

Specialty Clinics

Referral Wait Times

Saturday, March 04, 2023



This report contains measures of the wait times for referred patients at these Medical Center specialty clinics.

Wait times for referred patients based on the date of the first appointment scheduled

Wait Times by Clinic over Previous 364 Days

Clinic	Median Wait in Days	# Referrals Sent	# Cancelled	# Rejected	# Closed WBS	# Seen	# Referrals Scheduled	# Not Scheduled	Wait Time to Date of First Appointment					
									7d	14d	30d	60d	90d	>90d
Dermatology	8	1,354	126	41	406	1,184	0	0	45%	25%	18%	8%	2%	2%
Sleep Disorders Laboratory	9	1,335	166	38	412	1,089	18	19	45%	24%	15%	6%	3%	7%
Immunology	10	1,958	242	53	613	1,573	34	46	38%	23%	18%	7%	3%	10%
Nephrology	10	1,320	141	41	369	1,088	17	28	38%	26%	17%	8%	2%	8%
Neurosurgery	10	1,304	130	43	406	1,126	0	2	42%	26%	19%	7%	2%	4%
Rheumatology	10	1,348	209	41	503	1,082	10	1	41%	23%	20%	8%	3%	5%
Cardiology	11	1,308	126	37	424	1,128	4	10	37%	27%	22%	9%	2%	4%
Gastroenterology	11	1,309	194	28	479	1,070	7	7	39%	23%	19%	9%	4%	6%
Internal Medicine	11	6,651	1,120	179	2,586	5,104	100	103	35%	24%	19%	9%	4%	9%
Maternal Fetal Medicine	11	2,517	327	58	877	2,027	40	49	35%	26%	21%	8%	2%	9%
Orthopedics	11	3,902	408	100	1,244	3,245	52	73	38%	24%	18%	9%	3%	8%
Endocrinology	12	1,297	265	42	545	964	10	9	33%	24%	19%	11%	4%	9%
Neurology	12	2,664	496	68	1,059	1,992	49	44	33%	22%	21%	9%	4%	11%
Pain Management	12	1,278	170	37	448	1,014	22	30	32%	26%	19%	10%	3%	10%
Urology	12	624	133	19	245	452	8	9	31%	22%	19%	10%	5%	13%
Hepatology	13	1,276	317	22	567	894	18	18	31%	23%	21%	10%	5%	11%
Oncology	13	6,717	1,220	161	2,826	5,076	112	115	31%	23%	21%	11%	4%	11%
Otolaryngology	13	1,320	300	43	575	919	27	22	32%	23%	19%	10%	4%	12%
Podiatry	13	1,353	131	37	472	1,084	48	41	29%	25%	20%	11%	3%	12%
Audiology	14	1,342	287	29	603	975	22	22	28%	22%	22%	10%	6%	12%
Ophthalmology	14	1,298	299	38	576	899	41	12	30%	22%	19%	10%	5%	14%
Pulmonology	14	3,953	978	93	1,848	2,756	45	49	29%	22%	22%	12%	5%	11%
Total	12	47,428	7,785	1,248	18,083	36,741	684	709	35%	24%	20%	9%	4%	9%

* All referrals aged 90 days before measuring wait time

Wait times for referred patients based on the date of the first appointment scheduled

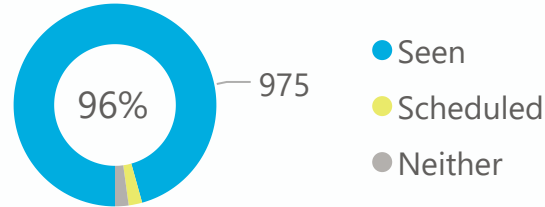
Referrals in the 364 Day Wait Time Measure

* All referrals aged 90 days before measuring wait time

Referrals Sent 12/2/21 - 11/30/22

22 referrals waiting to be scheduled

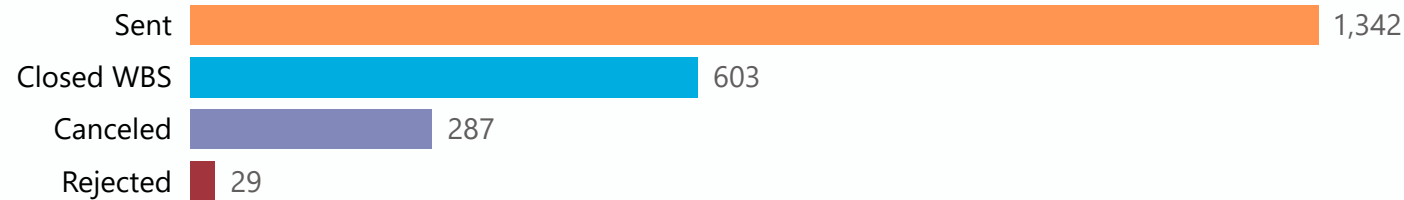
44 referrals waiting to be seen



22 Unmet referrals

Process Rates:		Median Time:	
Accepted	94%	6	Days
Scheduled	98%	3	Days
Seen	96%	16	Days
Completed	84%	53	Days

Volume of Referrals:



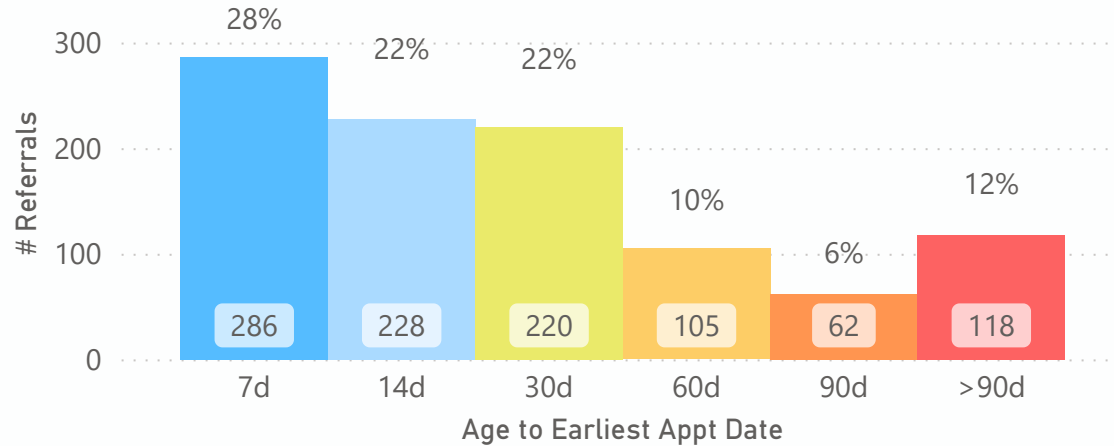
Process Milestones:



Referral Wait Times as Originally Scheduled

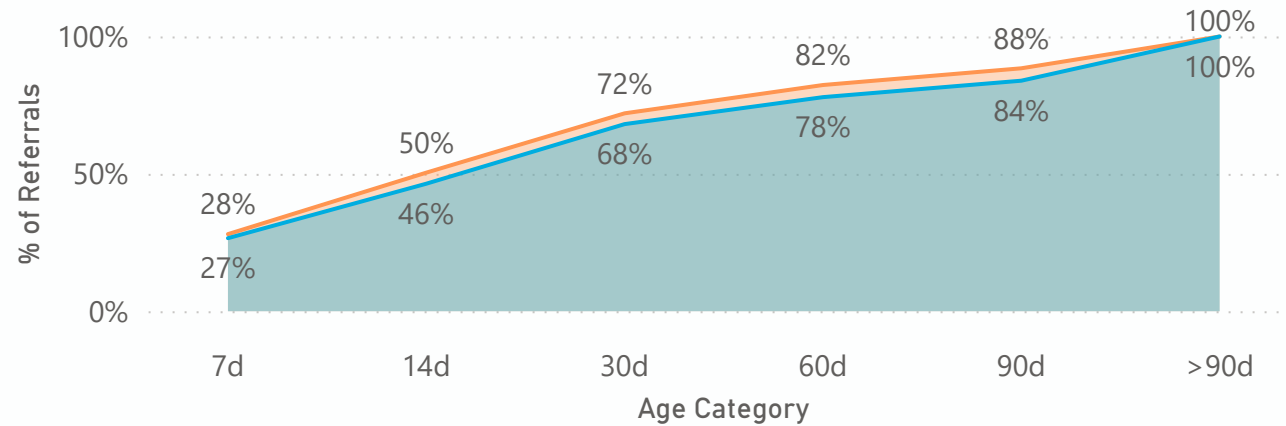
Median **14** Days

>90d includes unscheduled



Cumulative Scheduled Wait vs. Actual Wait

● Days As Scheduled ● Days to Seen



Wait times for referred patients based on the date of the first appointment scheduled

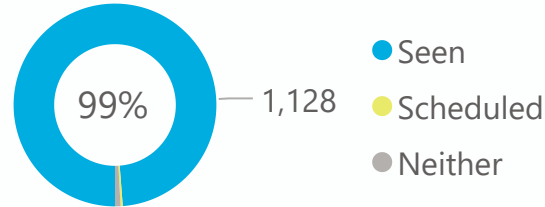
Referrals in the 364 Day Wait Time Measure

* All referrals aged 90 days before measuring wait time

Referrals Sent 12/2/21 - 11/30/22

10 referrals waiting to be scheduled

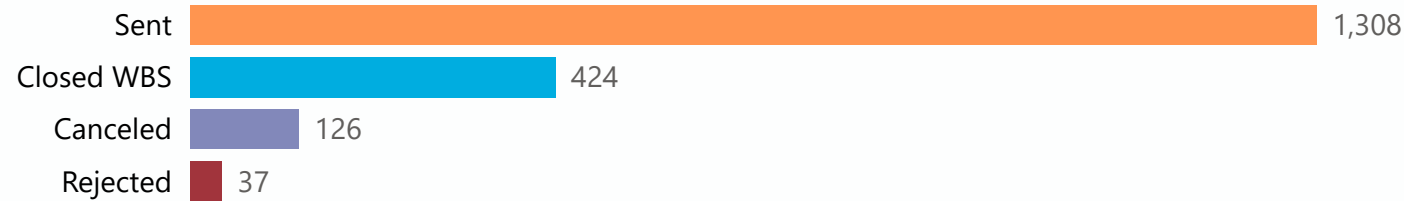
14 referrals waiting to be seen



10 Unmet referrals

Process Rates:		Median Time:	
Accepted	94%	6	Days
Scheduled	99%	2	Days
Seen	99%	12	Days
Completed	92%	26	Days

Volume of Referrals:



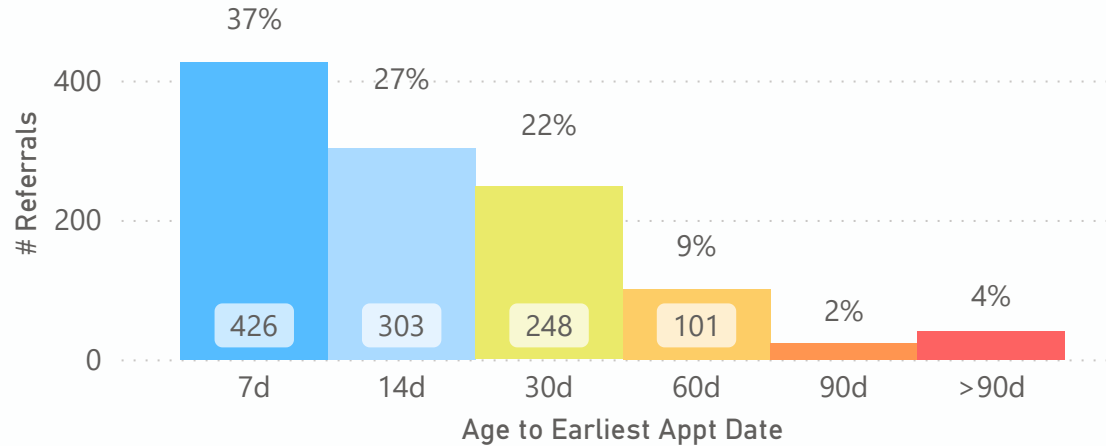
Process Milestones:



Referral Wait Times as Originally Scheduled

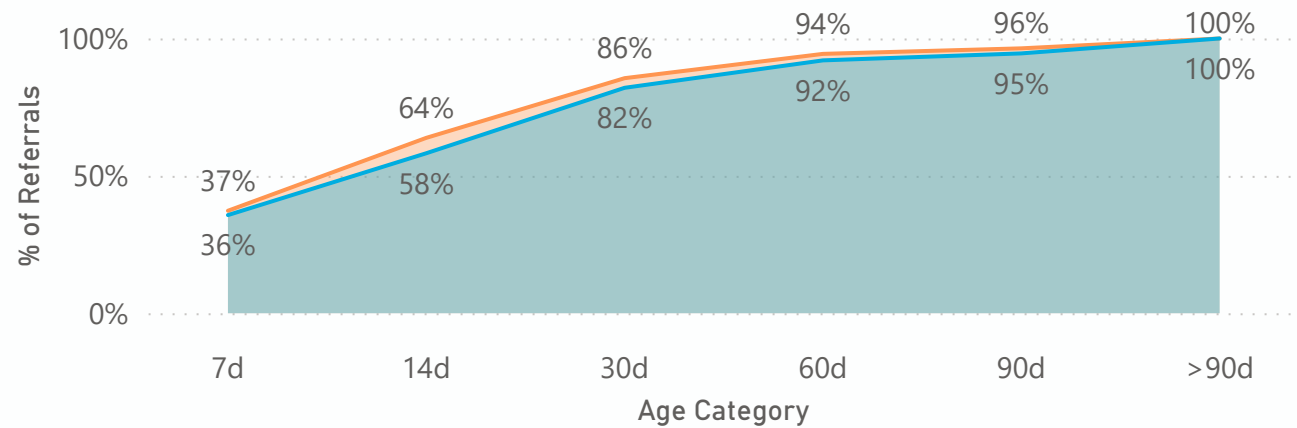
Median **11** Days
37%

>90d includes unscheduled



Cumulative Scheduled Wait vs. Actual Wait

● Days As Scheduled ● Days to Seen



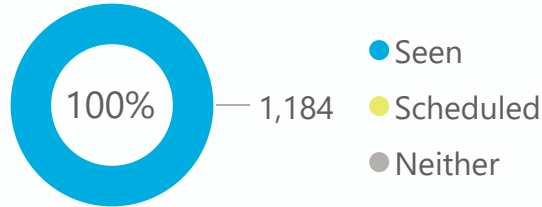
Wait times for referred patients based on the date of the first appointment scheduled

Referrals in the 364 Day Wait Time Measure

* All referrals aged 90 days before measuring wait time

Referrals Sent 12/2/21 - 11/30/22

0 referrals waiting to be scheduled
0 referrals waiting to be seen



0 Unmet referrals

Process Rates:		Median Time:	
Accepted	93%	6	Days
Scheduled	100%	1	Days
Seen	100%	9	Days
Completed	96%	20	Days

Volume of Referrals:



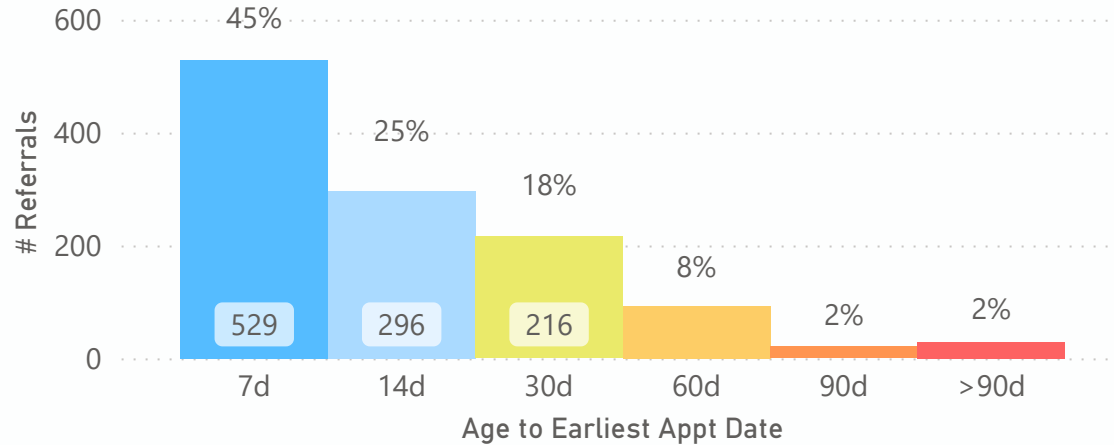
Process Milestones:



Referral Wait Times as Originally Scheduled

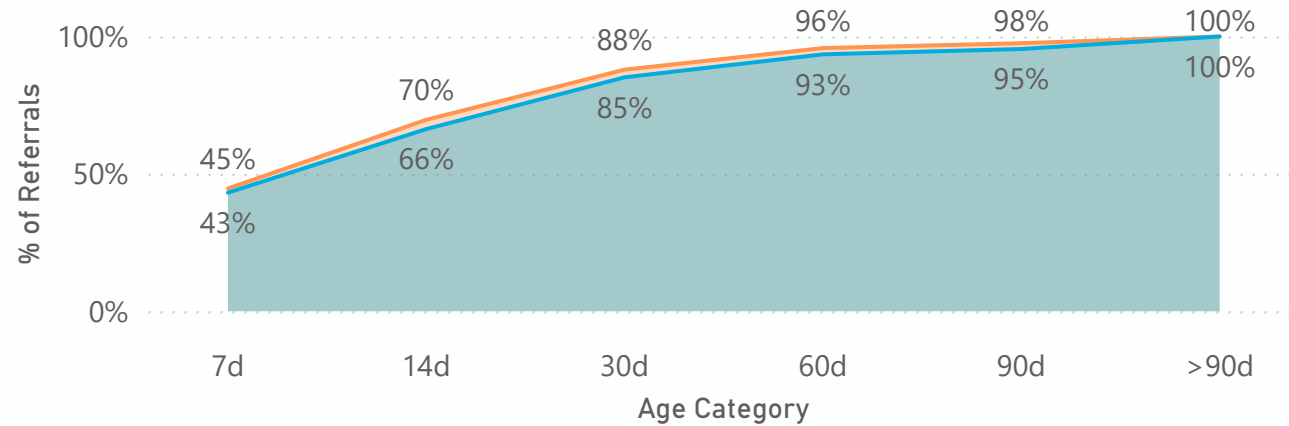
Median **8** Days

>90d includes unscheduled



Cumulative Scheduled Wait vs. Actual Wait

● Days As Scheduled ● Days to Seen



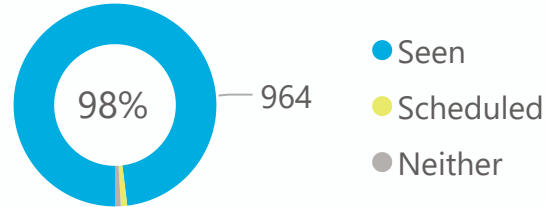
Wait times for referred patients based on the date of the first appointment scheduled

Referrals in the 364 Day Wait Time Measure

* All referrals aged 90 days before measuring wait time

Referrals Sent 12/2/21 - 11/30/22

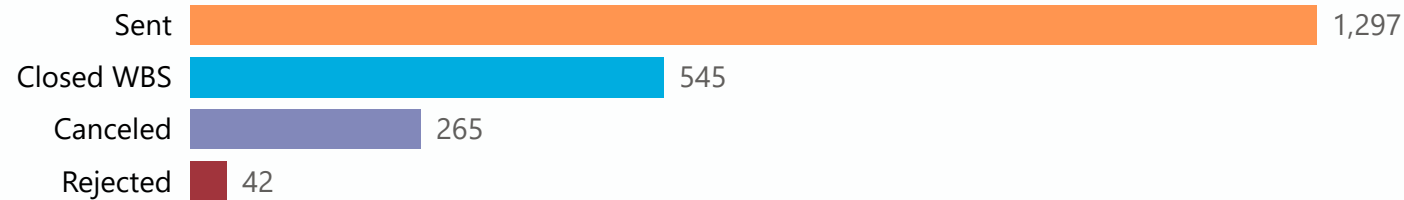
9 referrals waiting to be scheduled
19 referrals waiting to be seen



9 Unmet referrals

Process Rates:		Median Time:	
Accepted	93%	6	Days
Scheduled	99%	2	Days
Seen	98%	13	Days
Completed	88%	40	Days

Volume of Referrals:



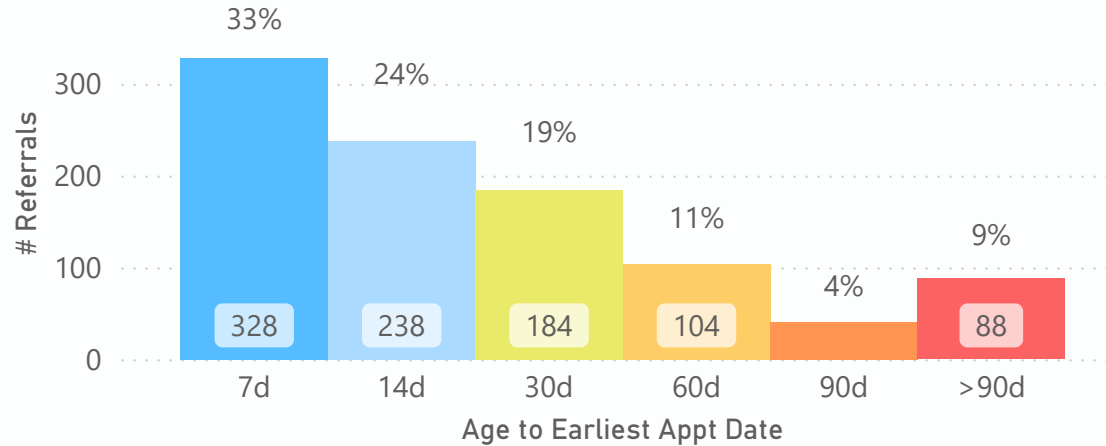
Process Milestones:



Referral Wait Times as Originally Scheduled

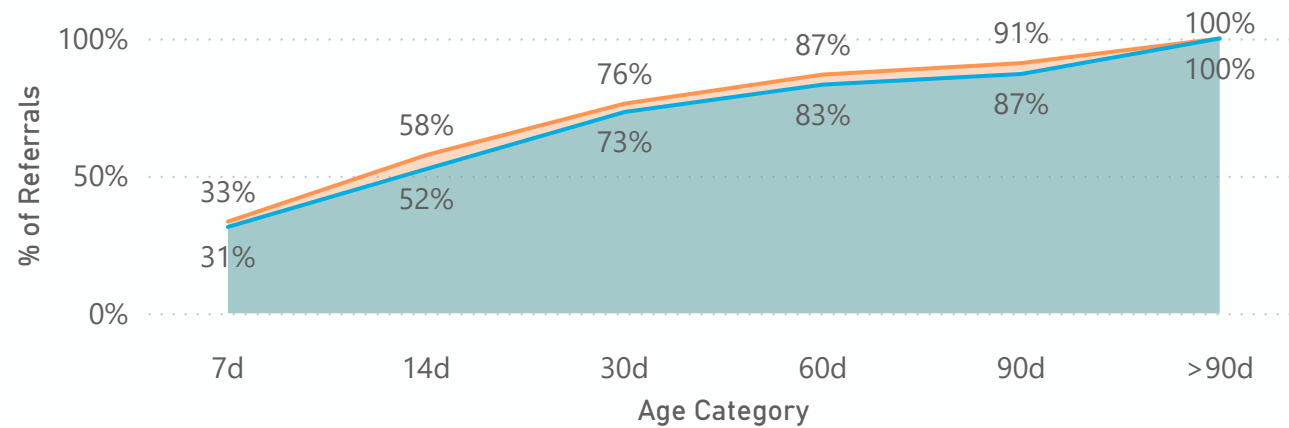
Median **12** Days
33%

>90d includes unscheduled



Cumulative Scheduled Wait vs. Actual Wait

● Days As Scheduled ● Days to Seen



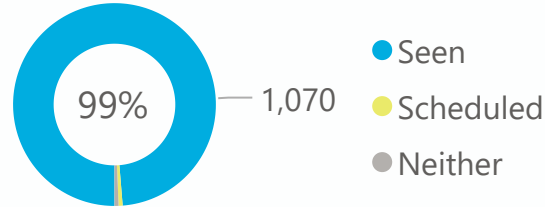
Wait times for referred patients based on the date of the first appointment scheduled

Referrals in the 364 Day Wait Time Measure

* All referrals aged 90 days before measuring wait time

Referrals Sent 12/2/21 - 11/30/22

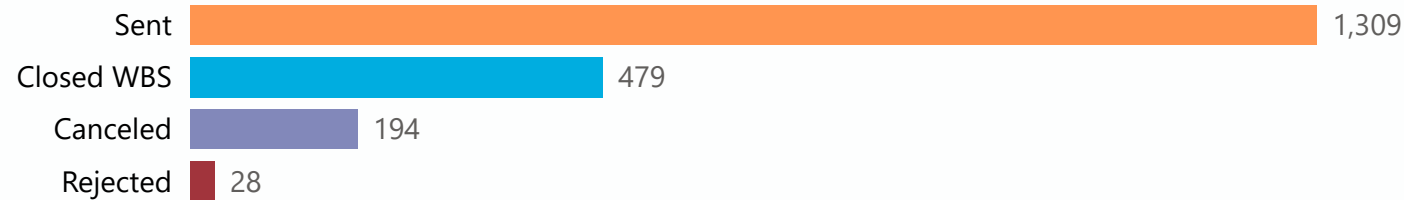
7 referrals waiting to be scheduled
14 referrals waiting to be seen



7 Unmet referrals

Process Rates:	Median Time:
Accepted 94%	6 Days
Scheduled 99%	2 Days
Seen 99%	12 Days
Completed 91%	30 Days

Volume of Referrals:



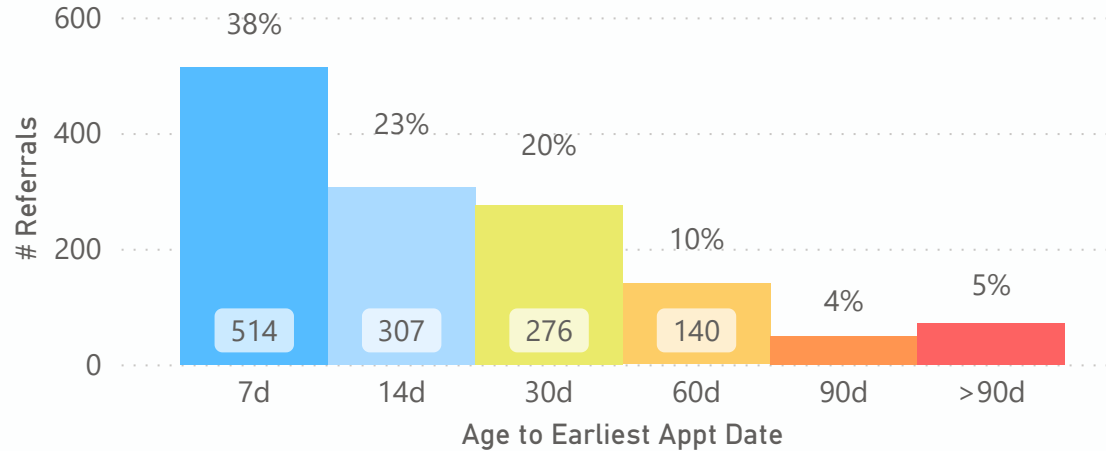
Process Milestones:



Referral Wait Times as Originally Scheduled

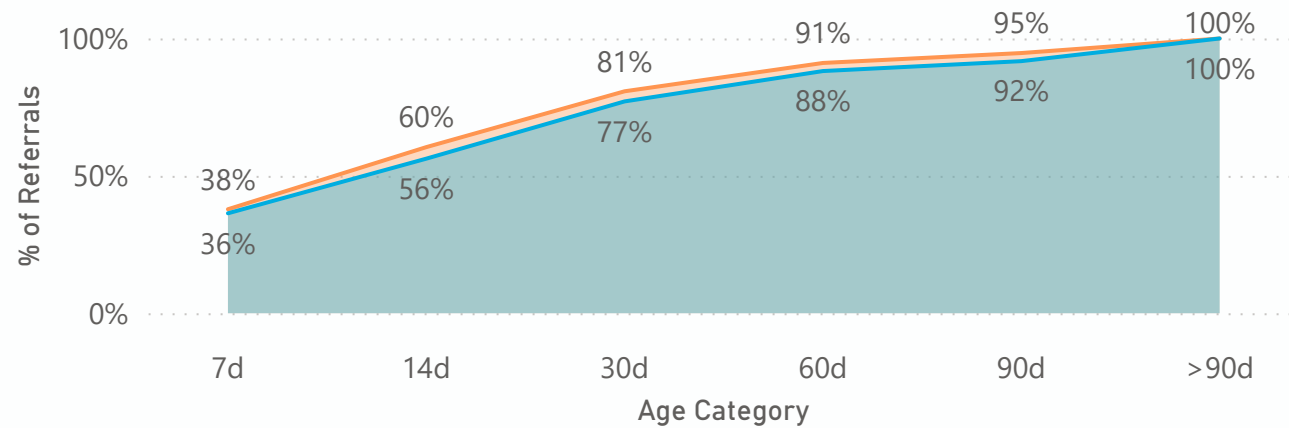
Median **11** Days

>90d includes unscheduled



Cumulative Scheduled Wait vs. Actual Wait

Days As Scheduled (Orange) Days to Seen (Blue)



Wait times for referred patients based on the date of the first appointment scheduled

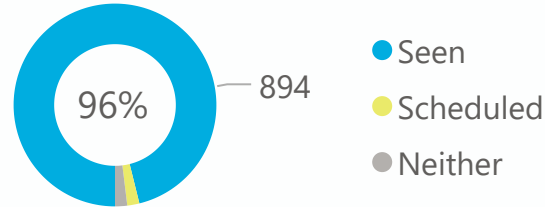
Referrals in the 364 Day Wait Time Measure

* All referrals aged 90 days before measuring wait time

Referrals Sent 12/2/21 - 11/30/22

18 referrals waiting to be scheduled

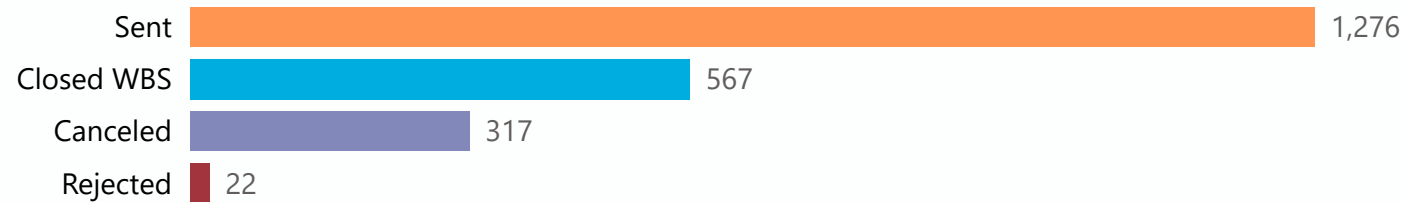
36 referrals waiting to be seen



18 Unmet referrals

Process Rates:	Median Time:
Accepted 95%	6 Days
Scheduled 98%	2 Days
Seen 96%	15 Days
Completed 86%	44 Days

Volume of Referrals:



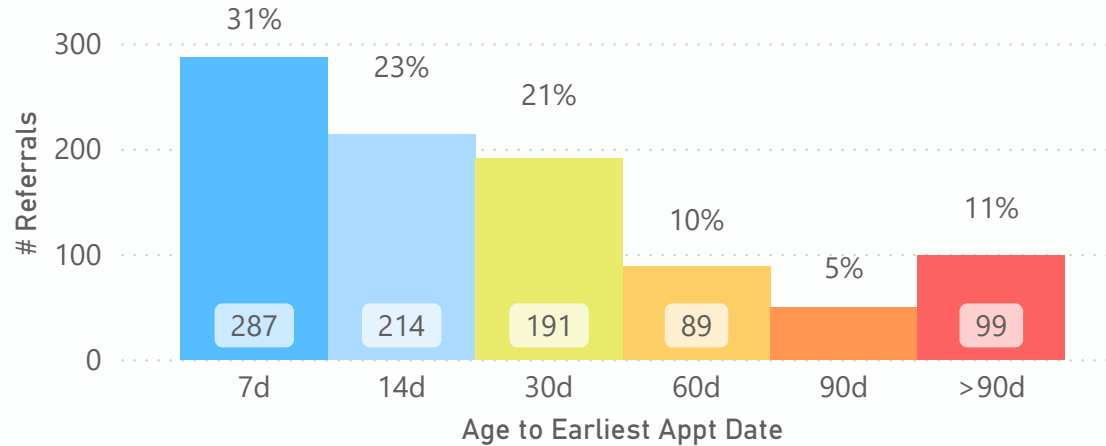
Process Milestones:



Referral Wait Times as Originally Scheduled

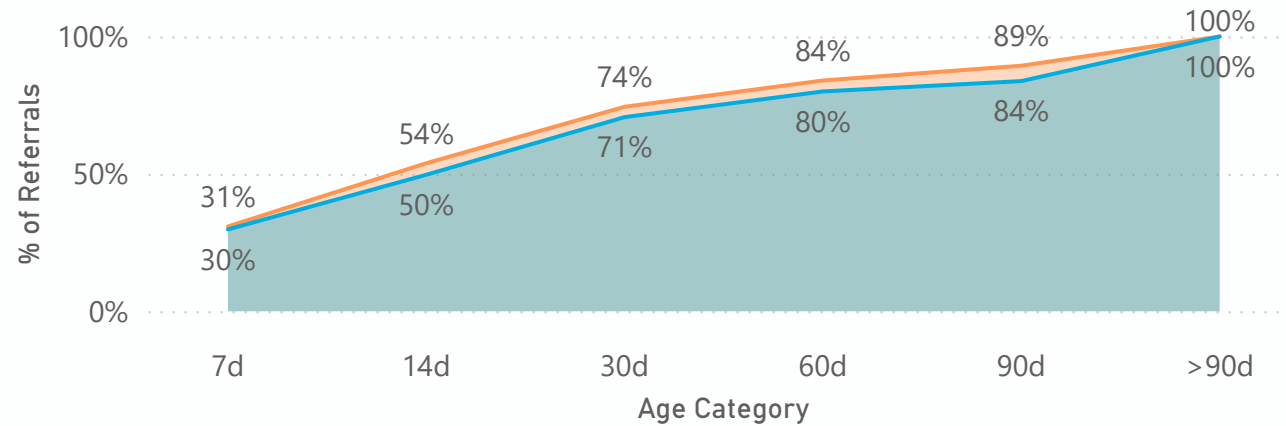
Median **13** Days

>90d includes unscheduled



Cumulative Scheduled Wait vs. Actual Wait

Days As Scheduled (orange line), Days to Seen (blue line)



Wait times for referred patients based on the date of the first appointment scheduled

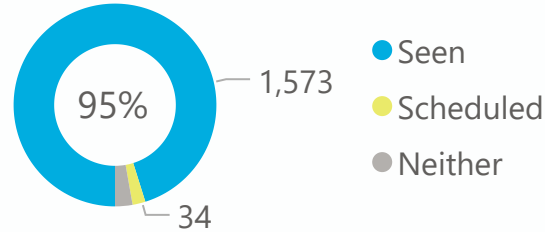
Referrals in the 364 Day Wait Time Measure

* All referrals aged 90 days before measuring wait time

Referrals Sent 12/2/21 - 11/30/22

46 referrals waiting to be scheduled

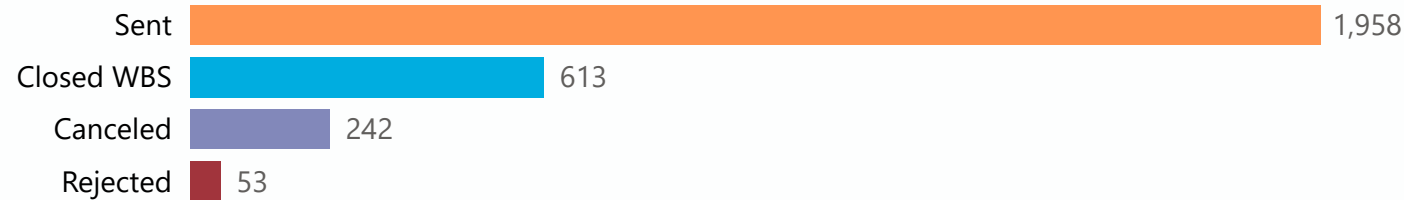
80 referrals waiting to be seen



46 Unmet referrals

Process Rates:	Median Time:
Accepted 94%	6 Days
Scheduled 97%	2 Days
Seen 95%	11 Days
Completed 87%	30 Days

Volume of Referrals:



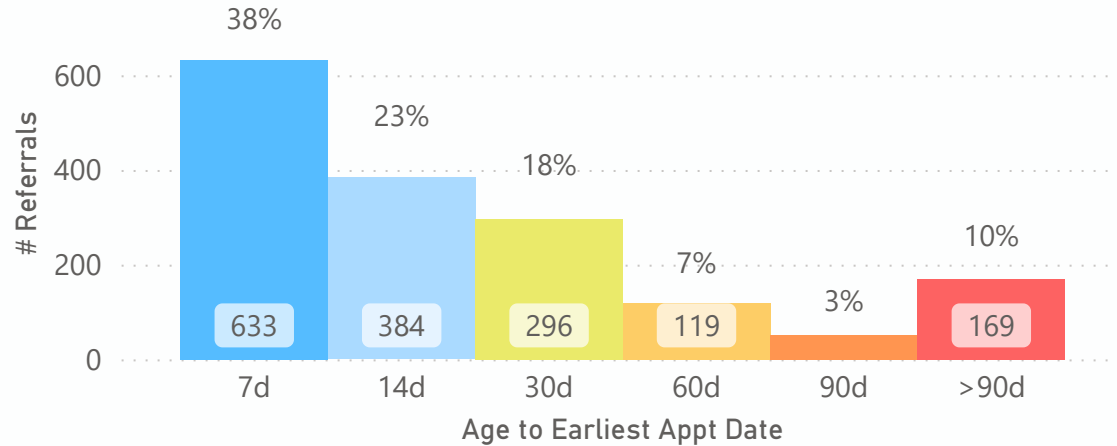
Process Milestones:



Referral Wait Times as Originally Scheduled

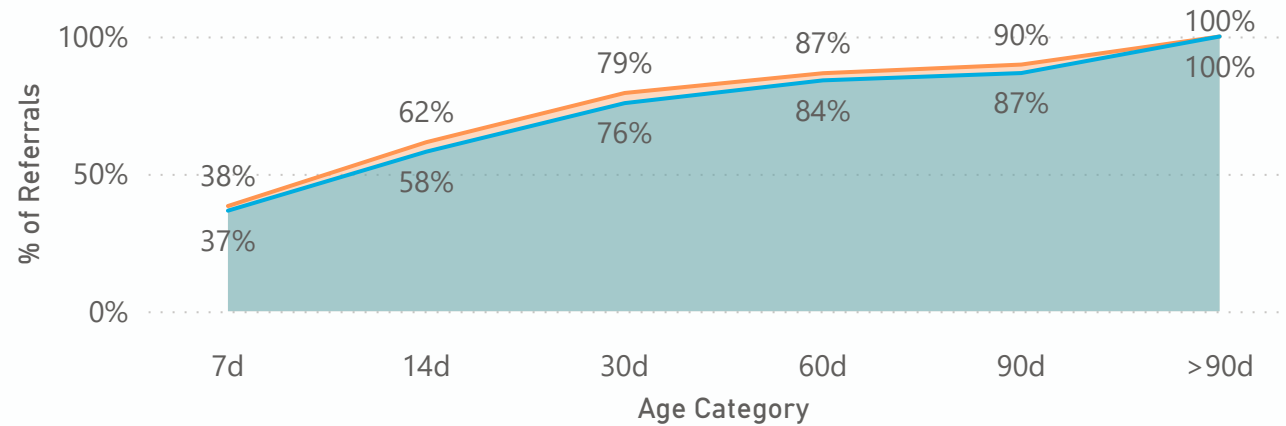
Median **10** Days
38%

>90d includes unscheduled



Cumulative Scheduled Wait vs. Actual Wait

● Days As Scheduled ● Days to Seen



Wait times for referred patients based on the date of the first appointment scheduled

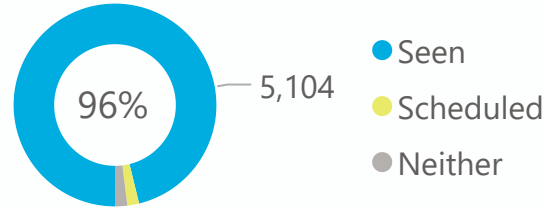
Referrals in the 364 Day Wait Time Measure

* All referrals aged 90 days before measuring wait time

Referrals Sent 12/2/21 - 11/30/22

103 referrals waiting to be scheduled

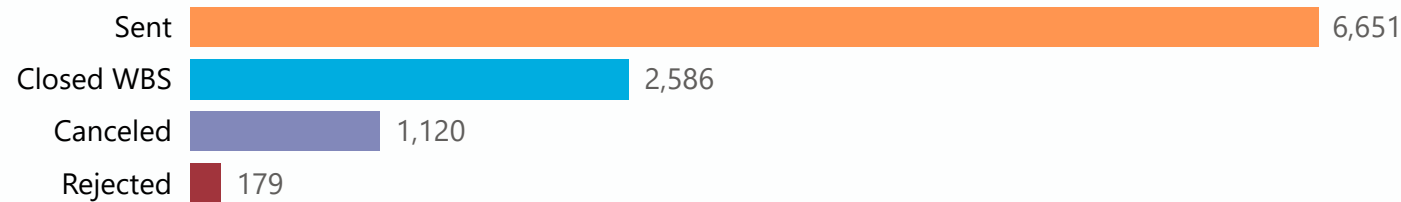
203 referrals waiting to be seen



103 Unmet referrals

Process Rates:	Median Time:
Accepted 93%	6 Days
Scheduled 98%	2 Days
Seen 96%	12 Days
Completed 87%	36 Days

Volume of Referrals:



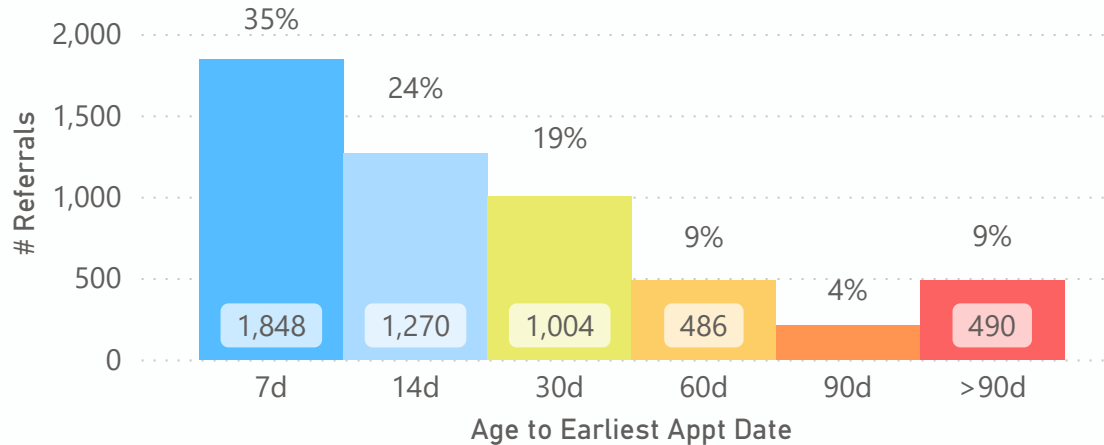
Process Milestones:



Referral Wait Times as Originally Scheduled

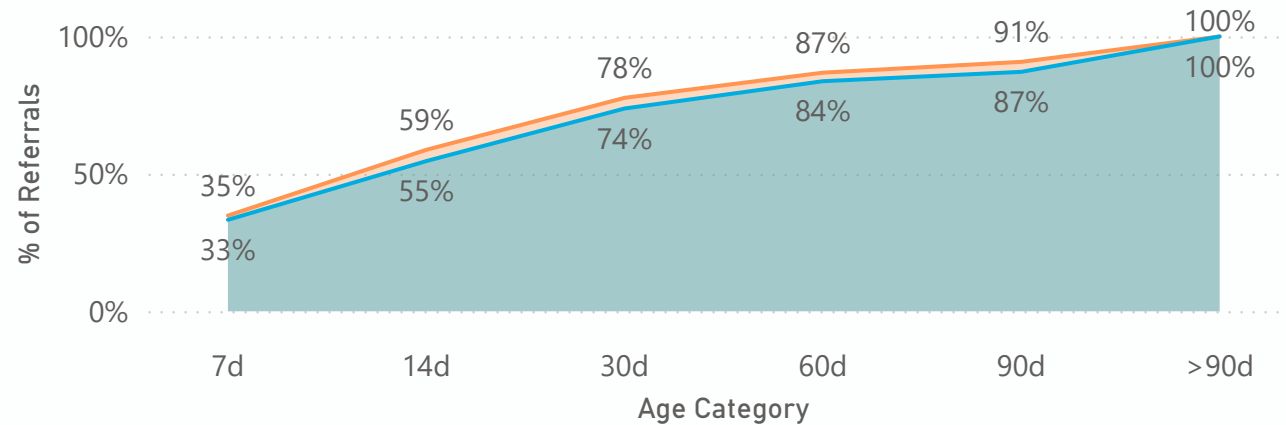
Median **11** Days

>90d includes unscheduled



Cumulative Scheduled Wait vs. Actual Wait

Days As Scheduled (Orange) Days to Seen (Blue)



Wait times for referred patients based on the date of the first appointment scheduled

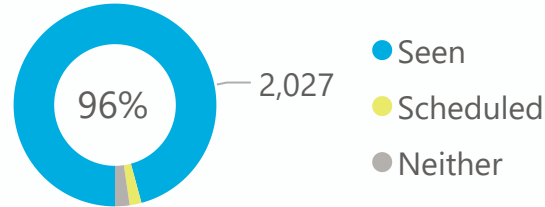
Referrals in the 364 Day Wait Time Measure

* All referrals aged 90 days before measuring wait time

Referrals Sent 12/2/21 - 11/30/22

49 referrals waiting to be scheduled

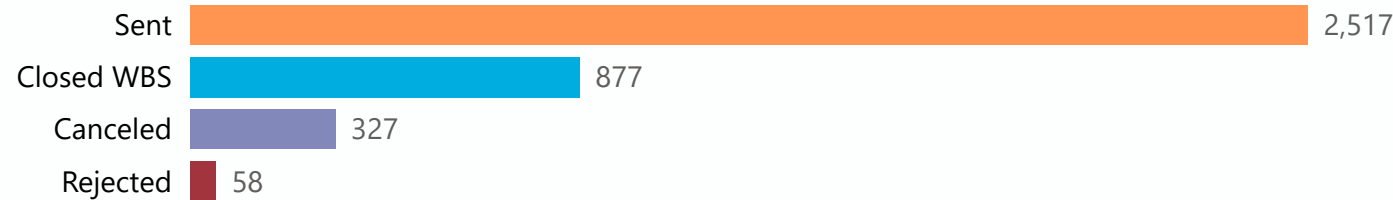
89 referrals waiting to be seen



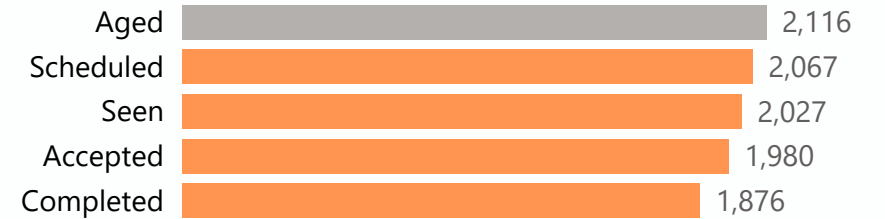
49 Unmet referrals

Process Rates:		Median Time:	
Accepted	94%	6	Days
Scheduled	98%	2	Days
Seen	96%	12	Days
Completed	89%	30	Days

Volume of Referrals:



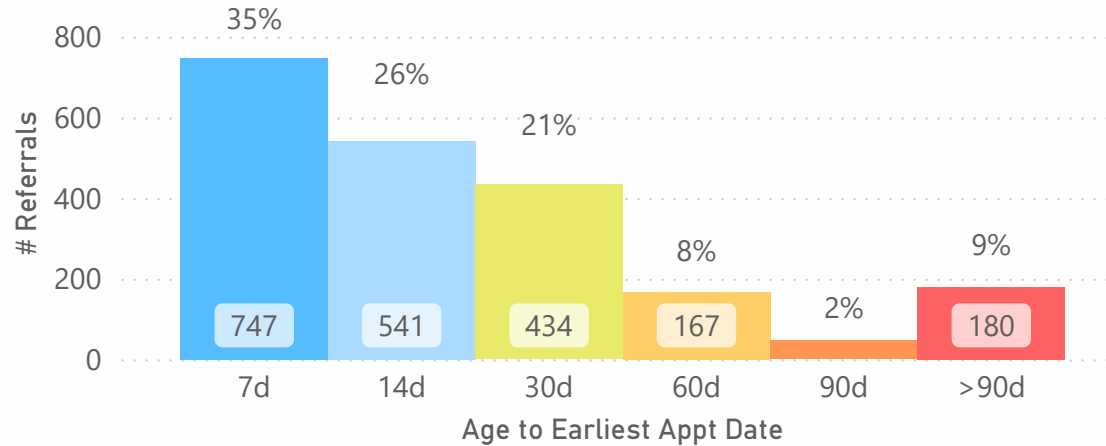
Process Milestones:



Referral Wait Times as Originally Scheduled

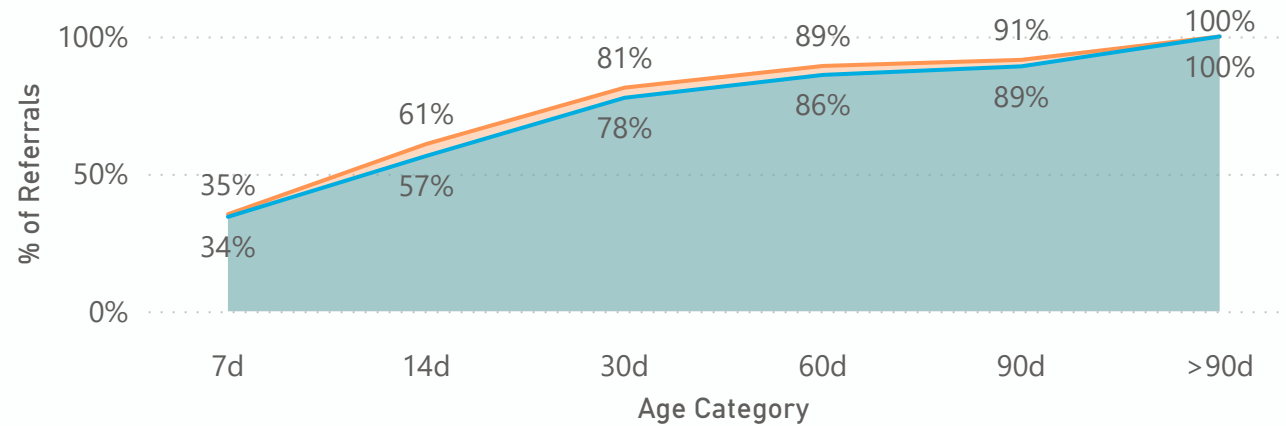
Median 11 Days

>90d includes unscheduled



Cumulative Scheduled Wait vs. Actual Wait

Days As Scheduled (Orange), Days to Seen (Blue)



Wait times for referred patients based on the date of the first appointment scheduled

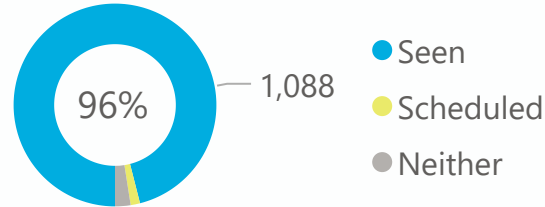
Referrals in the 364 Day Wait Time Measure

* All referrals aged 90 days before measuring wait time

Referrals Sent 12/2/21 - 11/30/22

28 referrals waiting to be scheduled

45 referrals waiting to be seen



28 Unmet referrals

Process Rates:	Median Time:
Accepted 94%	6 Days
Scheduled 98%	2 Days
Seen 96%	11 Days
Completed 90%	25 Days

Volume of Referrals:



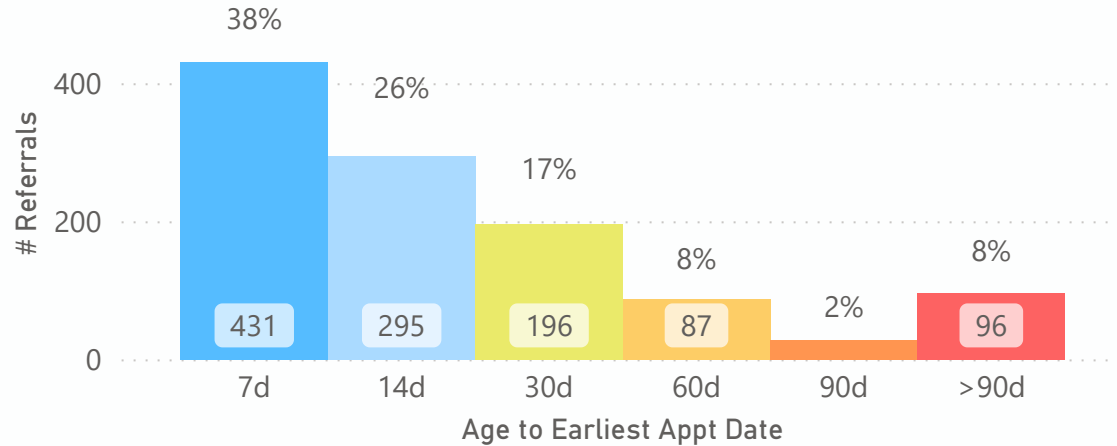
Process Milestones:



Referral Wait Times as Originally Scheduled

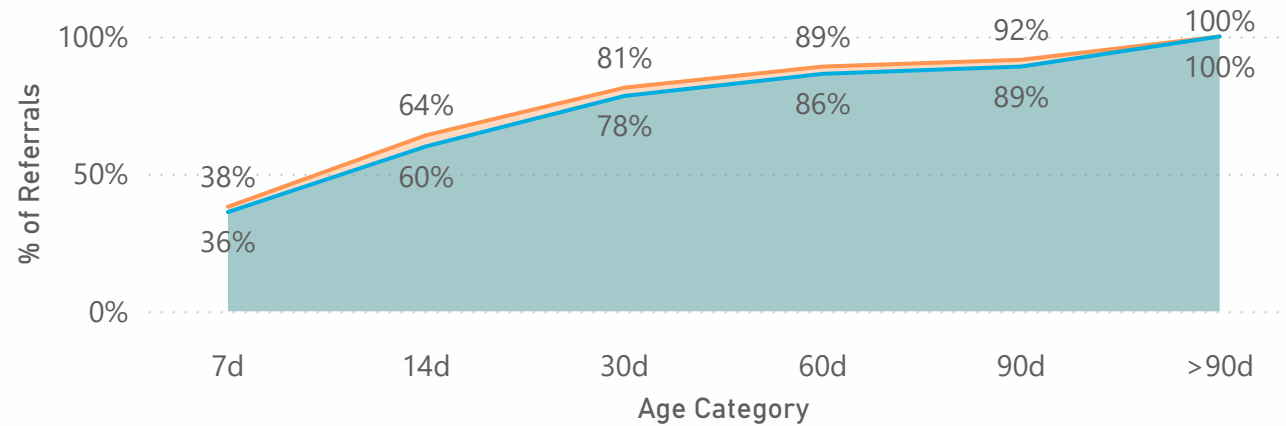
Median **10** Days
38%

>90d includes unscheduled



Cumulative Scheduled Wait vs. Actual Wait

● Days As Scheduled ● Days to Seen



Wait times for referred patients based on the date of the first appointment scheduled

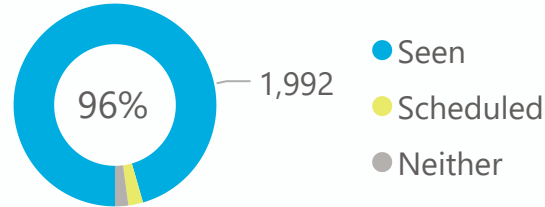
Referrals in the 364 Day Wait Time Measure

* All referrals aged 90 days before measuring wait time

Referrals Sent 12/2/21 - 11/30/22

44 referrals waiting to be scheduled

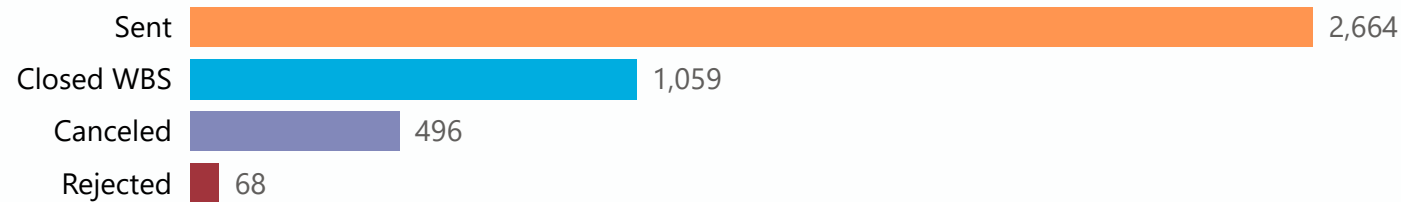
93 referrals waiting to be seen



44 Unmet referrals

Process Rates:		Median Time:	
Accepted	94%	6	Days
Scheduled	98%	3	Days
Seen	96%	14	Days
Completed	86%	39	Days

Volume of Referrals:



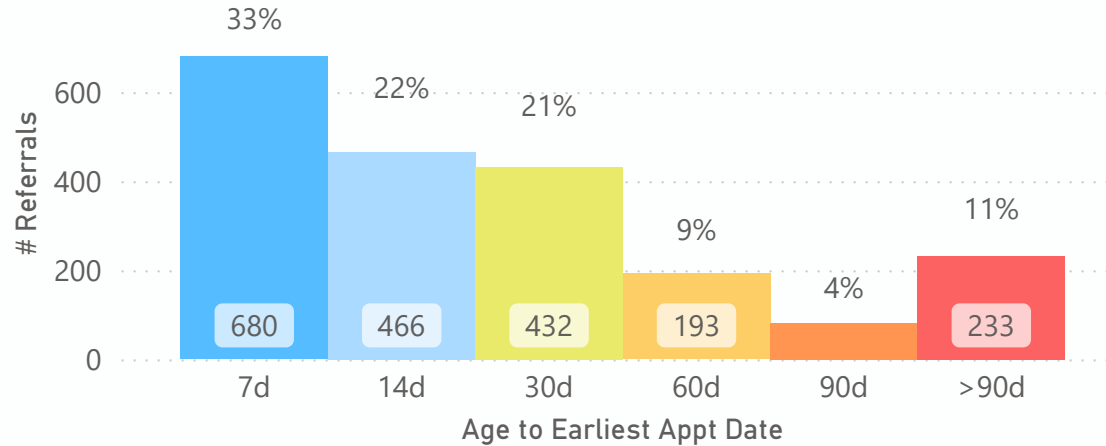
Process Milestones:



Referral Wait Times as Originally Scheduled

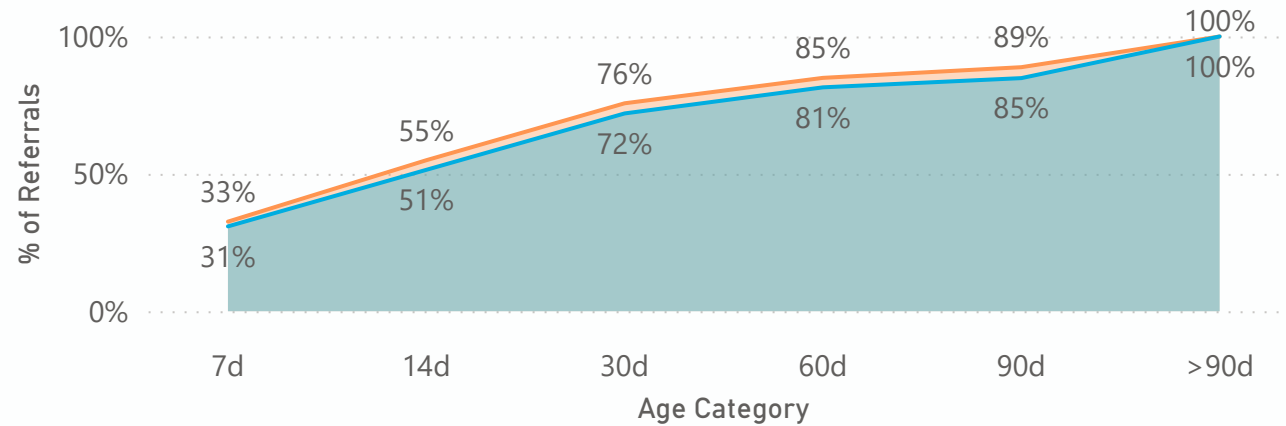
Median **12** Days

>90d includes unscheduled



Cumulative Scheduled Wait vs. Actual Wait

Days As Scheduled (Orange) Days to Seen (Blue)



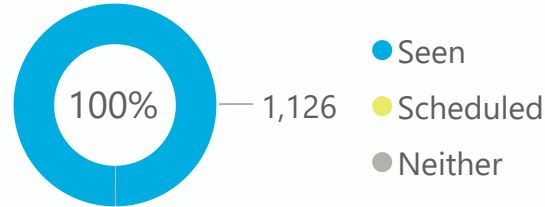
Wait times for referred patients based on the date of the first appointment scheduled

Referrals in the 364 Day Wait Time Measure

* All referrals aged 90 days before measuring wait time

Referrals Sent 12/2/21 - 11/30/22

2 referrals waiting to be scheduled
2 referrals waiting to be seen



2 Unmet referrals

Process Rates:		Median Time:	
Accepted	93%	6	Days
Scheduled	100%	2	Days
Seen	100%	11	Days
Completed	94%	25	Days

Volume of Referrals:



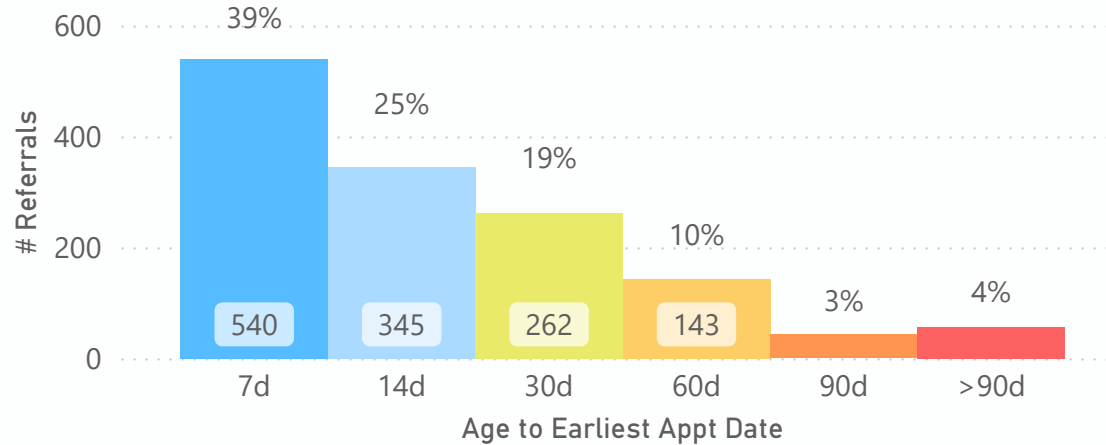
Process Milestones:



Referral Wait Times as Originally Scheduled

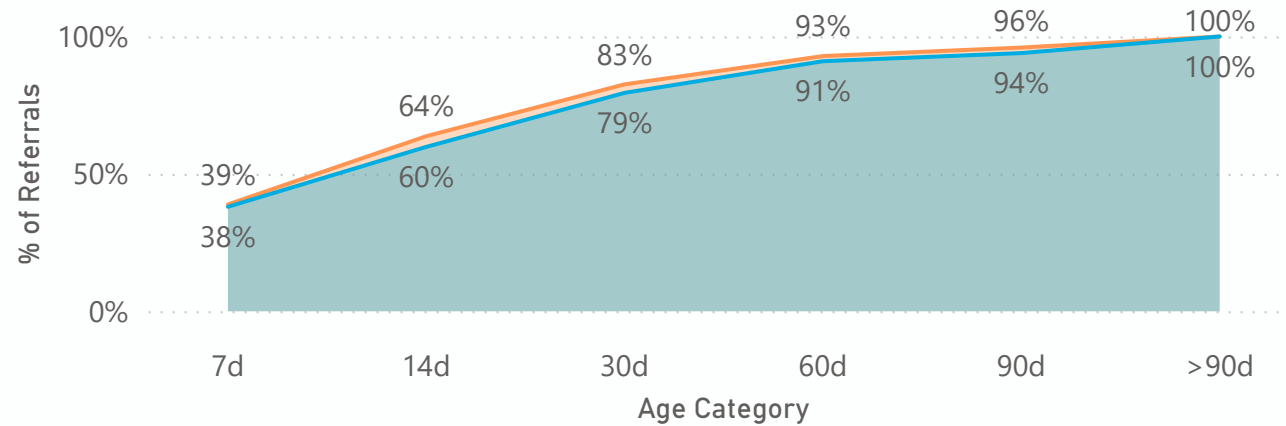
Median **10** Days

>90d includes unscheduled



Cumulative Scheduled Wait vs. Actual Wait

● Days As Scheduled ● Days to Seen



Wait times for referred patients based on the date of the first appointment scheduled

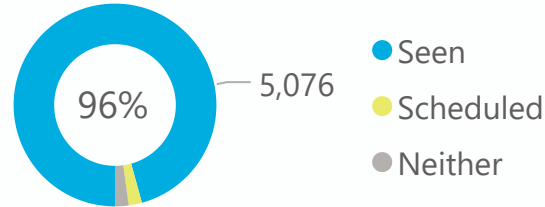
Referrals in the 364 Day Wait Time Measure

* All referrals aged 90 days before measuring wait time

Referrals Sent 12/2/21 - 11/30/22

115 referrals waiting to be scheduled

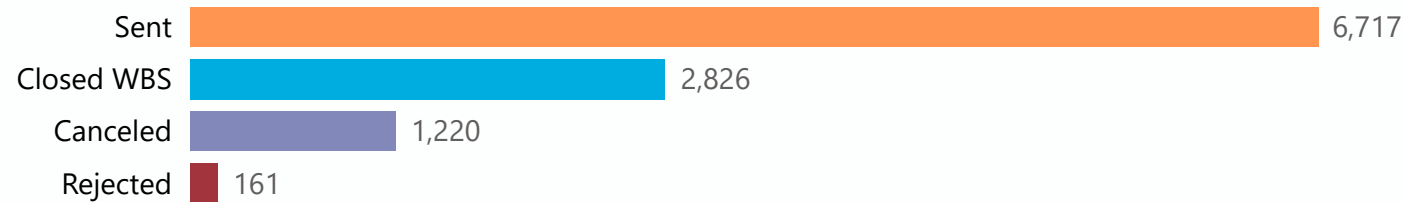
227 referrals waiting to be seen



115 Unmet referrals

Process Rates:		Median Time:	
Accepted	93%	6	Days
Scheduled	98%	3	Days
Seen	96%	14	Days
Completed	85%	42	Days

Volume of Referrals:



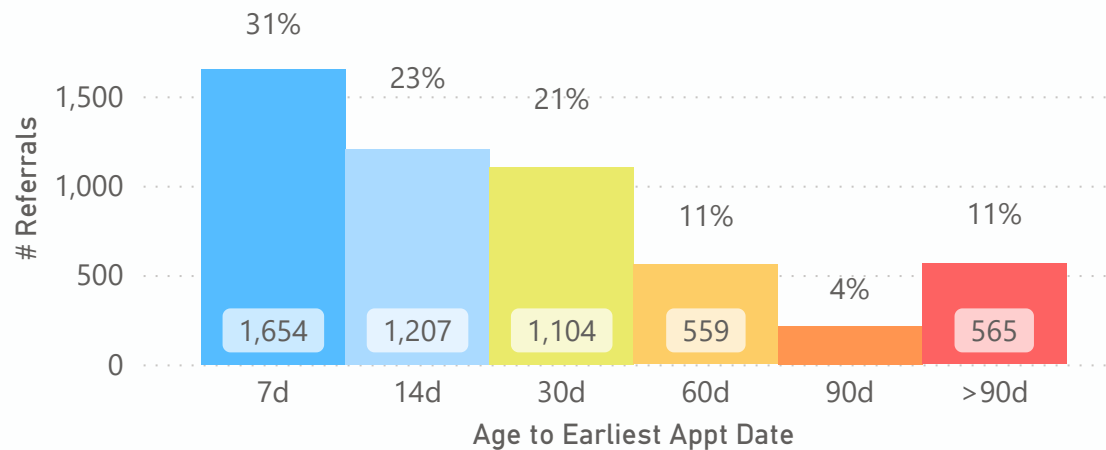
Process Milestones:



Referral Wait Times as Originally Scheduled

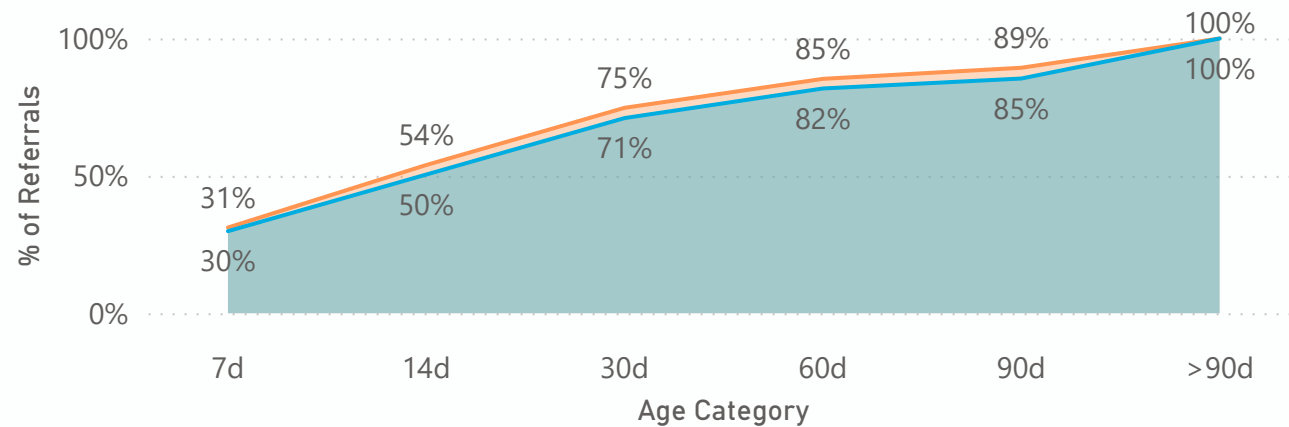
Median **13** Days
31%

>90d includes unscheduled



Cumulative Scheduled Wait vs. Actual Wait

Days As Scheduled (Orange) Days to Seen (Blue)



Wait times for referred patients based on the date of the first appointment scheduled

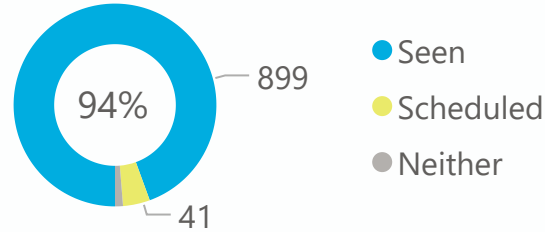
Referrals in the 364 Day Wait Time Measure

* All referrals aged 90 days before measuring wait time

Referrals Sent 12/2/21 - 11/30/22

12 referrals waiting to be scheduled

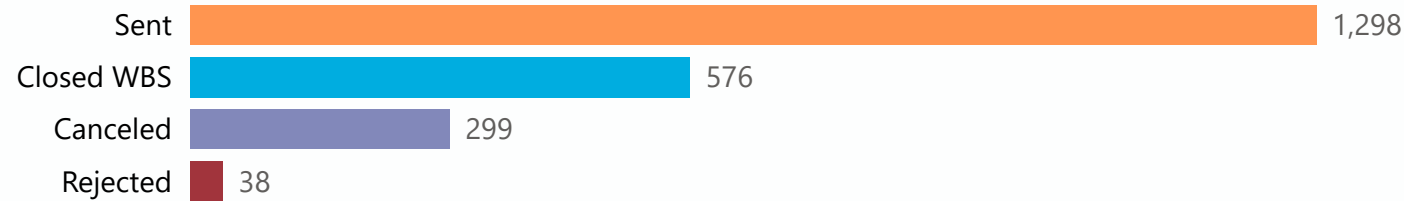
53 referrals waiting to be seen



12 Unmet referrals

Process Rates:	Median Time:
Accepted 93%	6 Days
Scheduled 99%	3 Days
Seen 94%	16 Days
Completed 83%	58 Days

Volume of Referrals:



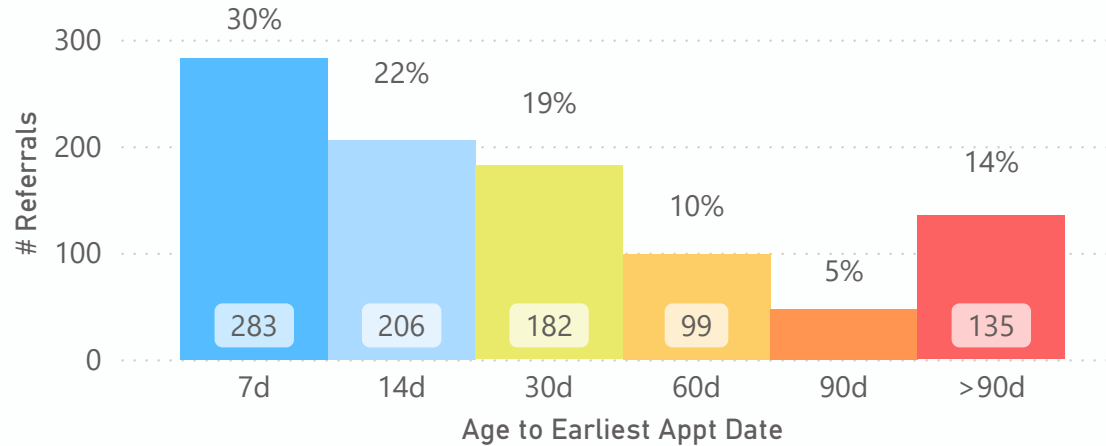
Process Milestones:



Referral Wait Times as Originally Scheduled

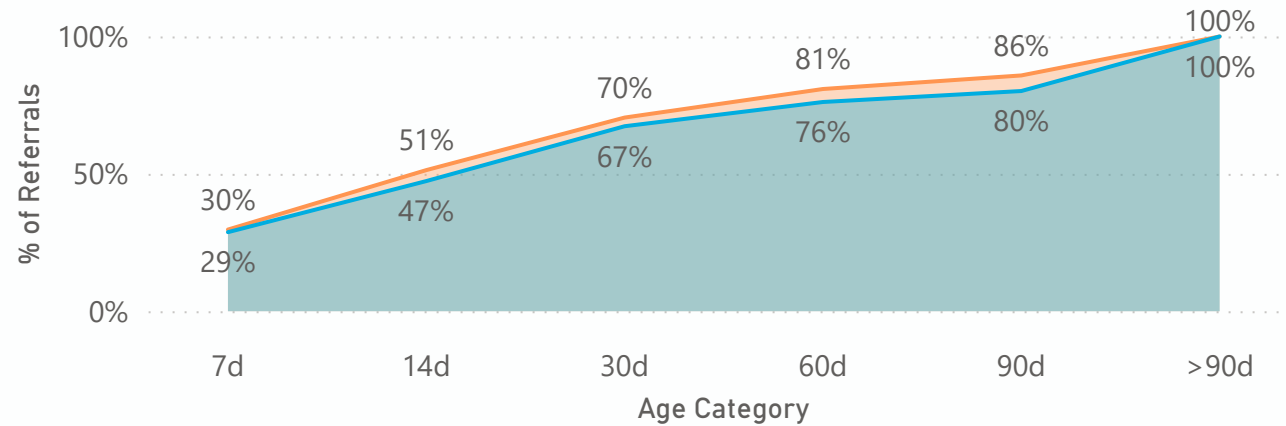
Median **14** Days

>90d includes unscheduled



Cumulative Scheduled Wait vs. Actual Wait

Days As Scheduled (orange line), Days to Seen (blue line)



Wait times for referred patients based on the date of the first appointment scheduled

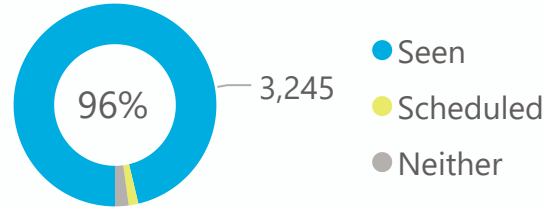
Referrals in the 364 Day Wait Time Measure

* All referrals aged 90 days before measuring wait time

Referrals Sent 12/2/21 - 11/30/22

73 referrals waiting to be scheduled

125 referrals waiting to be seen



73 Unmet referrals

Process Rates:		Median Time:	
Accepted	93%	6	Days
Scheduled	98%	2	Days
Seen	96%	11	Days
Completed	89%	31	Days

Volume of Referrals:



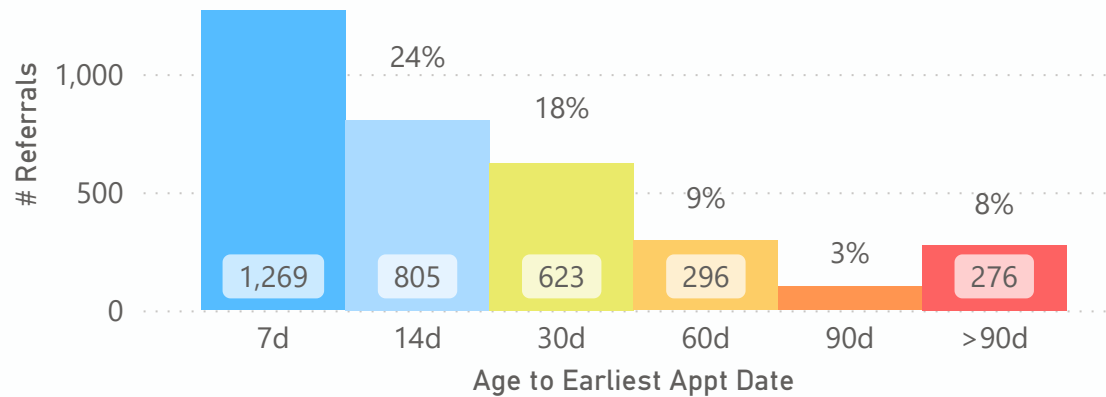
Process Milestones:



Referral Wait Times as Originally Scheduled

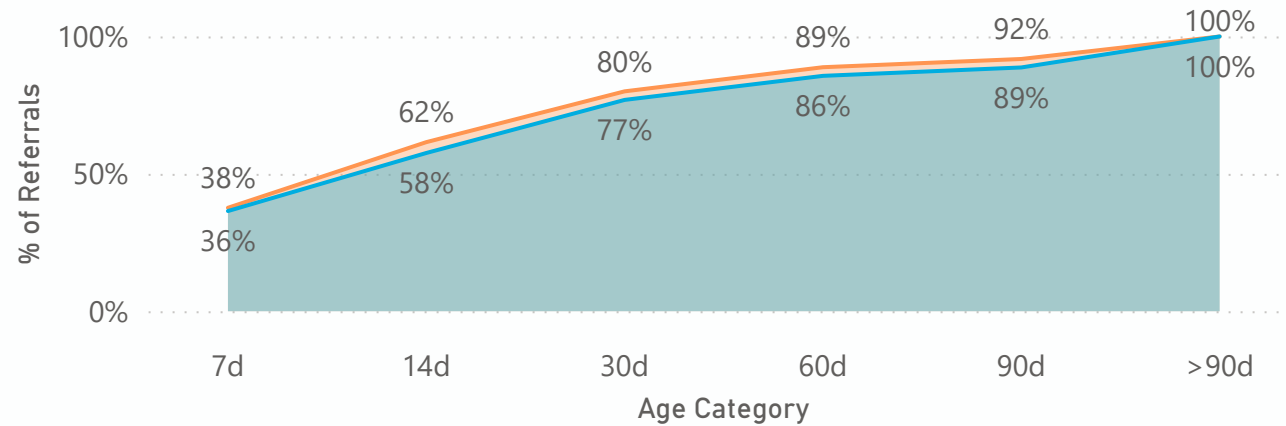
Median **11** Days
38%

>90d includes unscheduled



Cumulative Scheduled Wait vs. Actual Wait

● Days As Scheduled ● Days to Seen



Wait times for referred patients based on the date of the first appointment scheduled

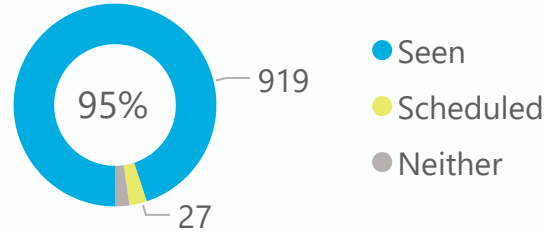
Referrals in the 364 Day Wait Time Measure

* All referrals aged 90 days before measuring wait time

Referrals Sent 12/2/21 - 11/30/22

22 referrals waiting to be scheduled

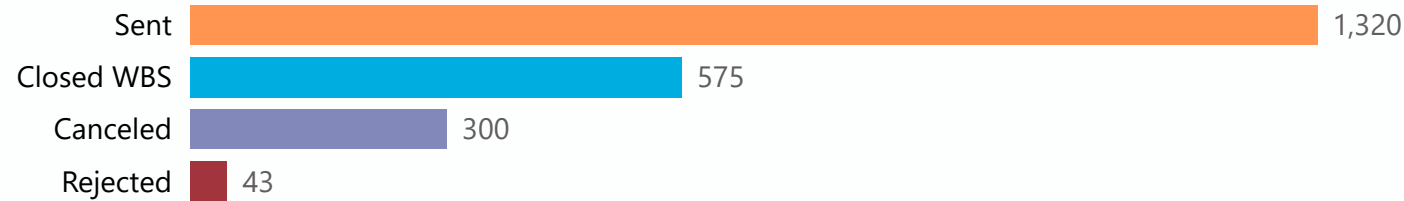
49 referrals waiting to be seen



22 Unmet referrals

Process Rates:	Median Time:
Accepted 93%	6 Days
Scheduled 98%	3 Days
Seen 95%	14 Days
Completed 85%	47 Days

Volume of Referrals:



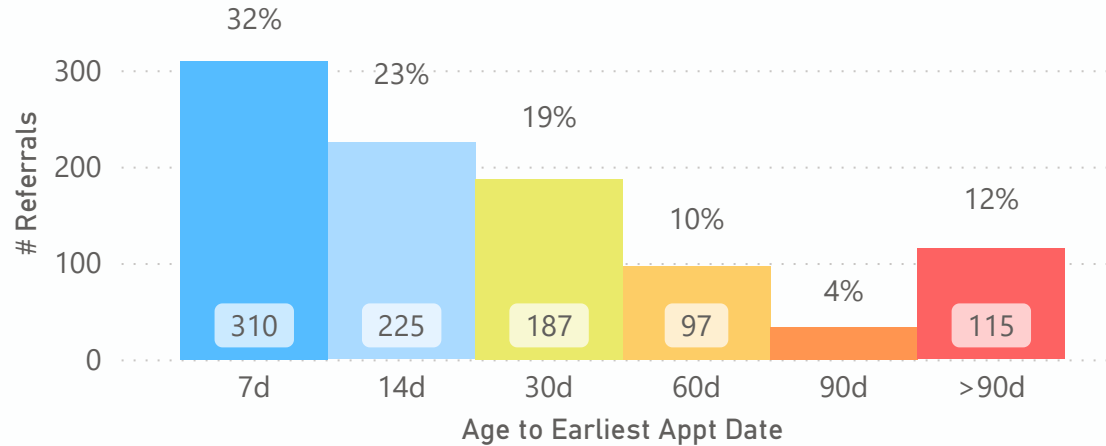
Process Milestones:



Referral Wait Times as Originally Scheduled

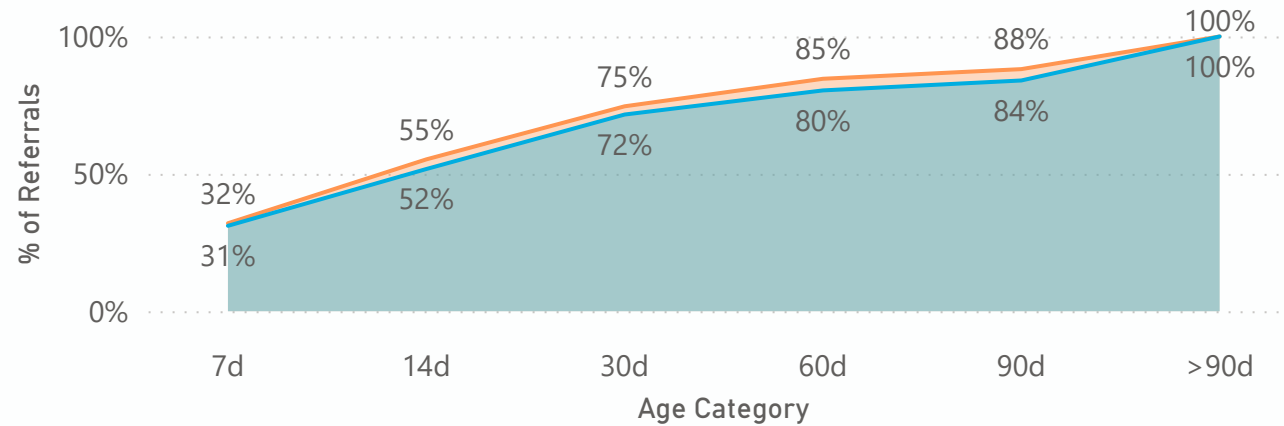
Median **13** Days
32%

>90d includes unscheduled



Cumulative Scheduled Wait vs. Actual Wait

● Days As Scheduled ● Days to Seen



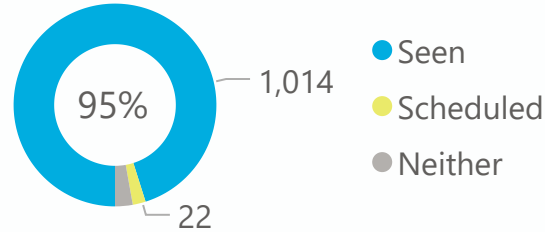
Wait times for referred patients based on the date of the first appointment scheduled

Referrals in the 364 Day Wait Time Measure

* All referrals aged 90 days before measuring wait time

Referrals Sent 12/2/21 - 11/30/22

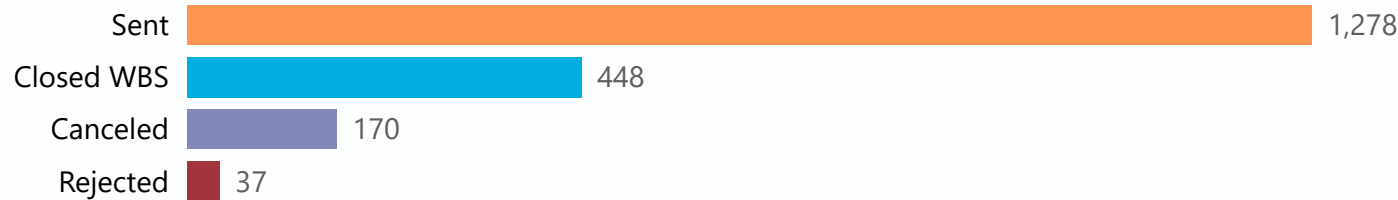
30 referrals waiting to be scheduled
52 referrals waiting to be seen



30 Unmet referrals

Process Rates:	Median Time:
Accepted 94%	6 Days
Scheduled 97%	2 Days
Seen 95%	13 Days
Completed 87%	34 Days

Volume of Referrals:



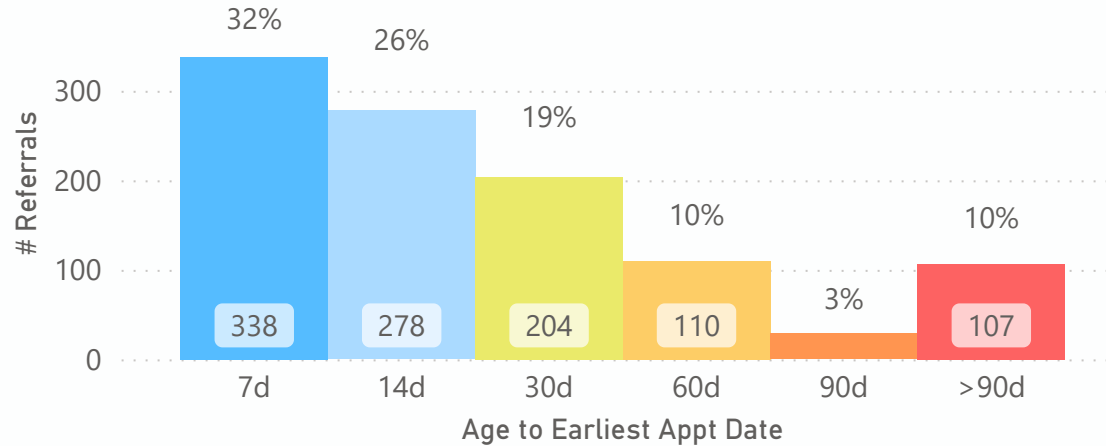
Process Milestones:



Referral Wait Times as Originally Scheduled

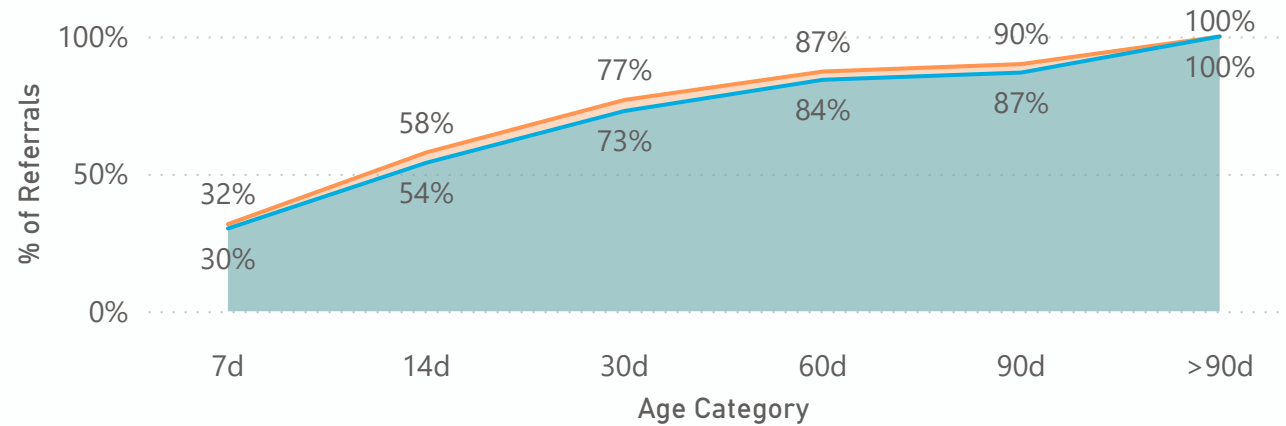
Median **12** Days

>90d includes unscheduled



Cumulative Scheduled Wait vs. Actual Wait

Days As Scheduled (orange line), Days to Seen (blue line)



Wait times for referred patients based on the date of the first appointment scheduled

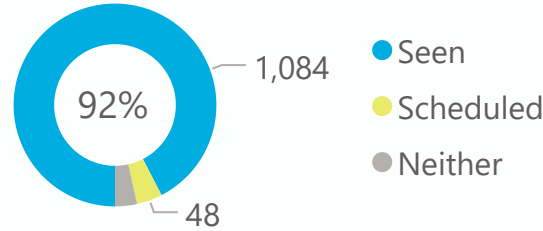
Referrals in the 364 Day Wait Time Measure

* All referrals aged 90 days before measuring wait time

Referrals Sent 12/2/21 - 11/30/22

41 referrals waiting to be scheduled

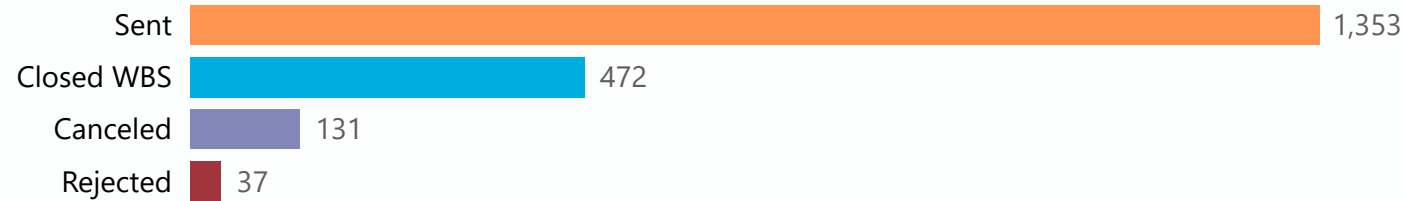
89 referrals waiting to be seen



41 Unmet referrals

Process Rates:		Median Time:	
Accepted	93%	6	Days
Scheduled	97%	3	Days
Seen	92%	15	Days
Completed	82%	45	Days

Volume of Referrals:



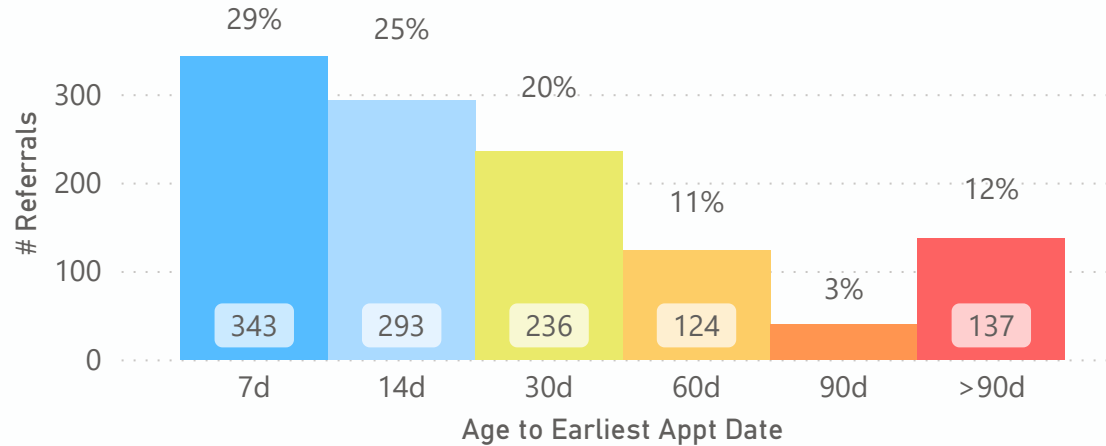
Process Milestones:



Referral Wait Times as Originally Scheduled

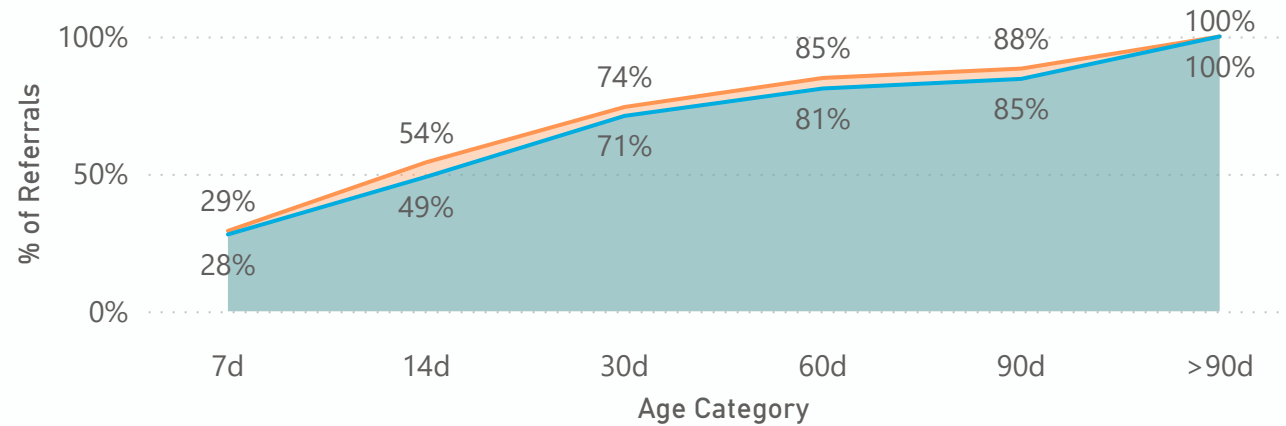
Median **13** Days

>90d includes unscheduled



Cumulative Scheduled Wait vs. Actual Wait

● Days As Scheduled ● Days to Seen



Wait times for referred patients based on the date of the first appointment scheduled

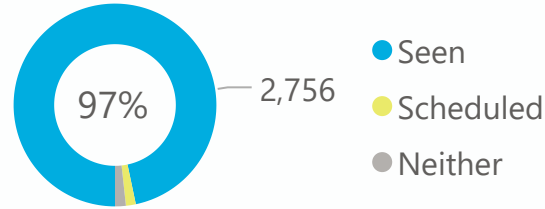
Referrals in the 364 Day Wait Time Measure

* All referrals aged 90 days before measuring wait time

Referrals Sent 12/2/21 - 11/30/22

49 referrals waiting to be scheduled

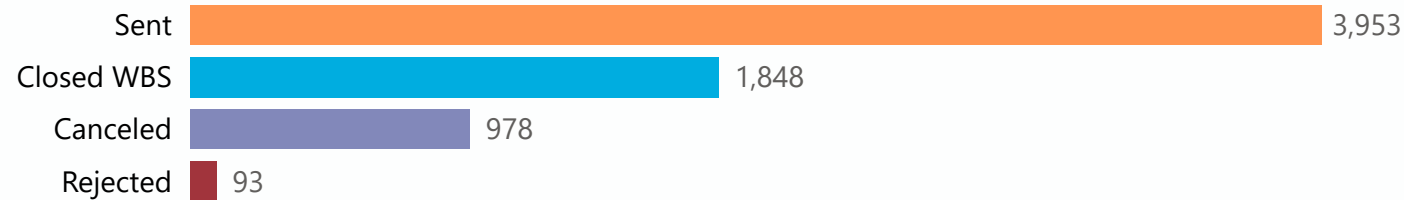
94 referrals waiting to be seen



49 Unmet referrals

Process Rates:	Median Time:
Accepted 94%	6 Days
Scheduled 98%	3 Days
Seen 97%	17 Days
Completed 85%	52 Days

Volume of Referrals:



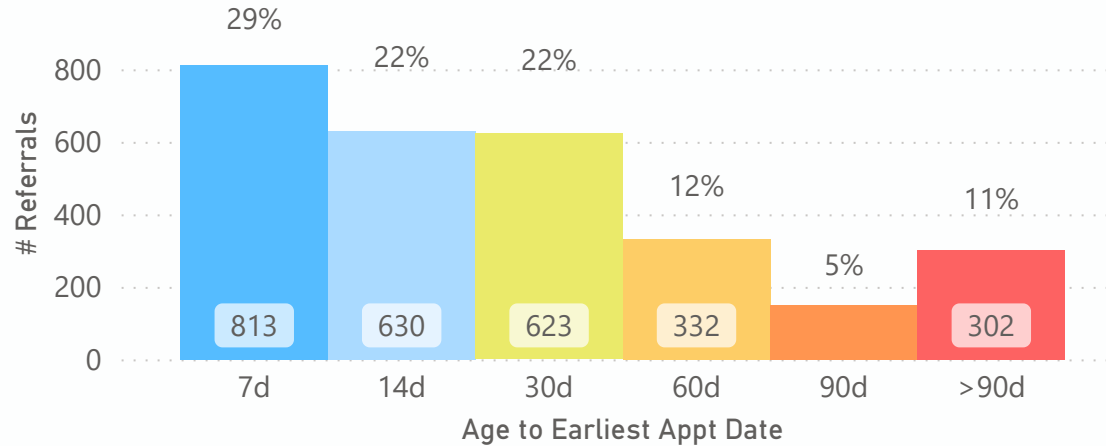
Process Milestones:



Referral Wait Times as Originally Scheduled

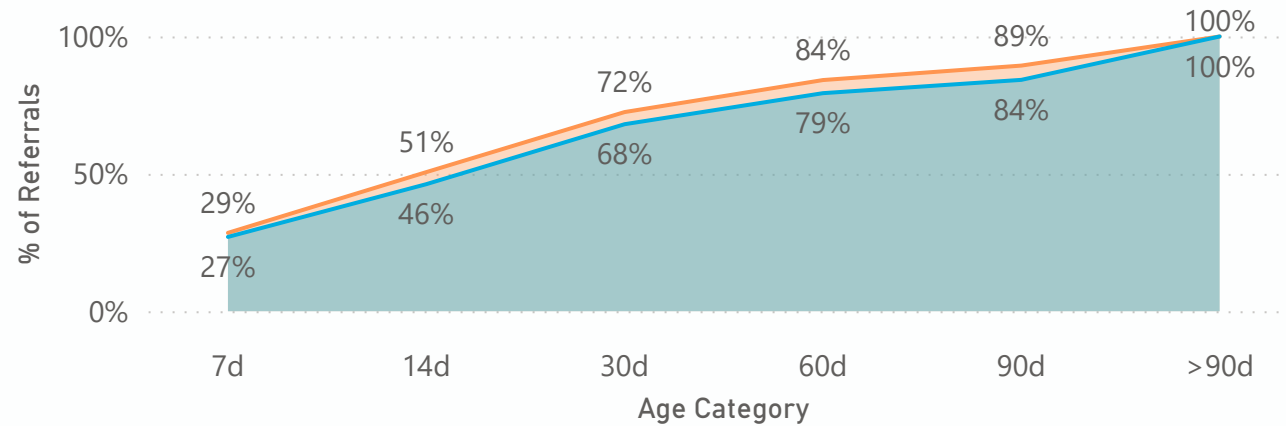
Median **14** Days
29%

>90d includes unscheduled



Cumulative Scheduled Wait vs. Actual Wait

● Days As Scheduled ● Days to Seen



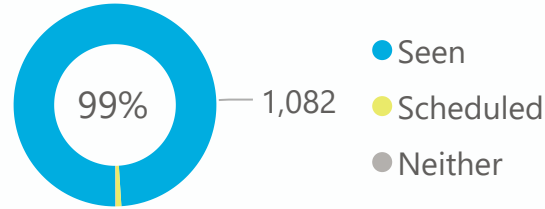
Wait times for referred patients based on the date of the first appointment scheduled

Referrals in the 364 Day Wait Time Measure

* All referrals aged 90 days before measuring wait time

Referrals Sent 12/2/21 - 11/30/22

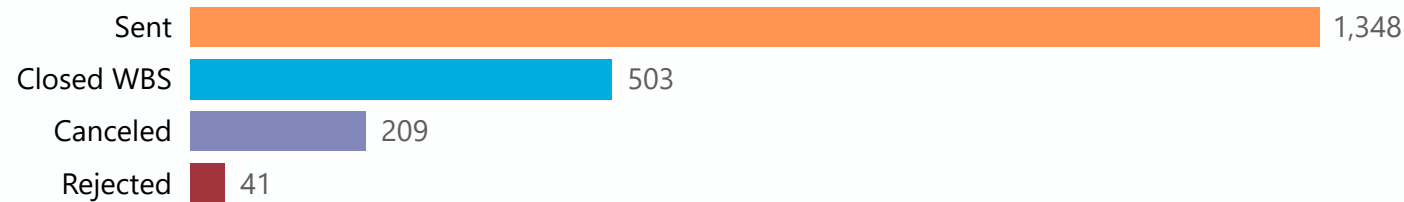
1 referrals waiting to be scheduled
11 referrals waiting to be seen



1 Unmet referrals

Process Rates:		Median Time:	
Accepted	93%	6	Days
Scheduled	100%	2	Days
Seen	99%	11	Days
Completed	92%	28	Days

Volume of Referrals:



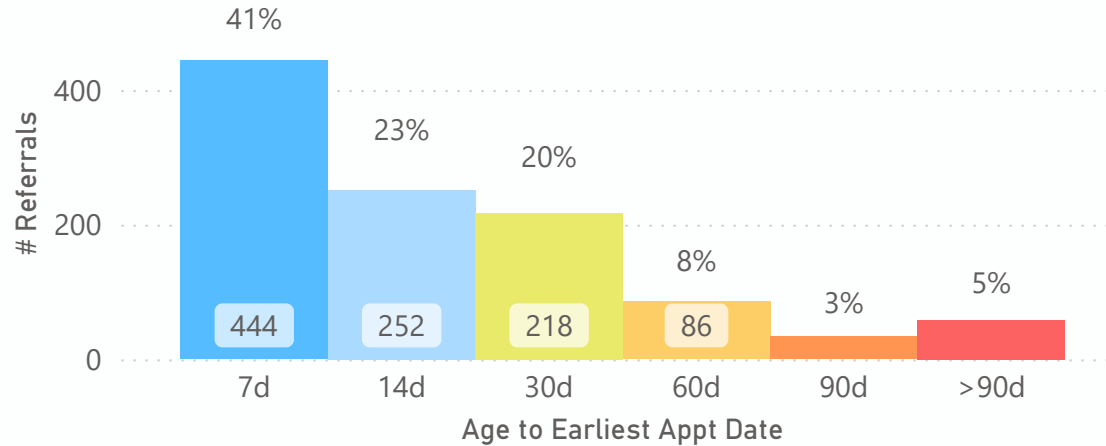
Process Milestones:



Referral Wait Times as Originally Scheduled

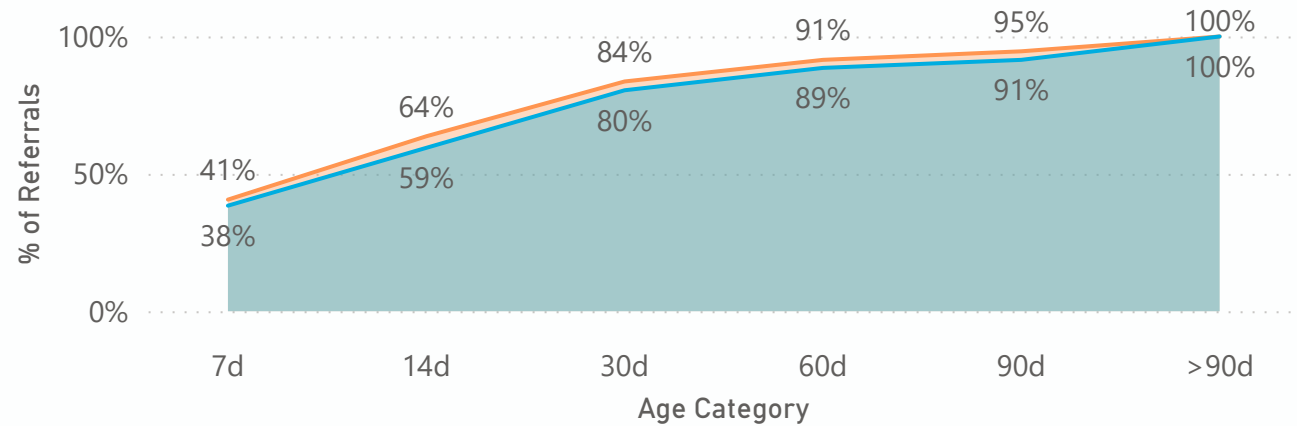
Median **10** Days
41%

>90d includes unscheduled



Cumulative Scheduled Wait vs. Actual Wait

Days As Scheduled (orange line), Days to Seen (blue line)



Wait times for referred patients based on the date of the first appointment scheduled

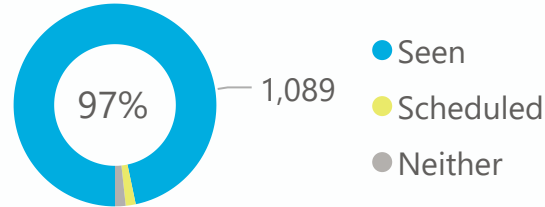
Referrals in the 364 Day Wait Time Measure

* All referrals aged 90 days before measuring wait time

Referrals Sent 12/2/21 - 11/30/22

19 referrals waiting to be scheduled

37 referrals waiting to be seen



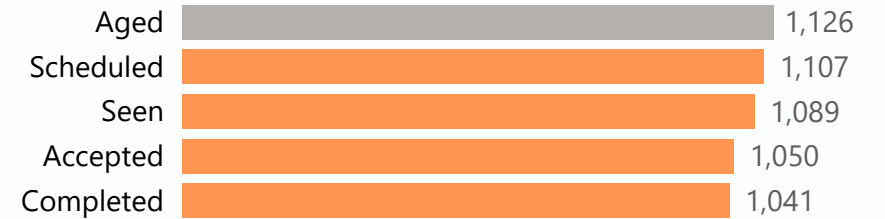
19 Unmet referrals

Process Rates:	Median Time:
Accepted 93%	6 Days
Scheduled 98%	1 Days
Seen 97%	9 Days
Completed 92%	19 Days

Volume of Referrals:



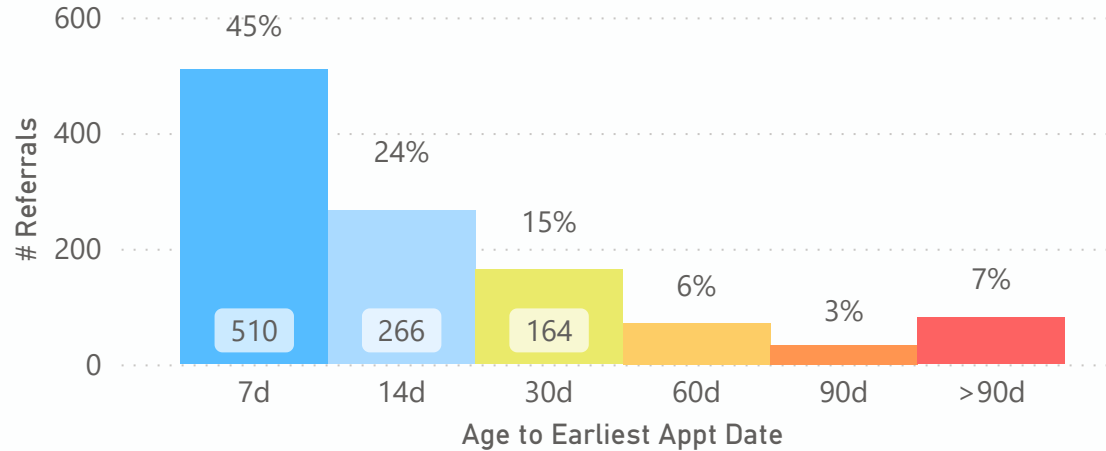
Process Milestones:



Referral Wait Times as Originally Scheduled

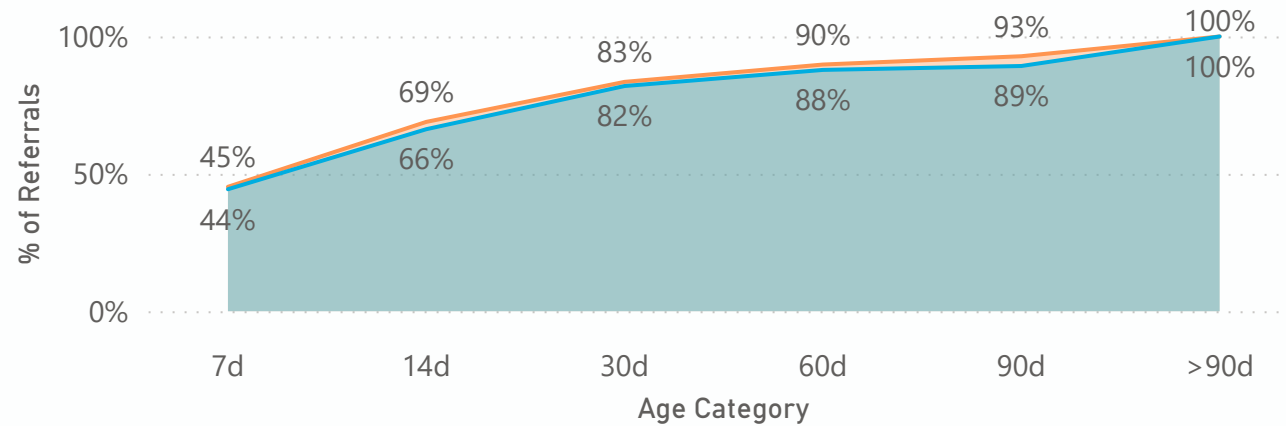
Median **9** Days

>90d includes unscheduled



Cumulative Scheduled Wait vs. Actual Wait

Days As Scheduled (orange line), Days to Seen (blue line)



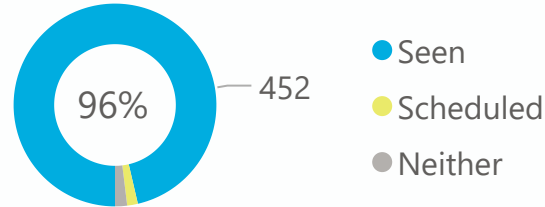
Wait times for referred patients based on the date of the first appointment scheduled

Referrals in the 364 Day Wait Time Measure

* All referrals aged 90 days before measuring wait time

Referrals Sent 12/2/21 - 11/30/22

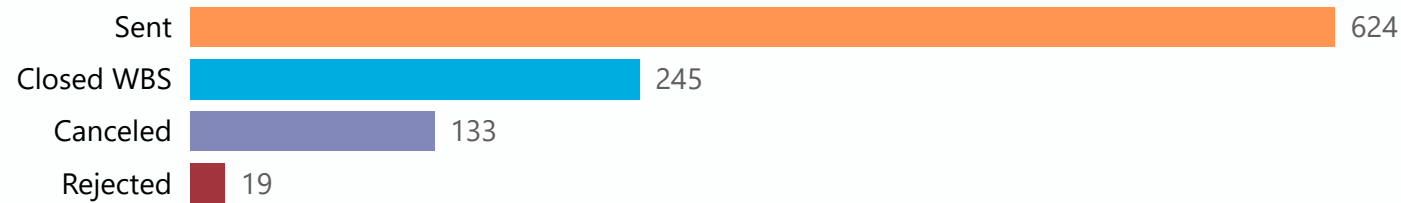
9 referrals waiting to be scheduled
17 referrals waiting to be seen



9 Unmet referrals

Process Rates:	Median Time:
Accepted 95%	6 Days
Scheduled 98%	2 Days
Seen 96%	14 Days
Completed 85%	37 Days

Volume of Referrals:



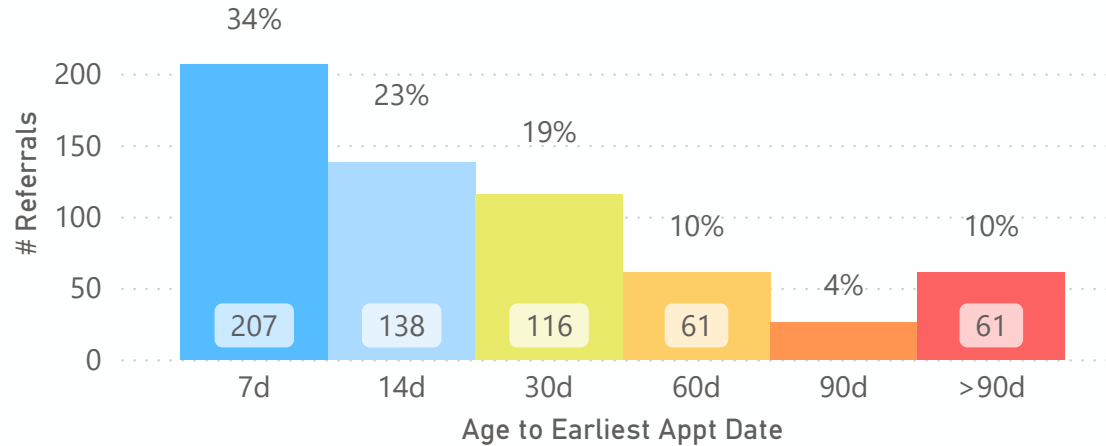
Process Milestones:



Referral Wait Times as Originally Scheduled

Median **12** Days
34%

>90d includes unscheduled



Cumulative Scheduled Wait vs. Actual Wait

Days As Scheduled (Orange) Days to Seen (Blue)

