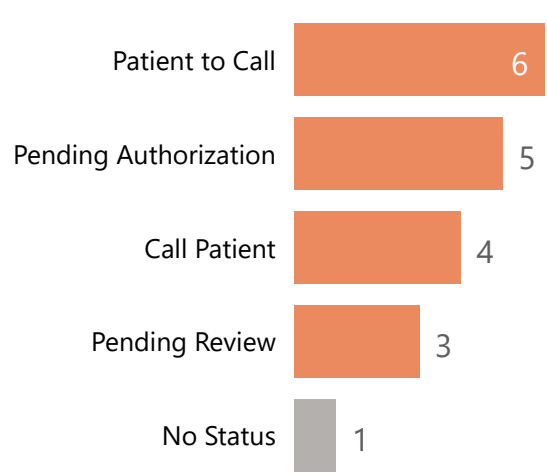
Reschedules by Days Pending

Days Pending	# Referrals
7d	7
14d	2
30d	3
60d	5
90d	2
>90d	0

Referrals Pending Acceptance

- Patient to Call — 2
- Pending Authorization — 2
- Call Patient — 1
- No Status — 1
- Pending Review — 1

Pending Acceptance by Age

Age to Accepted	# Referrals
7d	2
14d	1
30d	1
60d	1
90d	1
>90d	1
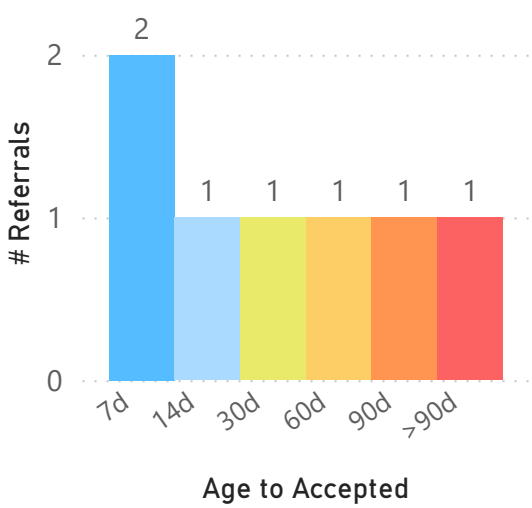
Referrals in Accepted Status

- Pending Review — 11
- Call Patient — 5
- No Status — 5
- Patient to Call — 5
- Pending Authorization — 4

Accepted Status by Age

Age to Seen	# Referrals
7d	10
14d	1
30d	0
60d	1
90d	17
>90d	1

Specialty Clinics

CRM USE
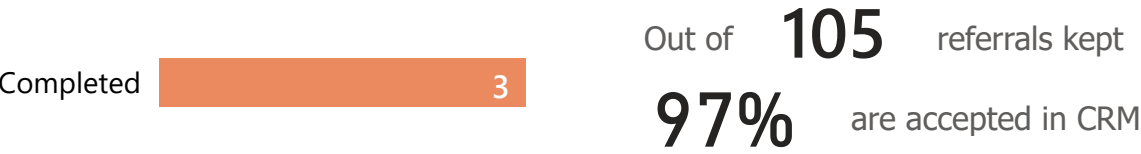
Report of referral ages in the **Nephrology** clinic for **February 2023**
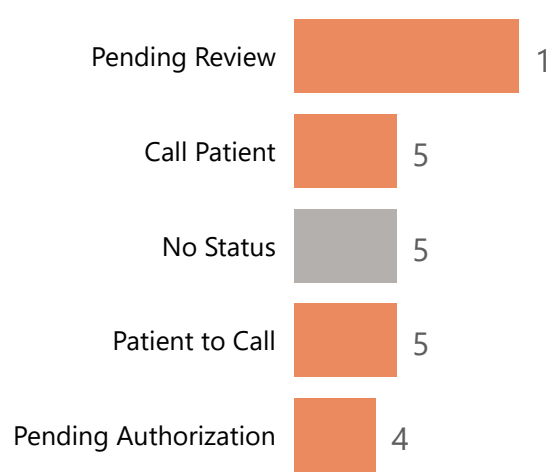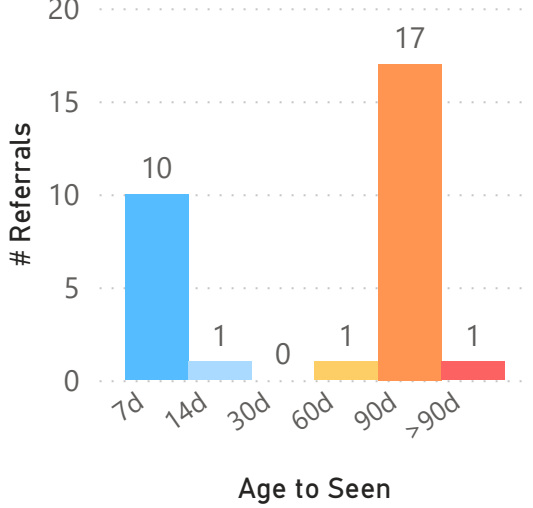
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

By Current Status:
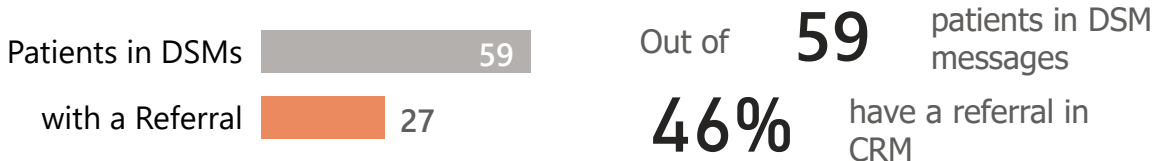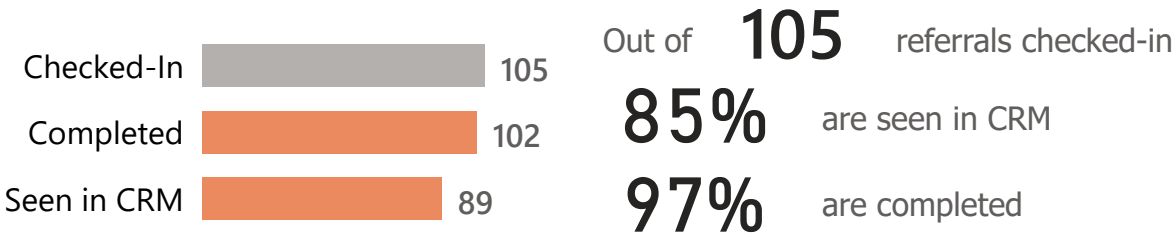
Completed | 3

Out of **105** referrals kept

97% are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled | 105
Linked in CRM | 89

Out of **105** scheduled referrals

85% have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs | 59
with a Referral | 27

Out of **59** patients in DSM messages

46% have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In | 105
Completed | 102
Seen in CRM | 89

Out of **105** referrals checked-in

85% are seen in CRM

97% are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	97%	10	9.70
% of Scheduled Referrals with Linked Appt	85%	10	8.50
% of Seen Referrals Tagged as Seen	85%	10	8.50
% of Seen Referrals that are Completed	97%	10	9.70
% of DSM Referrals with CRM Referral	46%	5	2.30

38.70 points out of **45** points possible

86% clinic score for CRM use