

# Specialty Clinics

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

Median Times After 90 Days

To Schedule Patient

8 <sup>- 0</sup>  
Days

To See Patient

25 <sup>▲ 4</sup>  
Days

Throughput

Routine Seen in 30d

57 <sup>▲ 11%</sup>  
%

Urgent Seen in 5d

15 <sup>- 0%</sup>  
%

Throughput by Clinic

Clinic	% of Routine Seen by 30d	% of Urgent Seen by 5d	# Referrals Sent 90d Prior	% Scheduled	% Seen	Median Age Until Scheduled	Median Age Until Seen
Hepatology	84%	8%	97	100%	100%	7.00	14.00
Sleep Disorders Laboratory	82%	0%	127	100%	100%	8.00	18.00
Nephrology	78%	36%	113	100%	100%	7.00	15.00
Gastroenterology	72%	0%	110	100%	100%	7.00	14.00
Otolaryngology	71%	7%	122	94%	88%	7.00	24.00
Neurology	70%	16%	228	86%	76%	8.00	34.00
Pain Management	67%	18%	136	100%	100%	7.00	15.00
Endocrinology	61%	38%	106	80%	61%	17.50	99.50
Rheumatology	60%	0%	126	99%	99%	7.00	15.00
Internal Medicine	59%	15%	534	93%	87%	8.00	25.00
Immunology	59%	22%	168	78%	60%	35.50	97.50
Pulmonology	58%	16%	333	97%	93%	7.00	20.00
Oncology	53%	13%	611	93%	87%	8.00	27.00
Urology	53%	29%	50	86%	74%	10.00	55.00
Ophthalmology	52%	6%	122	100%	100%	6.00	15.00
Maternal Fetal Medicine	52%	17%	245	98%	96%	7.00	19.00
Orthopedics	50%	14%	360	81%	66%	12.00	93.00
Dermatology	49%	17%	110	93%	87%	10.00	29.00
Cardiology	37%	20%	119	98%	97%	8.00	18.00
Audiology	23%	0%	105	81%	60%	9.00	97.00
Podiatry	14%	17%	111	91%	79%	10.00	86.00
<b>Total</b>	<b>57%</b>	<b>15%</b>	<b>4,033</b>	<b>93%</b>	<b>86%</b>	<b>8.00</b>	<b>25.00</b>



Performance and improvement direction across clinics

## Routine Referral Throughput

Seen in 30d

57%

Delta vs. Previous

▲ 11%

Delta vs. 3mo Average

▲ 5%

Delta vs. 12mo Average

▼ -8%

## Routine Referral Throughput by Clinic

Clinic	Performance vs. Target			Improvement Direction vs.			Days to Seen			
	Current	3 Months	12 Months	Previous	3 Months	12 Months				
Audiology	▼	▼	▲	Falling	▼	▼	▼	Falling	▲	83
Cardiology	▼	▼	▲	Falling	-	▼	▼	Falling	▲	2
Dermatology	▼	▲	▲	Performer	▼	▼	▼	Falling	▲	13
Endocrinology	▲	▼	▼	Turning Upward	▲	▲	▼	Rising Recovery	▼	-14
Gastroenterology	▲	▲	▲	Consistent Performer	▲	▲	▲	Rising	▼	-52
Hepatology	▲	▲	▲	Consistent Performer	-	▲	▲	Rising	▼	-60
Immunology	▲	▼	▲	Bouncing Back	-	▲	▼	Setback Recovery	▲	81
Internal Medicine	▲	▲	▲	Consistent Performer	▲	▲	▼	Rising Recovery	▲	3
Maternal Fetal Medicine	▲	▲	▲	Consistent Performer	▼	▼	▼	Falling	▼	-13
Nephrology	▲	▲	▲	Consistent Performer	▲	▲	▼	Rising Recovery	▲	2
Neurology	▲	▲	▲	Consistent Performer	▲	▲	▼	Rising Recovery	▲	13
Oncology	▲	▼	▲	Bouncing Back	▲	▲	▼	Rising Recovery	▲	1
Ophthalmology	▲	▼	▲	Bouncing Back	▲	▲	▼	Rising Recovery	▼	-2
Orthopedics	▲	▼	▲	Bouncing Back	▲	▲	▼	Rising Recovery	▲	70
Otolaryngology	▲	▲	▲	Consistent Performer	▲	▲	▼	Rising Recovery	▲	7
Pain Management	▲	▲	▲	Consistent Performer	▼	▼	▲	Falling	▼	-3
Podiatry	▼	▼	▲	Falling	▼	▼	▼	Falling	▲	66
Pulmonology	▲	▲	▲	Consistent Performer	▲	▲	▼	Rising Recovery	▼	-3
Rheumatology	▲	▲	▲	Consistent Performer	▲	▲	▼	Rising Recovery	▲	3
Sleep Disorders Laboratory	▲	▲	▲	Consistent Performer	-	▲	▲	Rising	-	0
Urology	▲	▲	▲	Consistent Performer	▼	▼	▲	Falling	▲	32



Performance and improvement direction across clinics

### Urgent Referral Throughput

Seen in 5d

15%

Delta vs. Previous

- 0%

Delta vs. 3mo Average

▲ 1%

Delta vs. 12mo Average

▼ -1%

### Urgent Referral Throughput by Clinic

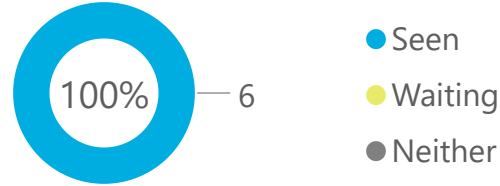
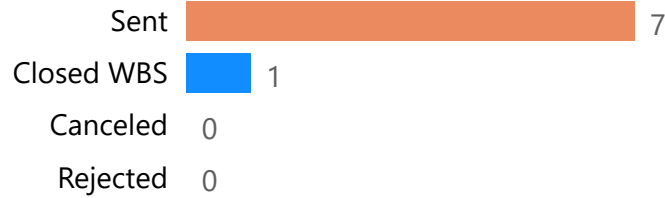
Clinic	Performance vs. Target			Improvement Direction vs.				
	Current	3 Months	12 Months	Previous	3 Months	12 Months		
Audiology	▼	▼	▼	Consistently Under	▼	▼	▲	Falling
Cardiology	▼	▼	▼	Consistently Under	▲	▲	▲	Rising
Dermatology	▼	▼	▼	Consistently Under	▼	▲	▼	Setback Recovery
Endocrinology	▼	▼	▼	Consistently Under	▲	▲	▲	Rising
Gastroenterology	▼	▼	▼	Consistently Under	-	▼	▼	Falling
Hepatology	▼	▼	▼	Consistently Under	▼	▼	▼	Falling
Immunology	▼	▼	▼	Consistently Under	▲	▲	▼	Rising Recovery
Internal Medicine	▼	▼	▼	Consistently Under	-	-	-	Rising
Maternal Fetal Medicine	▼	▼	▼	Consistently Under	▼	▼	▲	Falling
Nephrology	▼	▼	▼	Consistently Under	▲	▲	▲	Rising
Neurology	▼	▼	▼	Consistently Under	▼	▲	▼	Setback Recovery
Oncology	▼	▼	▼	Consistently Under	▲	▲	▼	Rising Recovery
Ophthalmology	▼	▼	▼	Consistently Under	▼	▼	▼	Falling
Orthopedics	▼	▼	▼	Consistently Under	▲	▲	▼	Rising Recovery
Otolaryngology	▼	▼	▼	Consistently Under	▼	▲	▼	Setback Recovery
Pain Management	▼	▼	▼	Consistently Under	▲	▲	▲	Rising
Podiatry	▼	▼	▼	Consistently Under	▲	▲	▼	Rising Recovery
Pulmonology	▼	▼	▼	Consistently Under	▼	▲	▼	Setback Recovery
Rheumatology	▼	▼	▼	Consistently Under	▼	▼	▼	Falling
Sleep Disorders Laboratory	▼	▼	▼	Consistently Under	▼	▼	▲	Falling
Urology	▼	▼	▼	Consistently Under	▼	▲	▲	Rising



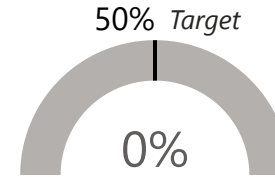
Referrals aged from date sent to date scheduled, date seen, or today's date

### Urgent Referrals After 5 Days

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



### Urgent Referrals Seen in 5 Days



Rate Compared to:

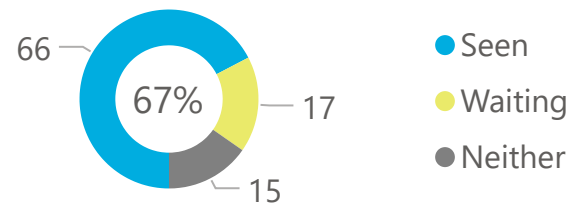
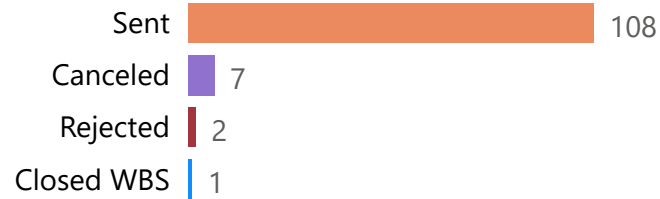
▼ Prev. Month	5%
▼ 3 Months	22%
▲ 12 Months	18%

Over / Under Target:

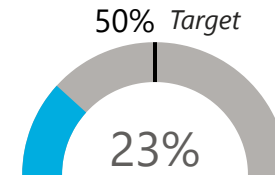
▼ This Month	-50%
▼ 3 Months	-28%
▼ 12 Months	-32%

### Routine Referrals After 30 Days

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



### Routine Referrals Seen in 30 Days



Rate Compared to:

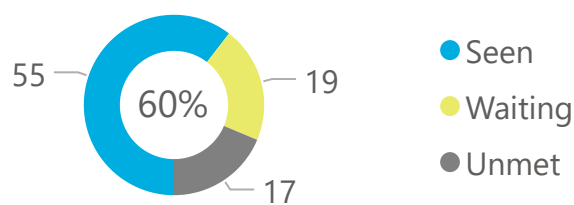
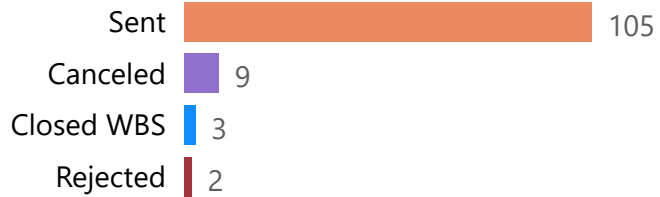
▼ Prev. Month	60%
▼ 3 Months	37%
▼ 12 Months	56%

Over / Under Target:

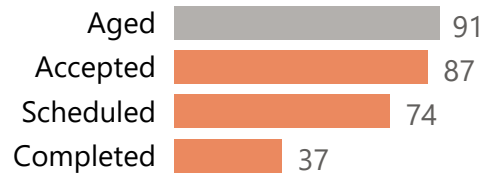
▼ This Month	-27%
▼ 3 Months	-13%
▲ 12 Months	6%

### Referrals After 90 Days

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



Process Milestones:



Process Rates:

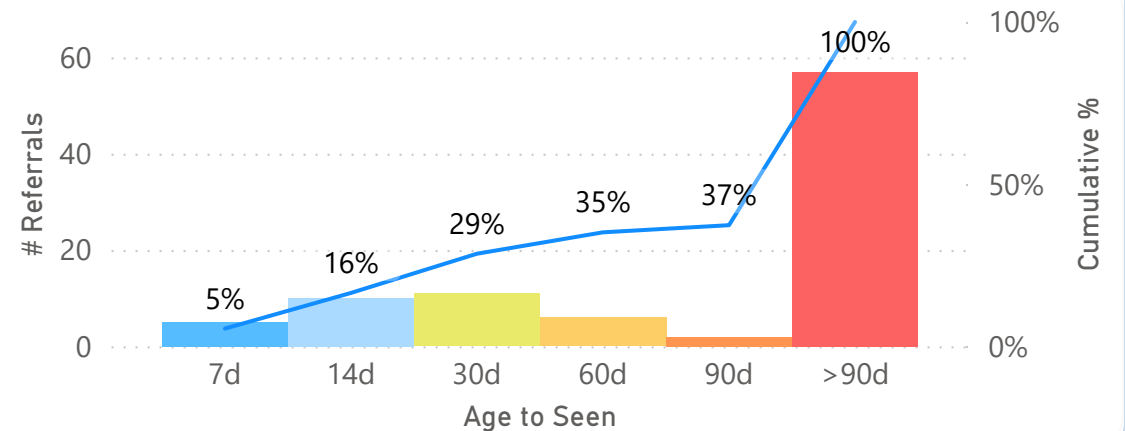
Accepted	96%
Scheduled	81%
Completed	41%

Median Times:

6 Days to Accept
9 Days to Schedule
100 Days to Complete

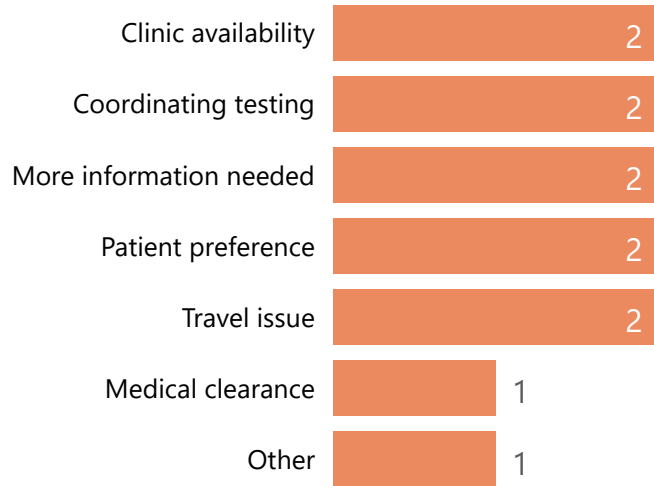
### Days to See All Referrals - by Category with Cumulative %

Median 97 Days

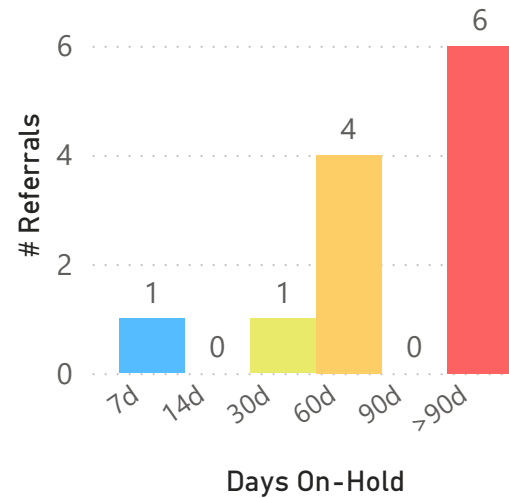


Breakouts of referrals in a hold or pending status sent any time prior to today's date

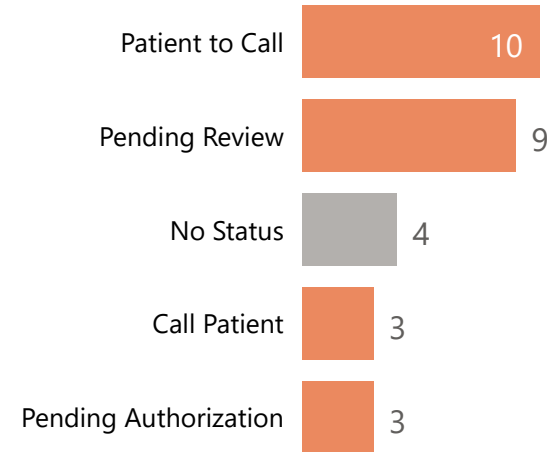
All Referrals On-Hold by Reason



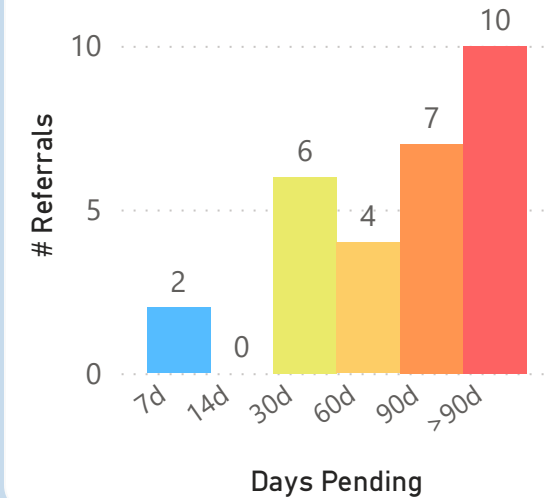
Referrals by Age of Hold



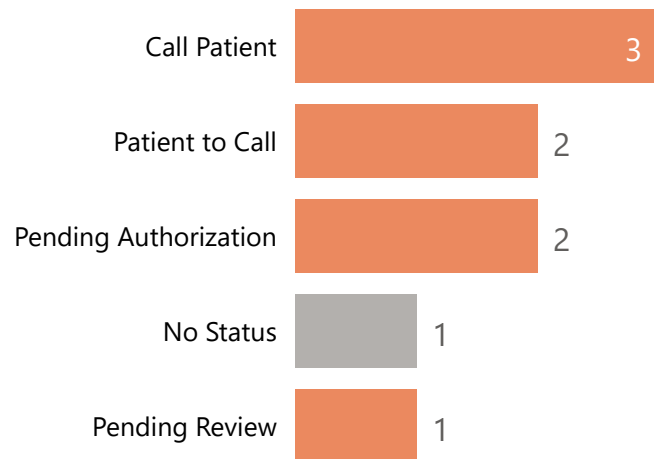
Referrals Pending Reschedule



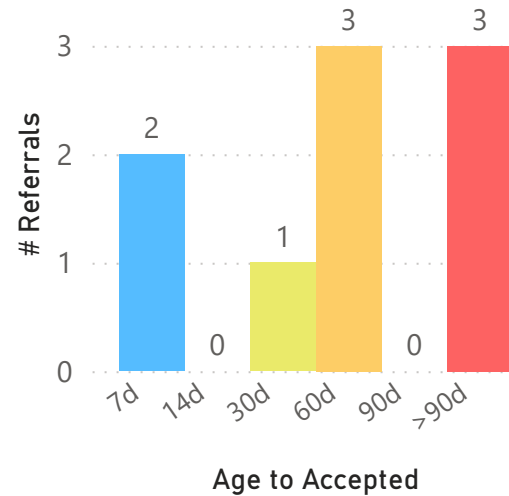
Reschedules by Days Pending



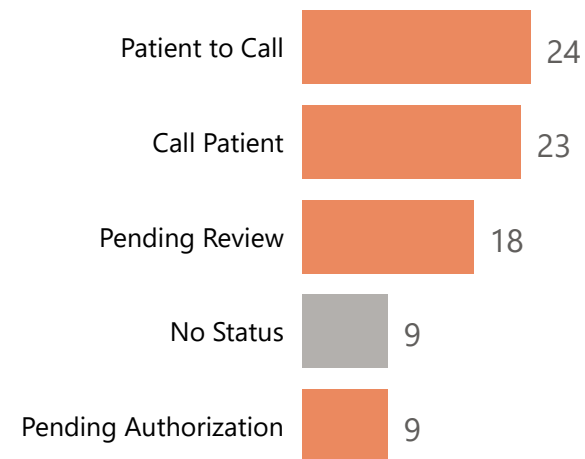
Referrals Pending Acceptance



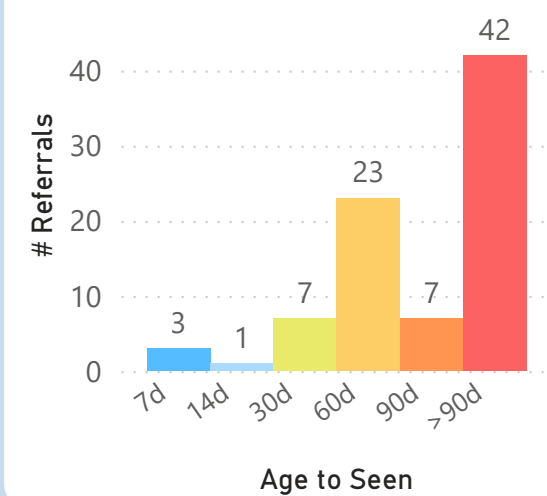
Pending Acceptance by Age



Referrals in Accepted Status



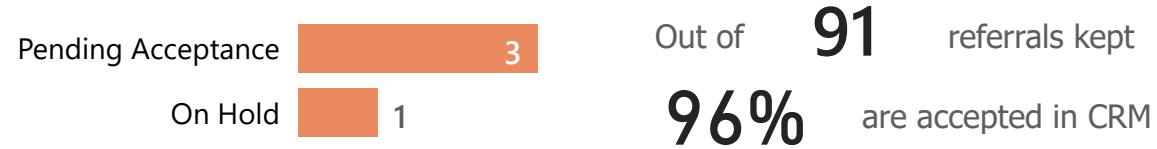
Accepted Status by Age



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

Referrals Not Accepted in CRM after 90 Days

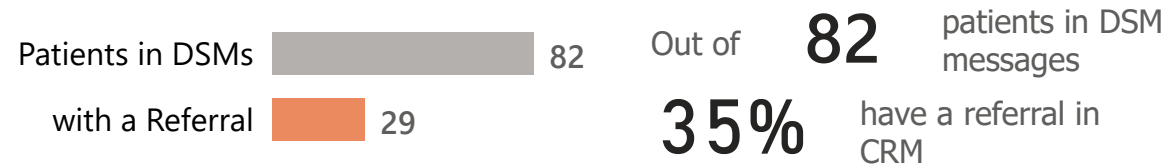
By Current Status:



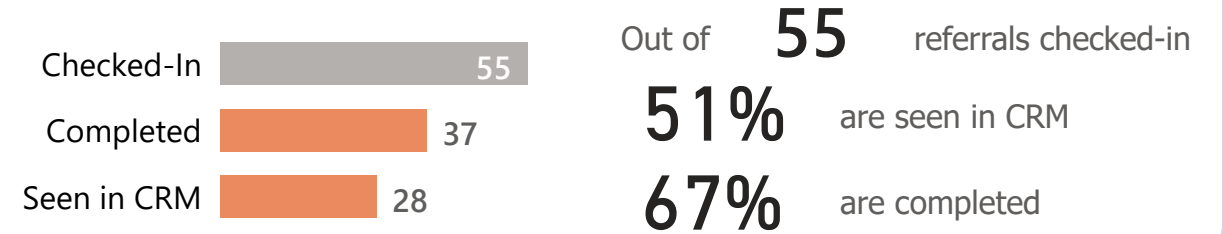
Referral Appointments Linked in CRM after 90 Days



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	96%	10	9.60
% of Scheduled Referrals with Linked Appt	58%	10	5.80
% of Seen Referrals Tagged as Seen	51%	10	5.10
% of Seen Referrals that are Completed	67%	10	6.70
% of DSM Referrals with CRM Referral	35%	5	1.75

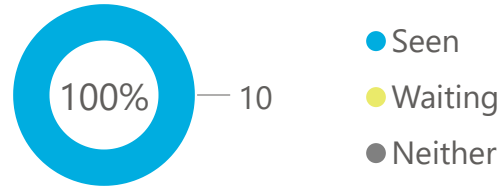
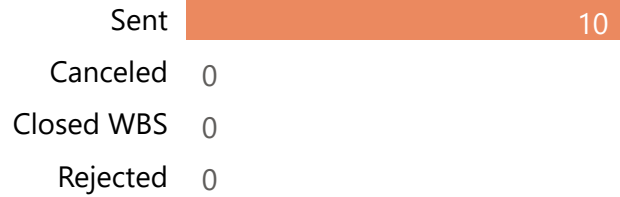
**28.95** points out of **45** points possible

**64%** clinic score for CRM use

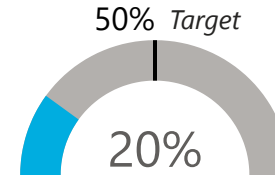
Referrals aged from date sent to date scheduled, date seen, or today's date

### Urgent Referrals After 5 Days

Referrals sent 1/27/23 - 2/22/23



### Urgent Referrals Seen in 5 Days



Rate Compared to:

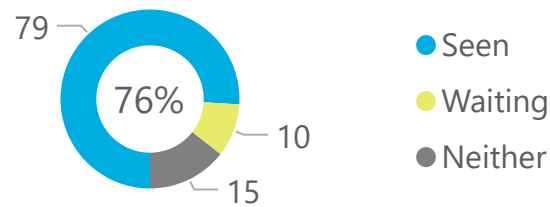
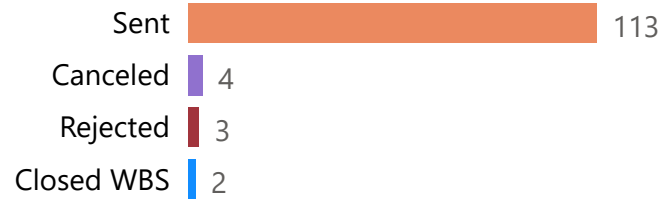
▲ Prev. Month	8%
▲ 3 Months	14%
▲ 12 Months	9%

Over / Under Target:

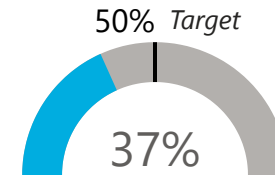
▼ This Month	-30%
▼ 3 Months	-36%
▼ 12 Months	-41%

### Routine Referrals After 30 Days

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



### Routine Referrals Seen in 30 Days



Rate Compared to:

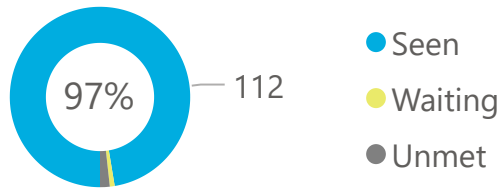
- Prev. Month	37%
▼ 3 Months	48%
▼ 12 Months	55%

Over / Under Target:

▼ This Month	-13%
▼ 3 Months	-2%
▲ 12 Months	5%

### Referrals After 90 Days

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



Process Milestones:



Process Rates:

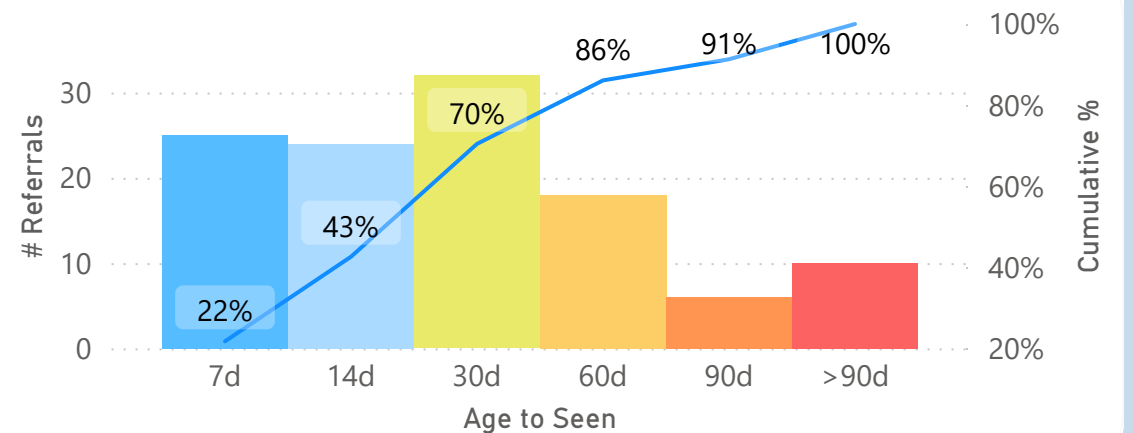
Accepted	90%
Scheduled	98%
Completed	95%

Median Times:

7 Days to Accept
8 Days to Schedule
51 Days to Complete

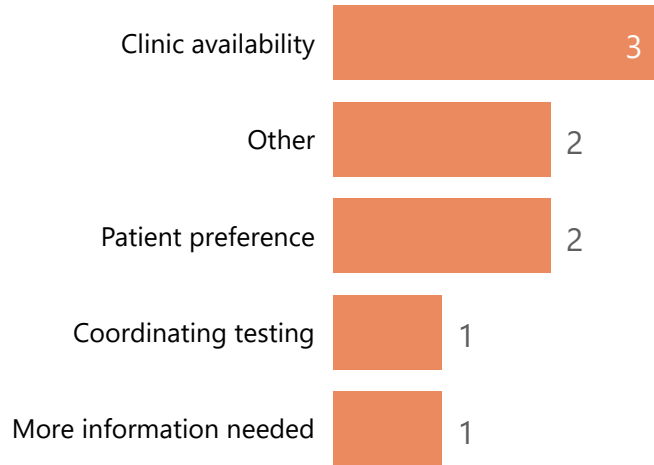
### Days to See All Referrals - by Category with Cumulative %

Median 18 Days

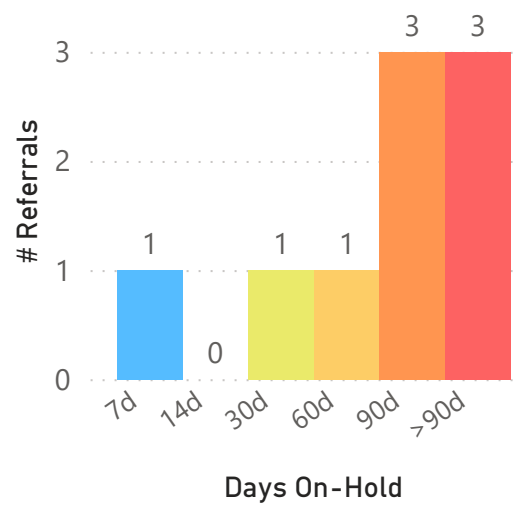


Breakouts of referrals in a hold or pending status sent any time prior to today's date

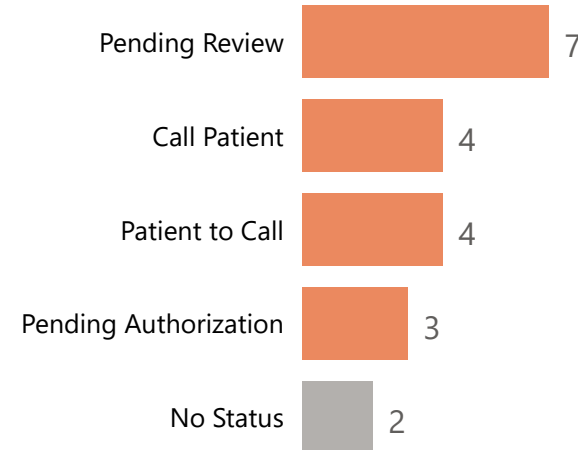
All Referrals On-Hold by Reason



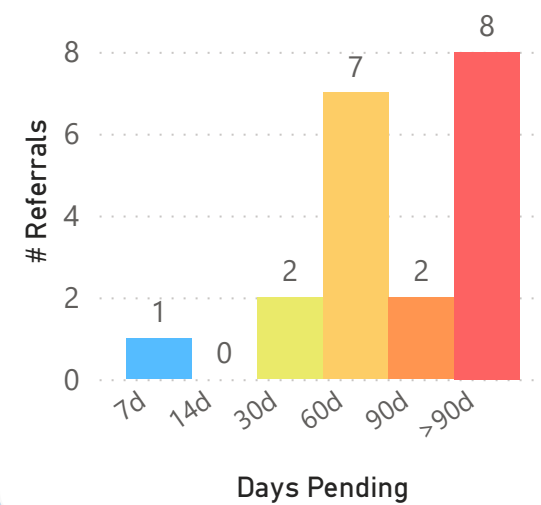
Referrals by Age of Hold



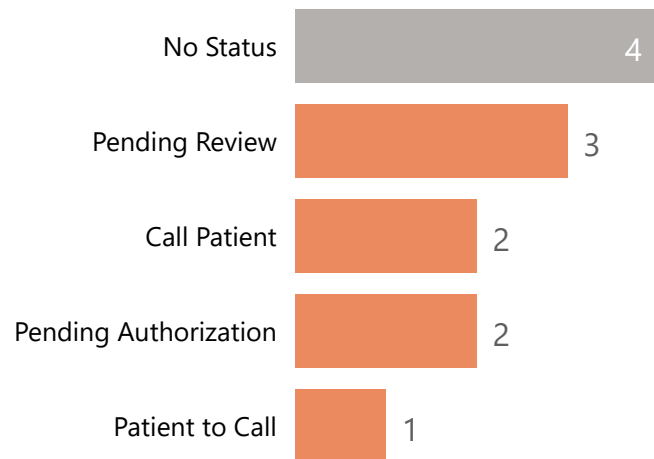
Referrals Pending Reschedule



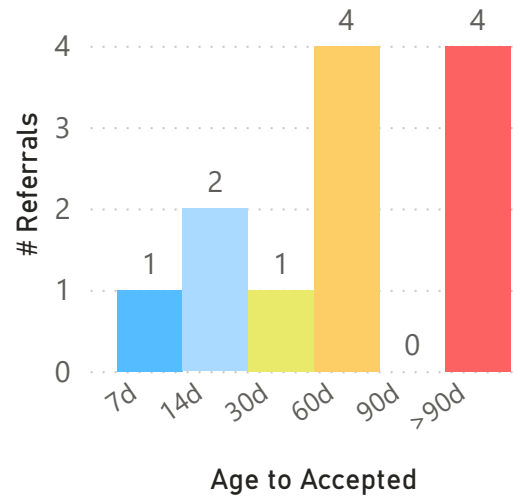
Reschedules by Days Pending



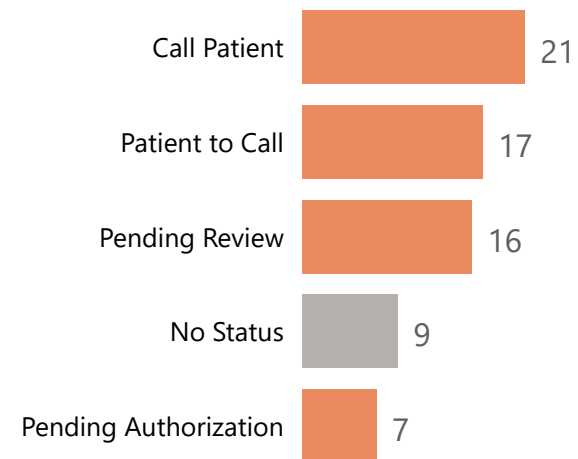
Referrals Pending Acceptance



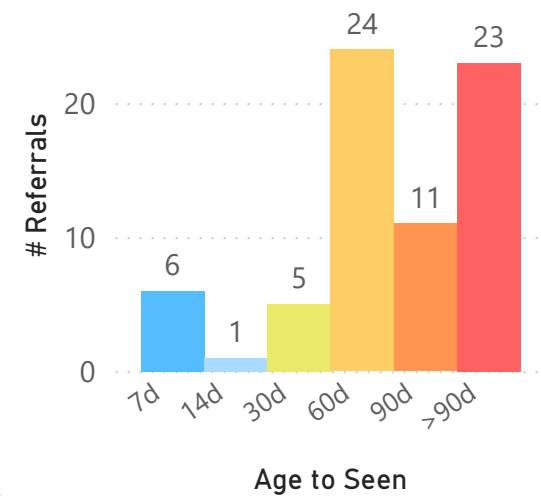
Pending Acceptance by Age



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

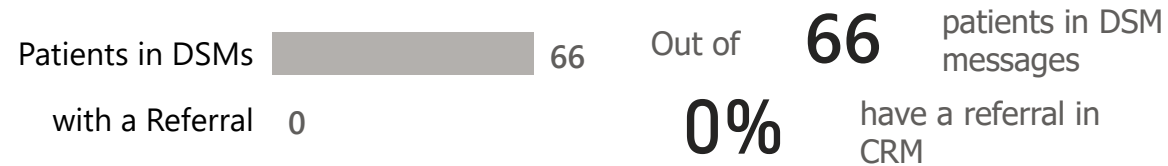
By Current Status:



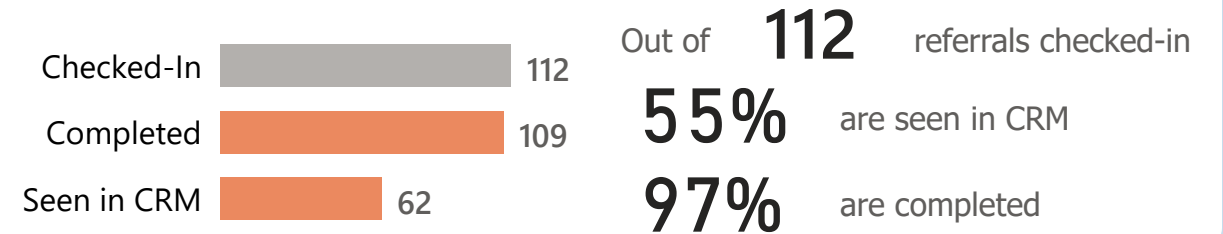
### Referral Appointments Linked in CRM after 90 Days



### 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	90%	10	9.00
% of Scheduled Referrals with Linked Appt	62%	10	6.20
% of Seen Referrals Tagged as Seen	55%	10	5.50
% of Seen Referrals that are Completed	97%	10	9.70
% of DSM Referrals with CRM Referral	0%	5	0.00

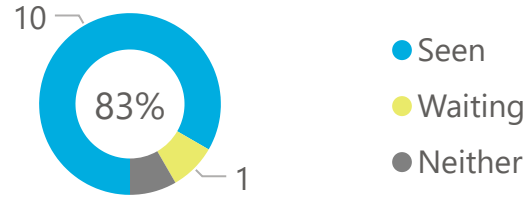
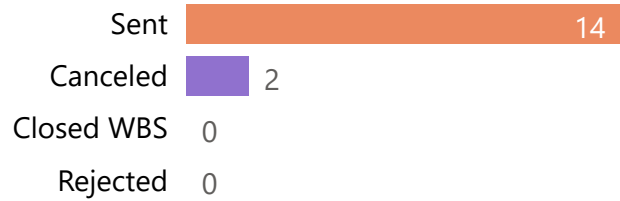
**30.40** points out of **45** points possible

**68%** clinic score for CRM use

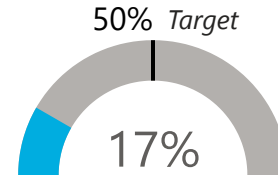
Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

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



Urgent Referrals Seen in 5 Days



Rate Compared to:

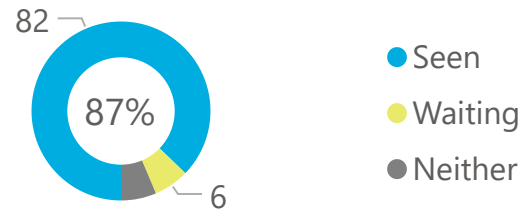
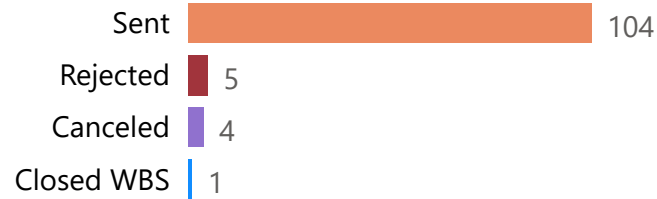
Prev. Month	27%
3 Months	14%
12 Months	17%

Over / Under Target:

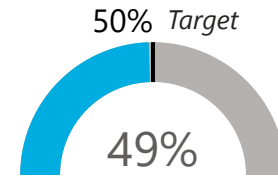
This Month	-33%
3 Months	-36%
12 Months	-33%

Routine Referrals After 30 Days

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



Routine Referrals Seen in 30 Days



Rate Compared to:

Prev. Month	66%
3 Months	58%
12 Months	62%

Over / Under Target:

This Month	-1%
3 Months	8%
12 Months	12%

Referrals After 90 Days

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



Process Milestones:



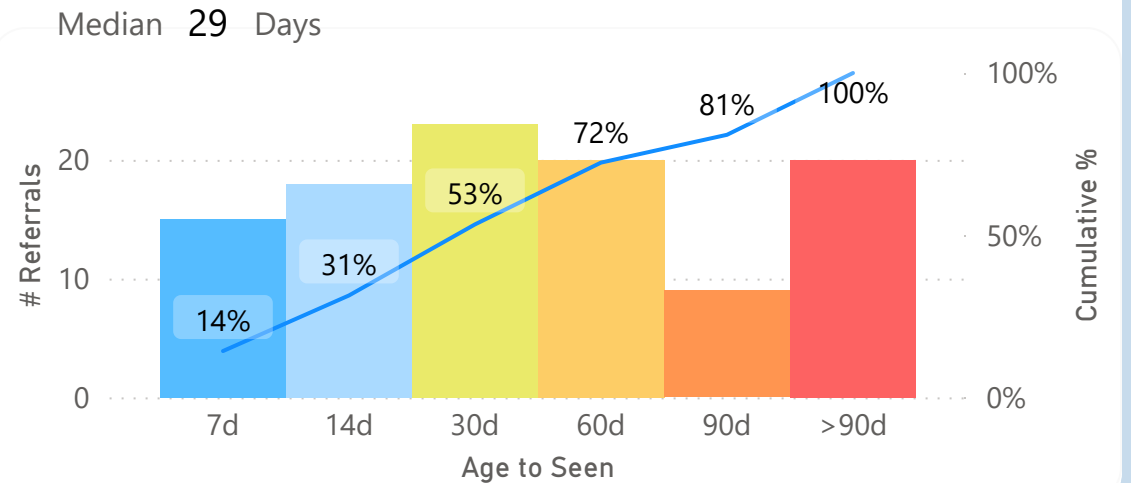
Process Rates:

Accepted	93%
Scheduled	93%
Completed	70%

Median Times:

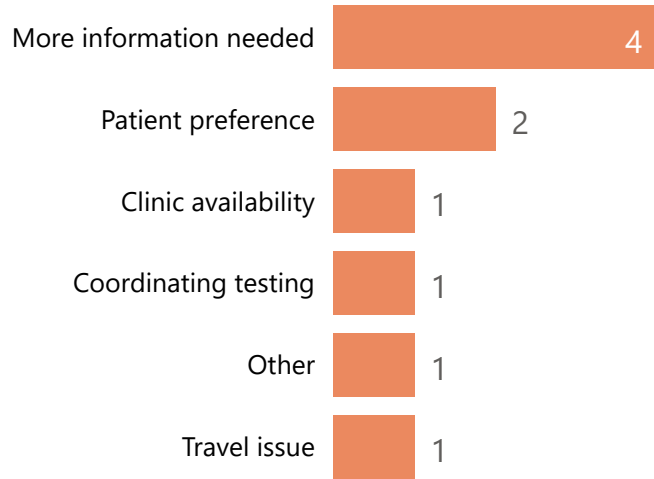
6 Days to Accept
10 Days to Schedule
98 Days to Complete

Days to See All Referrals - by Category with Cumulative %

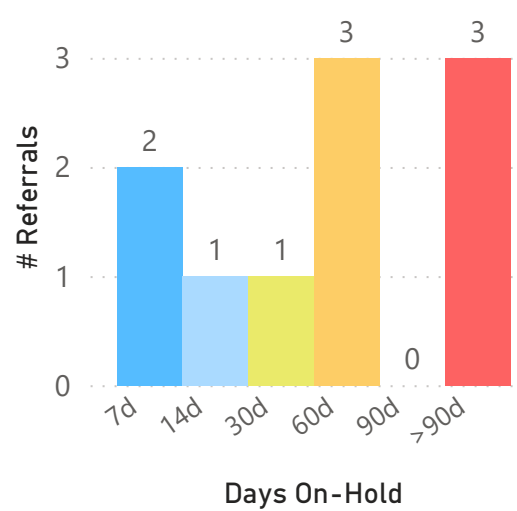


Breakouts of referrals in a hold or pending status sent any time prior to today's date

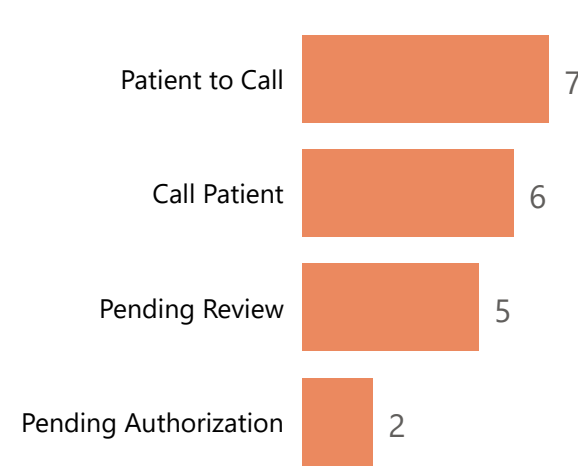
All Referrals On-Hold by Reason



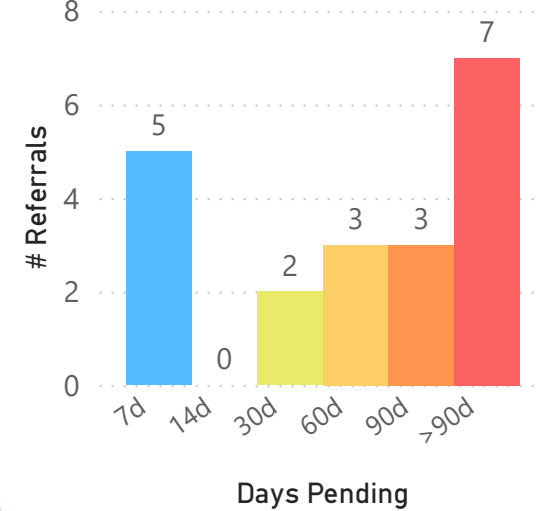
Referrals by Age of Hold



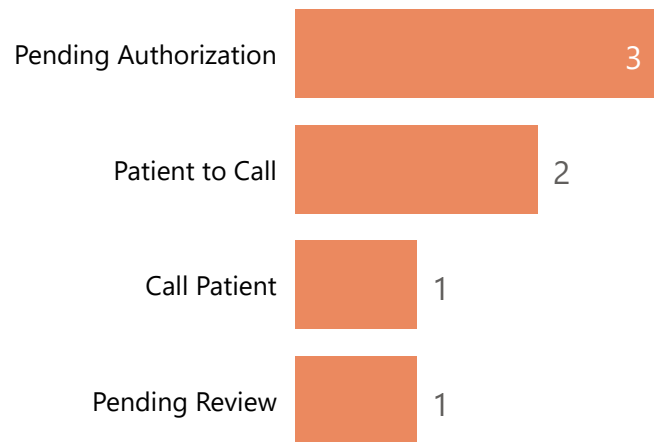
Referrals Pending Reschedule



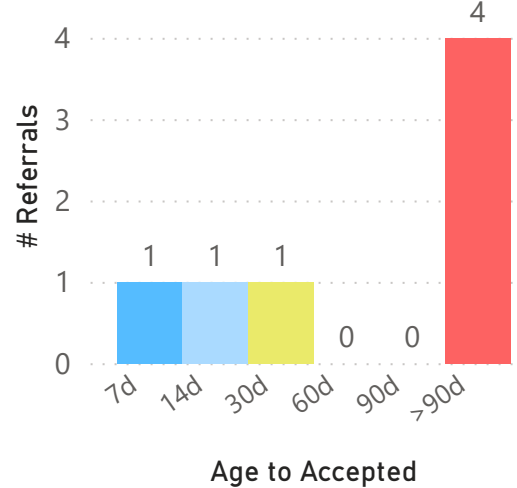
Reschedules by Days Pending



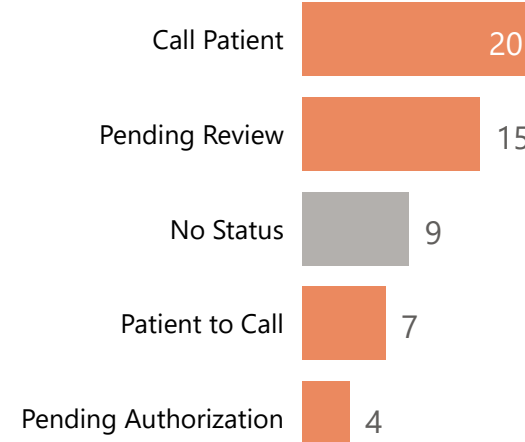
Referrals Pending Acceptance



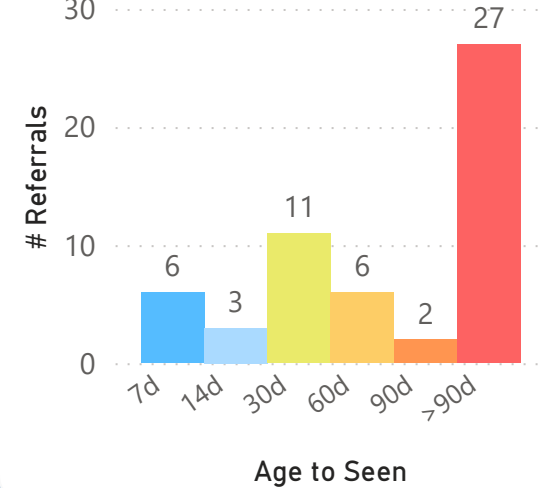
Pending Acceptance by Age



Referrals in Accepted Status



Accepted Status by Age

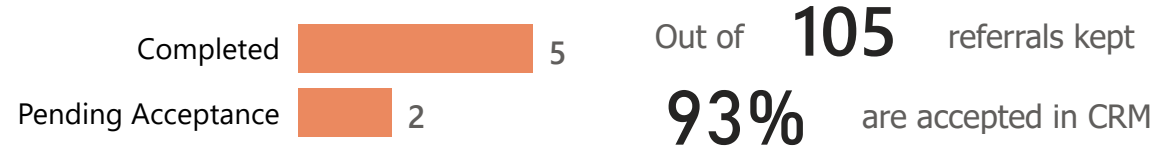




Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

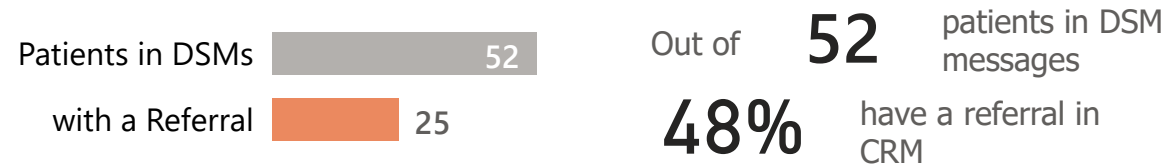
By Current Status:



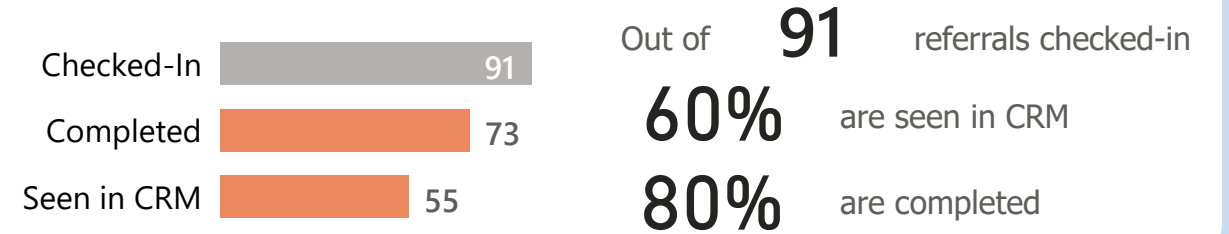
Referral Appointments Linked in CRM after 90 Days



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	93%	10	9.30
% of Scheduled Referrals with Linked Appt	69%	10	6.90
% of Seen Referrals Tagged as Seen	60%	10	6.00
% of Seen Referrals that are Completed	80%	10	8.00
% of DSM Referrals with CRM Referral	48%	5	2.40

**32.60** points out of **45** points possible

**72%** clinic score for CRM use

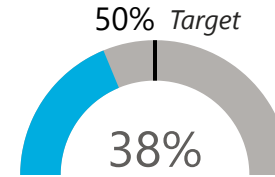
Referrals aged from date sent to date scheduled, date seen, or today's date

### Urgent Referrals After 5 Days

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

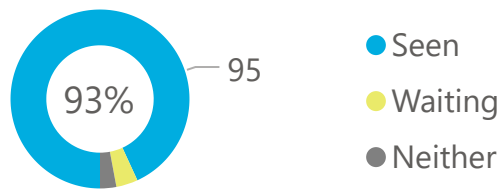


### Urgent Referrals Seen in 5 Days

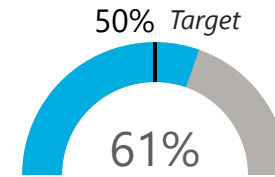


### Routine Referrals After 30 Days

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

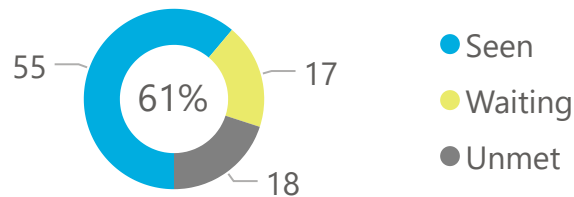
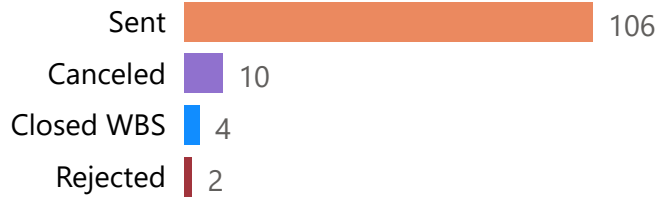


### Routine Referrals Seen in 30 Days

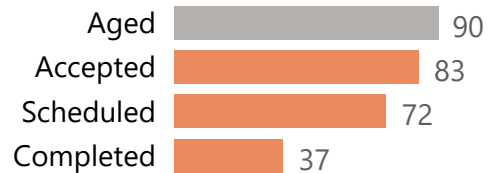


### Referrals After 90 Days

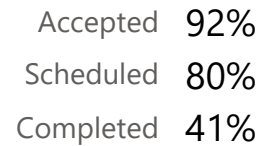
Referrals sent 11/3/22 - 11/29/22



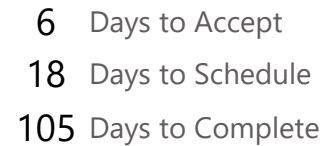
Process Milestones:



Process Rates:

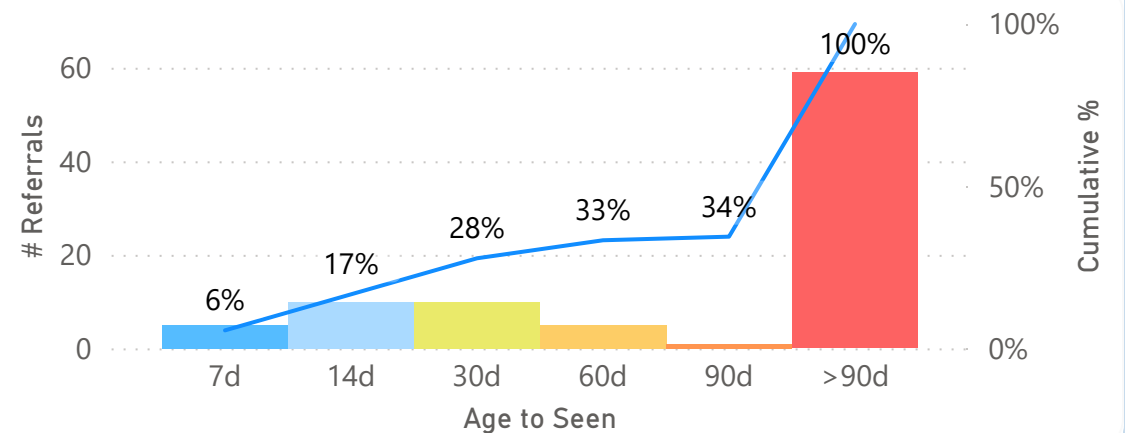


Median Times:



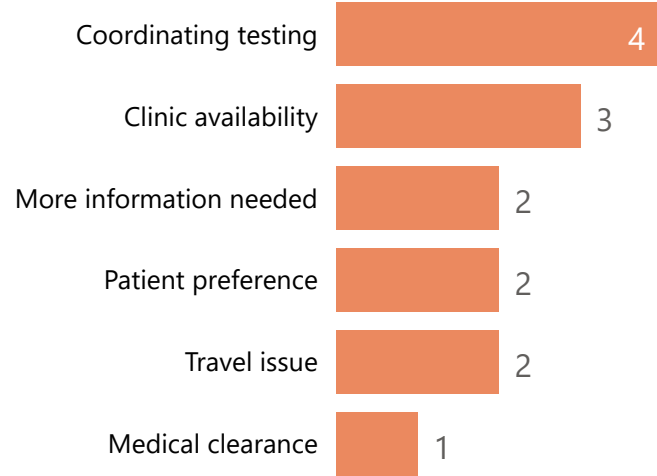
### Days to See All Referrals - by Category with Cumulative %

Median 100 Days

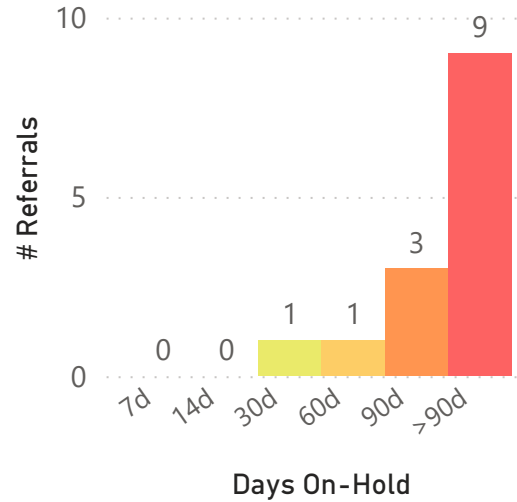


Breakouts of referrals in a hold or pending status sent any time prior to today's date

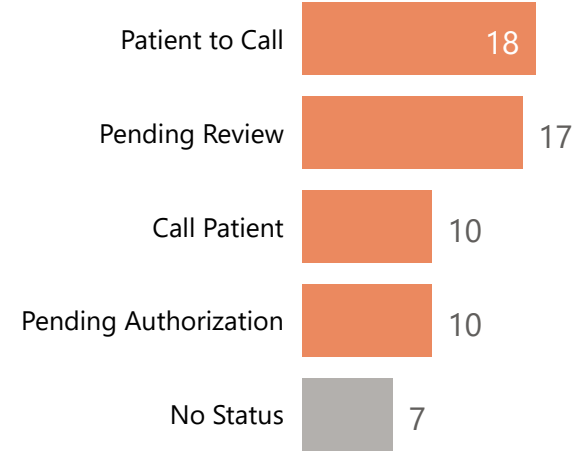
All Referrals On-Hold by Reason



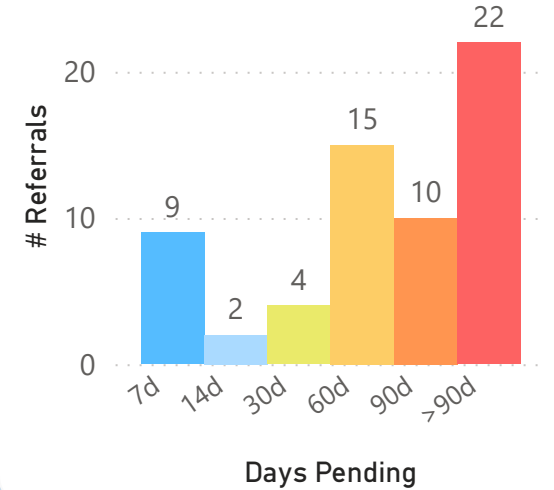
Referrals by Age of Hold



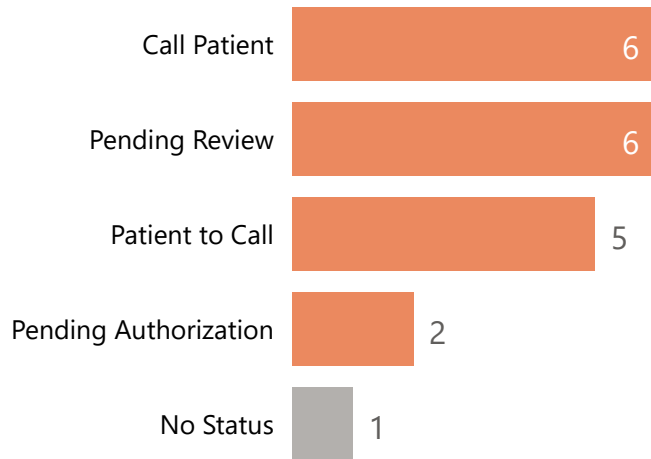
Referrals Pending Reschedule



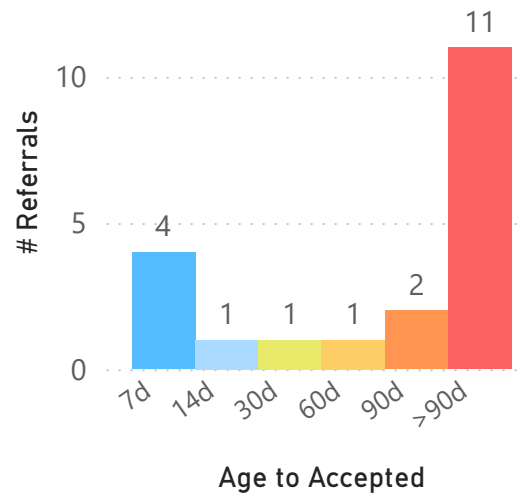
Reschedules by Days Pending



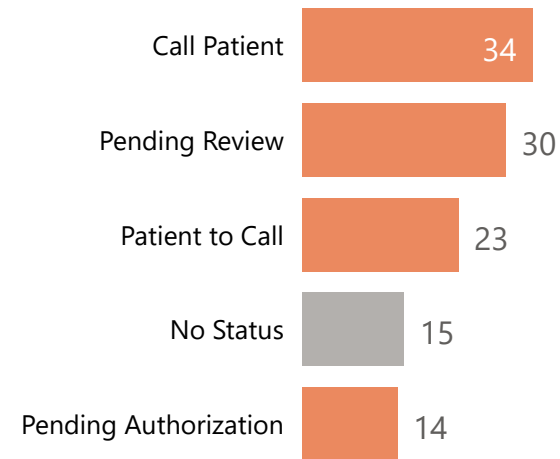
Referrals Pending Acceptance



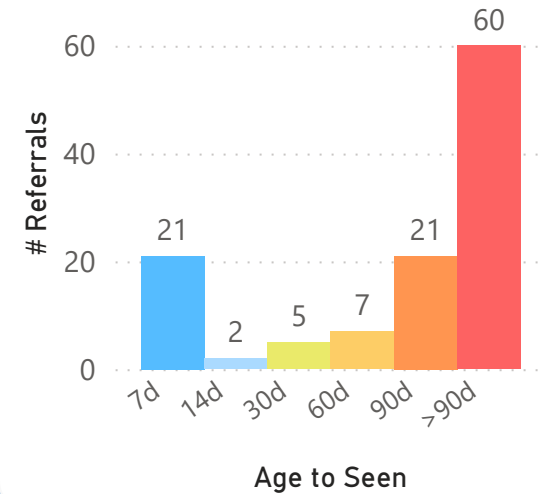
Pending Acceptance by Age



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:



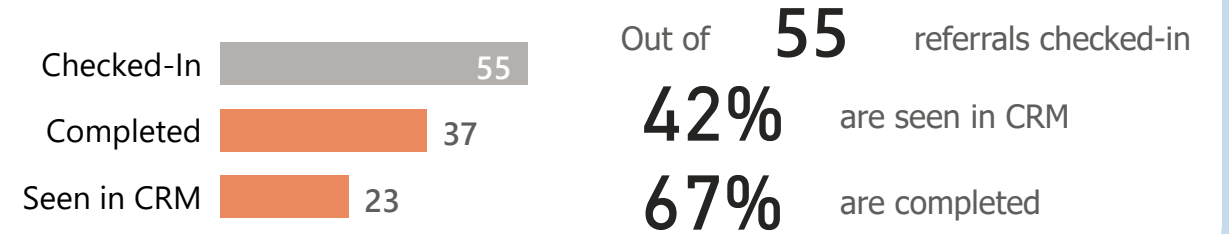
Referral Appointments Linked in CRM after 90 Days



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

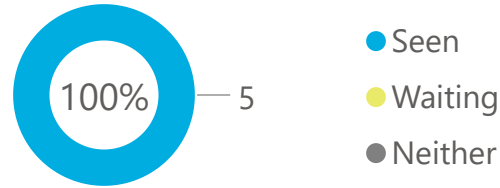
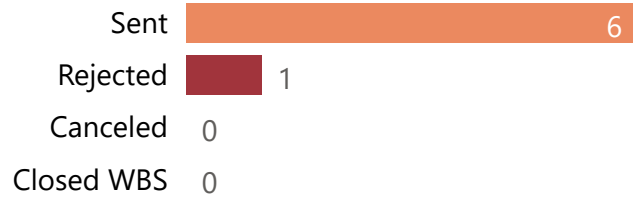
**28.10** points out of **45** points possible

**62%** clinic score for CRM use

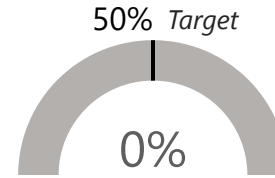
Referrals aged from date sent to date scheduled, date seen, or today's date

### Urgent Referrals After 5 Days

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



### Urgent Referrals Seen in 5 Days



Rate Compared to:

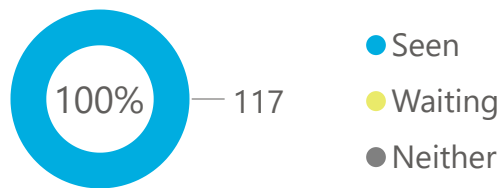
-	Prev. Month	0%
▼	3 Months	3%
▼	12 Months	8%

Over / Under Target:

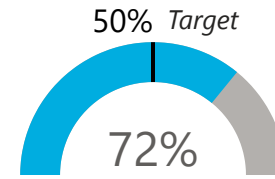
▼	This Month	-50%
▼	3 Months	-47%
▼	12 Months	-42%

### Routine Referrals After 30 Days

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



### Routine Referrals Seen in 30 Days



Rate Compared to:

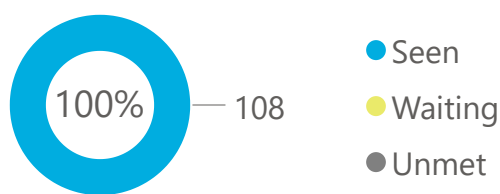
▲	Prev. Month	19%
▲	3 Months	56%
▲	12 Months	52%

Over / Under Target:

▲	This Month	22%
▲	3 Months	6%
▲	12 Months	2%

### Referrals After 90 Days

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



Process Milestones:



Process Rates:

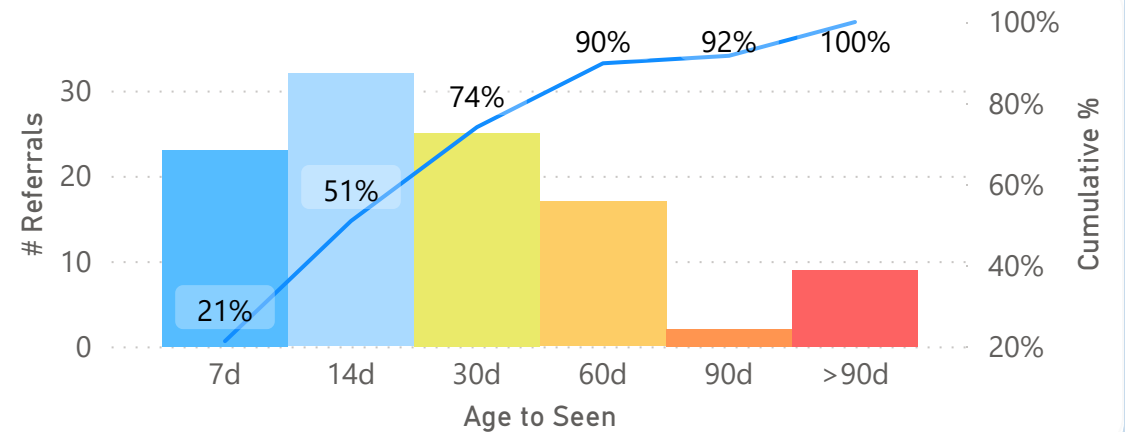
Accepted	91%
Scheduled	100%
Completed	100%

Median Times:

6 Days to Accept
7 Days to Schedule
32 Days to Complete

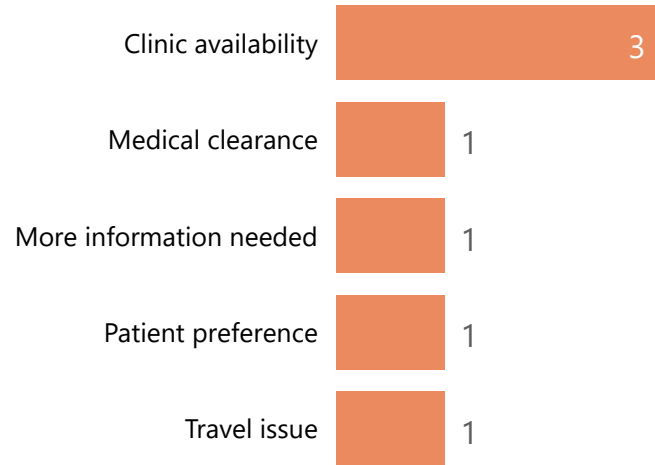
### Days to See All Referrals - by Category with Cumulative %

Median 14 Days

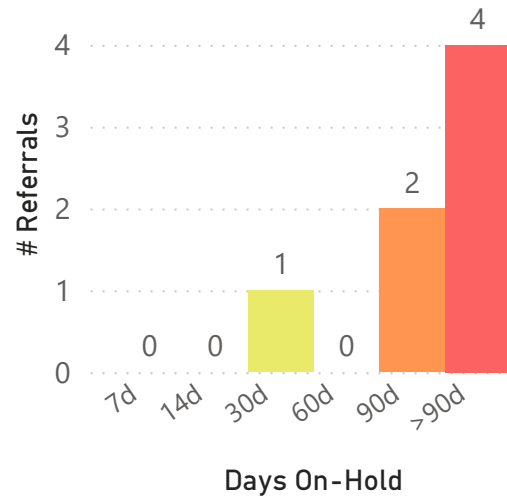


Breakouts of referrals in a hold or pending status sent any time prior to today's date

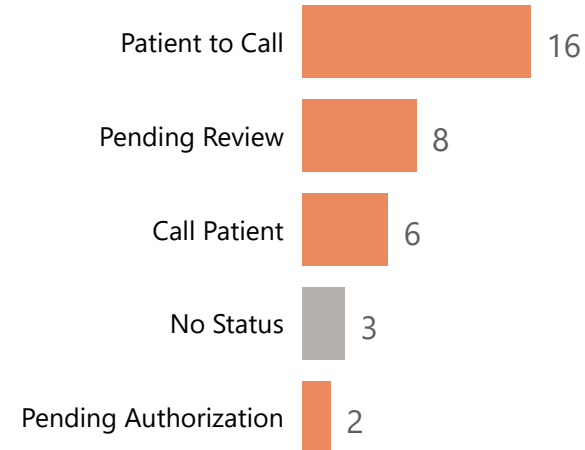
All Referrals On-Hold by Reason



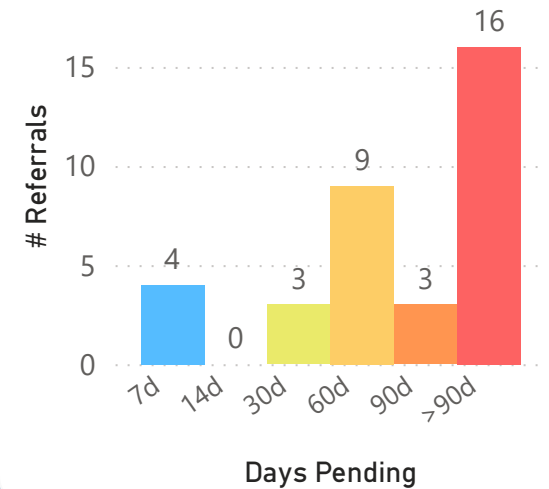
Referrals by Age of Hold



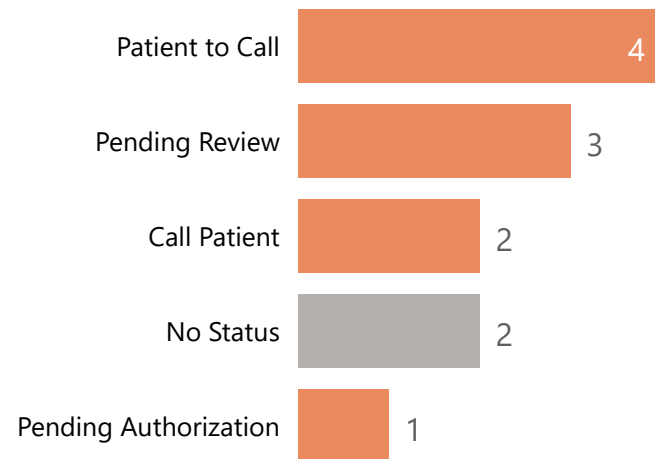
Referrals Pending Reschedule



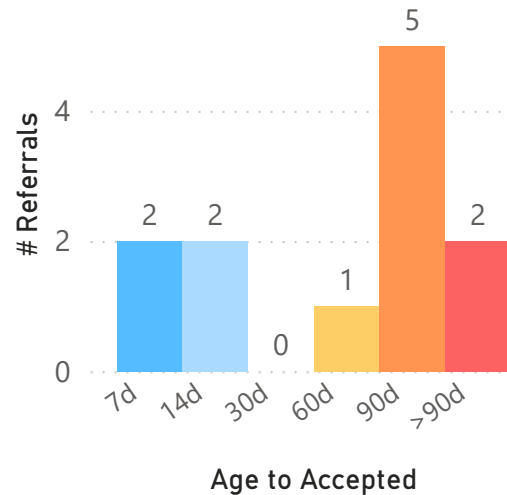
Reschedules by Days Pending



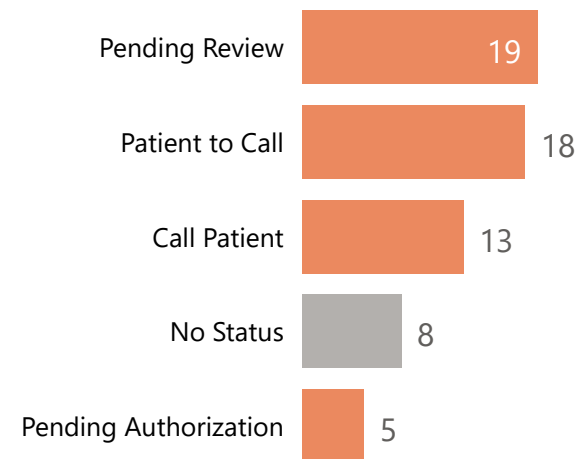
Referrals Pending Acceptance



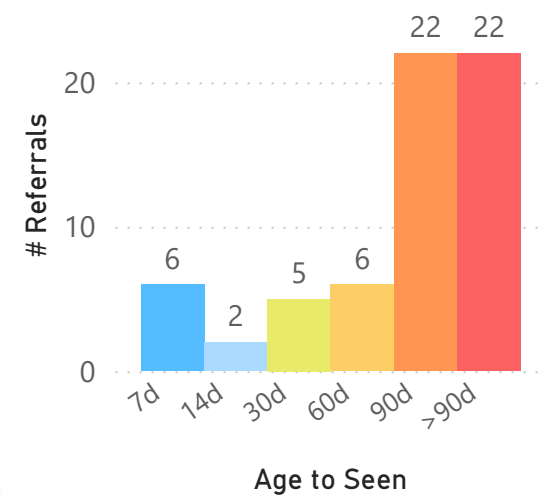
Pending Acceptance by Age



Referrals in Accepted Status



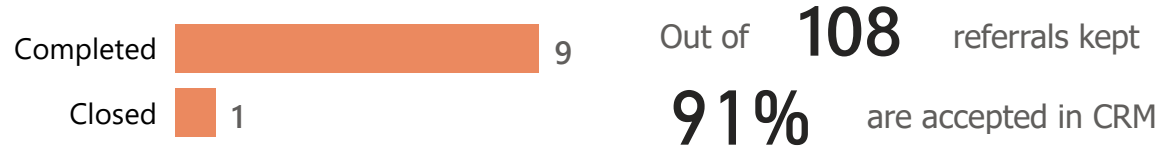
Accepted Status by Age



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

Referrals Not Accepted in CRM after 90 Days

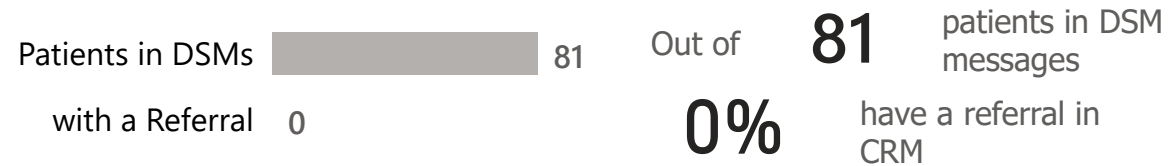
By Current Status:



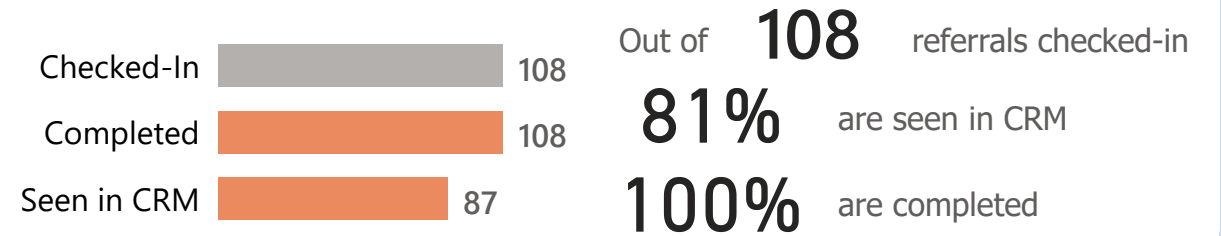
Referral Appointments Linked in CRM after 90 Days



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	91%	10	9.10
% of Scheduled Referrals with Linked Appt	81%	10	8.10
% of Seen Referrals Tagged as Seen	81%	10	8.10
% of Seen Referrals that are Completed	100%	10	10.00
% of DSM Referrals with CRM Referral	0%	5	0.00

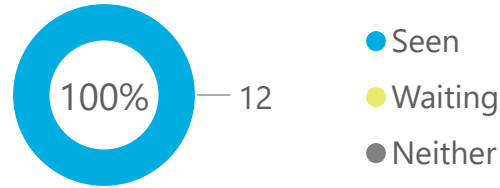
**35.30** points out of **45** points possible

**78%** clinic score for CRM use

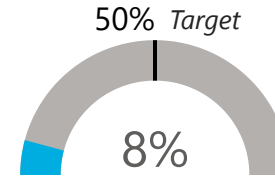
Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

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



Urgent Referrals Seen in 5 Days



Rate Compared to:

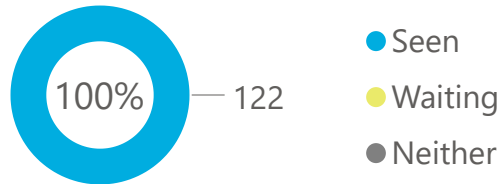
▼	Prev. Month	20%
▼	3 Months	15%
▼	12 Months	16%

Over / Under Target:

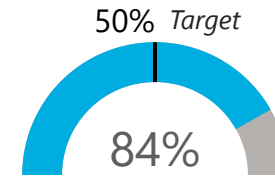
▼	This Month	-42%
▼	3 Months	-35%
▼	12 Months	-34%

Routine Referrals After 30 Days

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



Routine Referrals Seen in 30 Days



Rate Compared to:

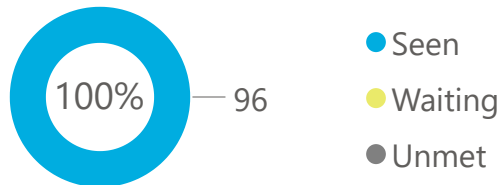
-	Prev. Month	84%
▲	3 Months	82%
▲	12 Months	64%

Over / Under Target:

▲	This Month	34%
▲	3 Months	32%
▲	12 Months	14%

Referrals After 90 Days

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



Process Milestones:



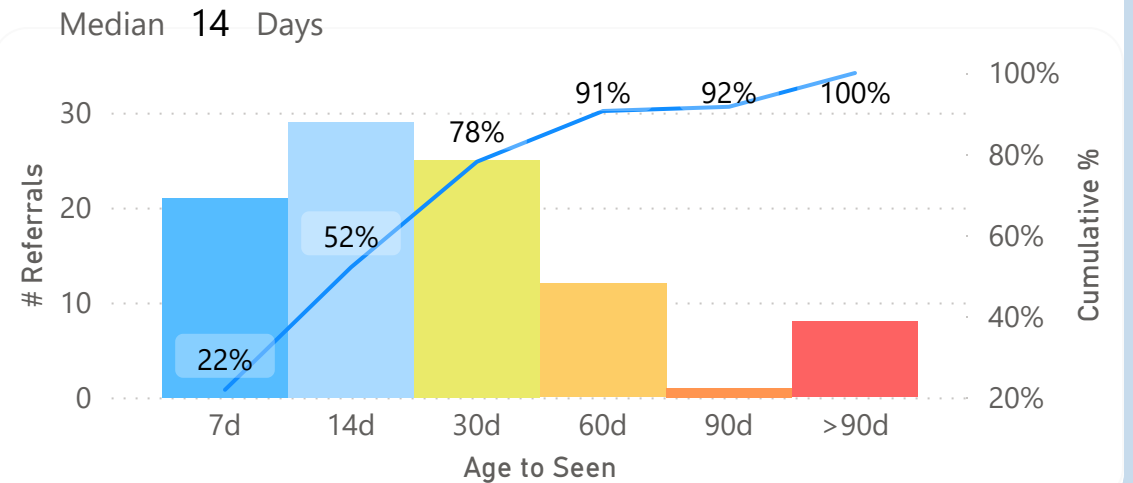
Process Rates:

Accepted	92%
Scheduled	100%
Completed	100%

Median Times:

5 Days to Accept
7 Days to Schedule
34 Days to Complete

Days to See All Referrals - by Category with Cumulative %





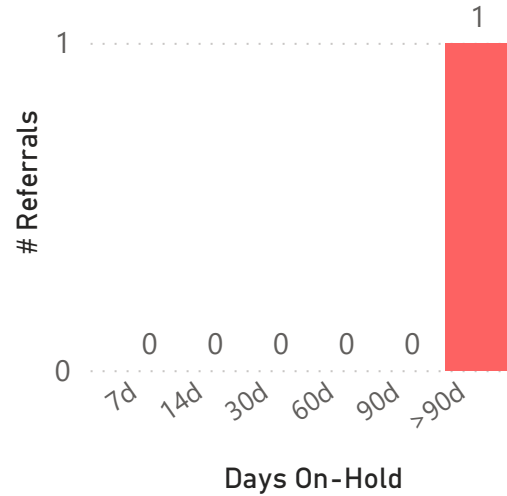
Breakouts of referrals in a hold or pending status sent any time prior to today's date

All Referrals On-Hold by Reason

Patient preference



Referrals by Age of Hold



Referrals Pending Reschedule

Pending Review



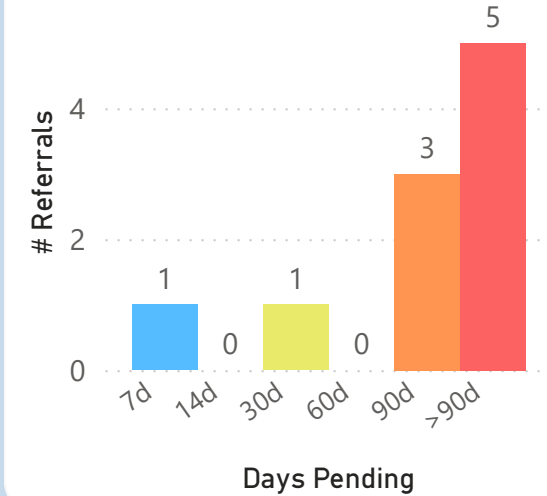
Pending Authorization



No Status



Reschedules by Days Pending



Referrals Pending Acceptance

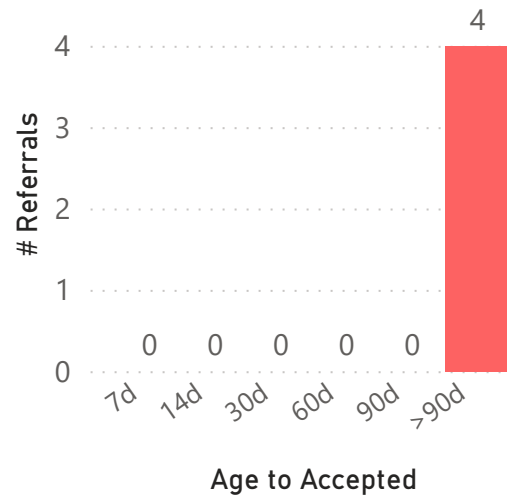
Patient to Call



Pending Authorization



Pending Acceptance by Age



Referrals in Accepted Status

No Status



Patient to Call



Call Patient



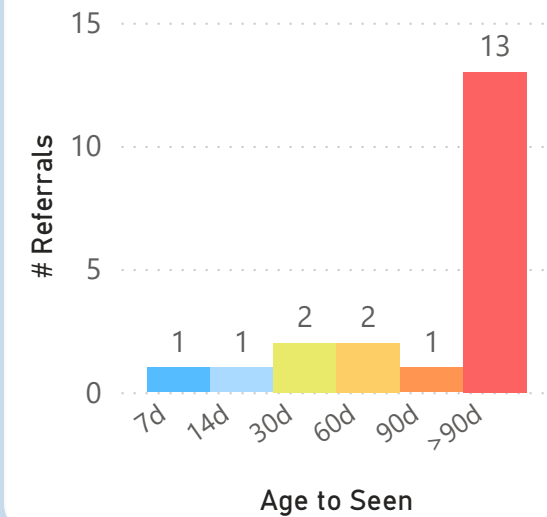
Pending Review



Pending Authorization



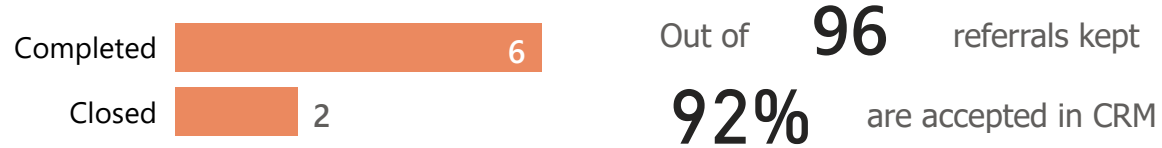
Accepted Status by Age



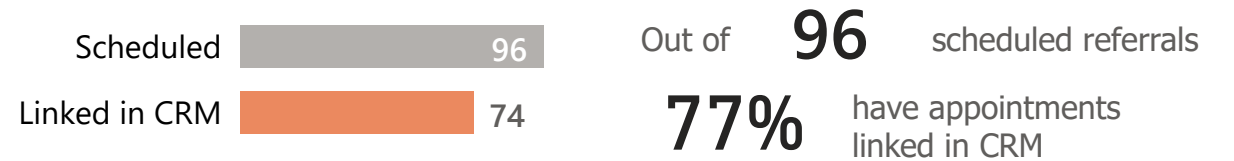
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

### Referrals Not Accepted in CRM after 90 Days

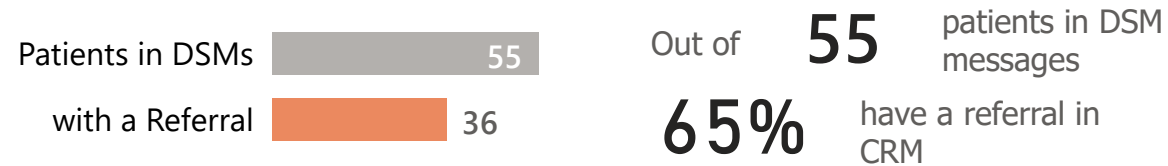
By Current Status:



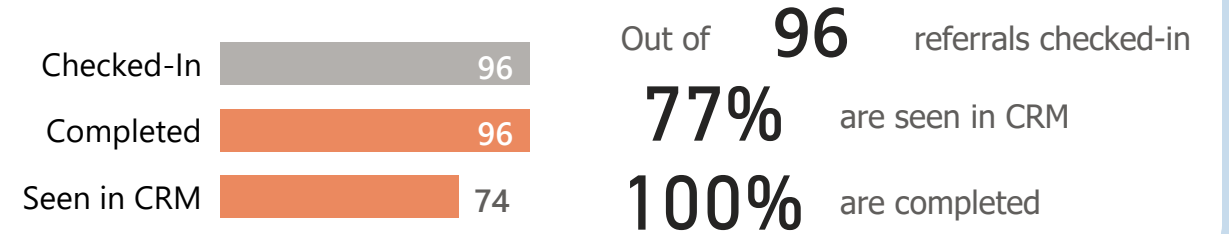
### Referral Appointments Linked in CRM after 90 Days



### 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	77%	10	7.70
% of Seen Referrals Tagged as Seen	77%	10	7.70
% of Seen Referrals that are Completed	100%	10	10.00
% of DSM Referrals with CRM Referral	65%	5	3.25

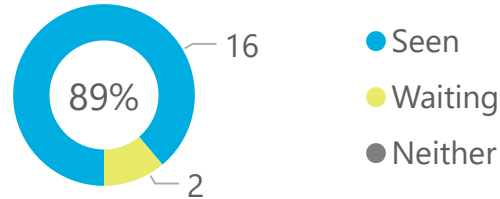
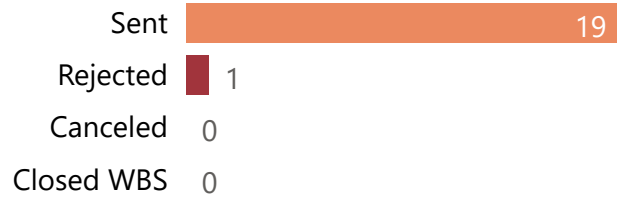
**37.85** points out of **45** points possible

**84%** clinic score for CRM use

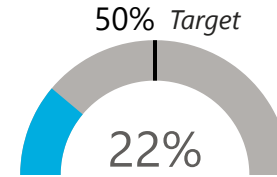
Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

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



Urgent Referrals Seen in 5 Days



Rate Compared to:

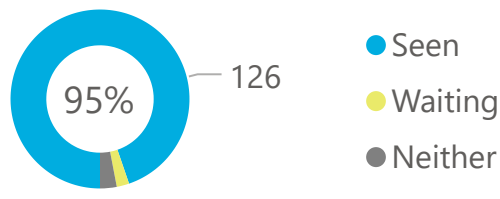
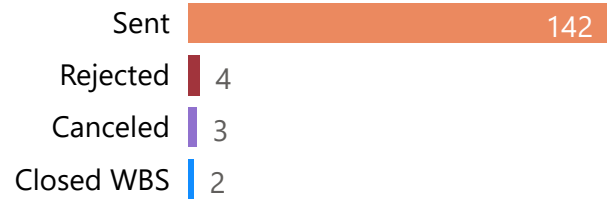
▲ Prev. Month	13%
▲ 3 Months	16%
▼ 12 Months	21%

Over / Under Target:

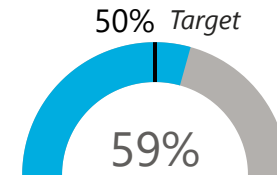
▼ This Month	-28%
▼ 3 Months	-34%
▼ 12 Months	-29%

Routine Referrals After 30 Days

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



Routine Referrals Seen in 30 Days



Rate Compared to:

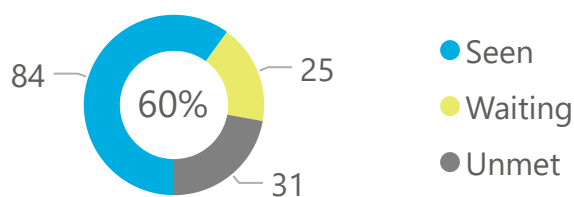
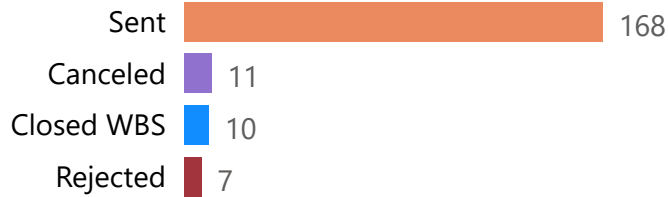
- Prev. Month	59%
▲ 3 Months	47%
▼ 12 Months	58%

Over / Under Target:

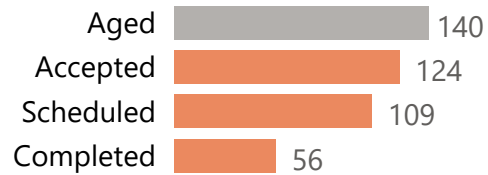
▲ This Month	9%
▼ 3 Months	-3%
▲ 12 Months	8%

Referrals After 90 Days

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



Process Milestones:



Process Rates:

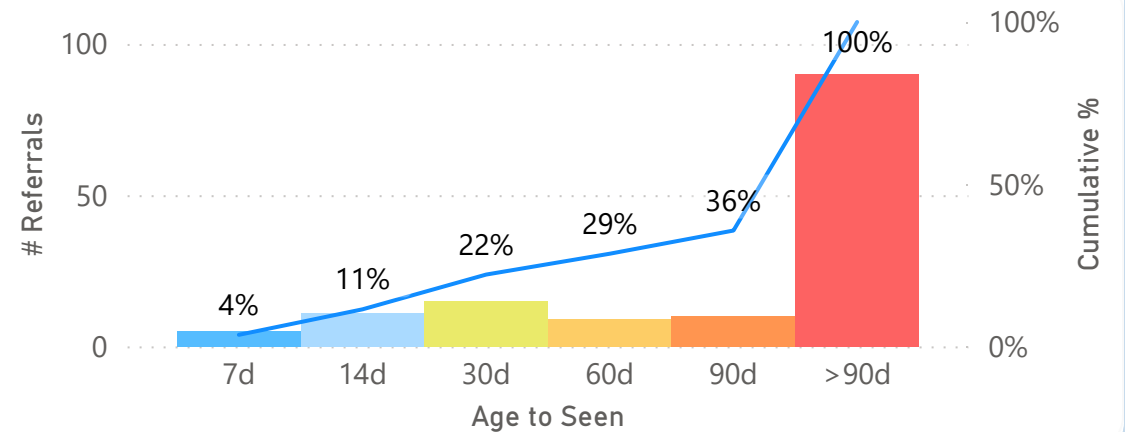
Accepted	89%
Scheduled	78%
Completed	40%

Median Times:

6 Days to Accept
36 Days to Schedule
107 Days to Complete

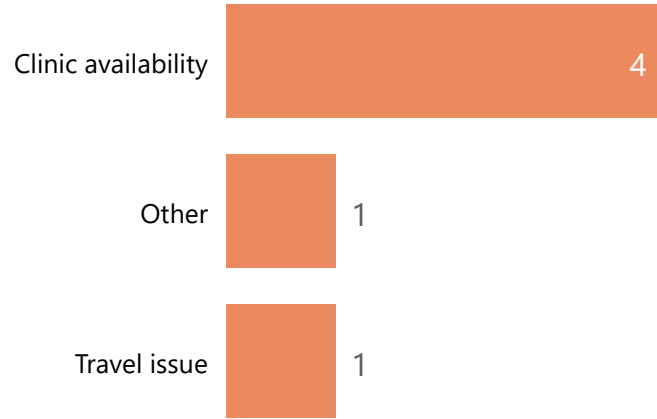
Days to See All Referrals - by Category with Cumulative %

Median 98 Days

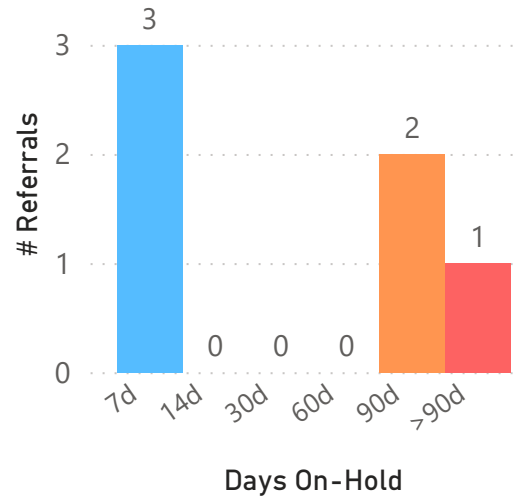


Breakouts of referrals in a hold or pending status sent any time prior to today's date

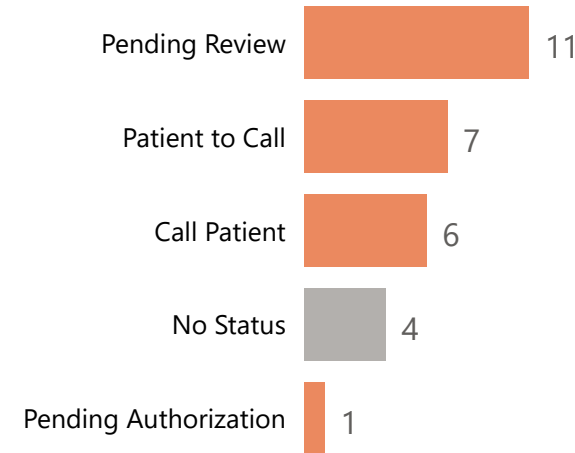
All Referrals On-Hold by Reason



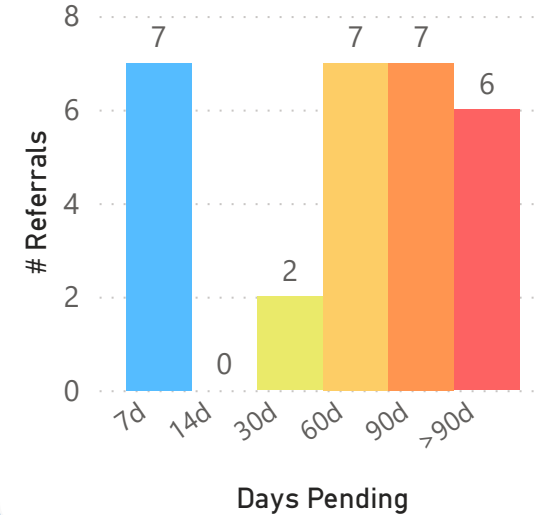
Referrals by Age of Hold



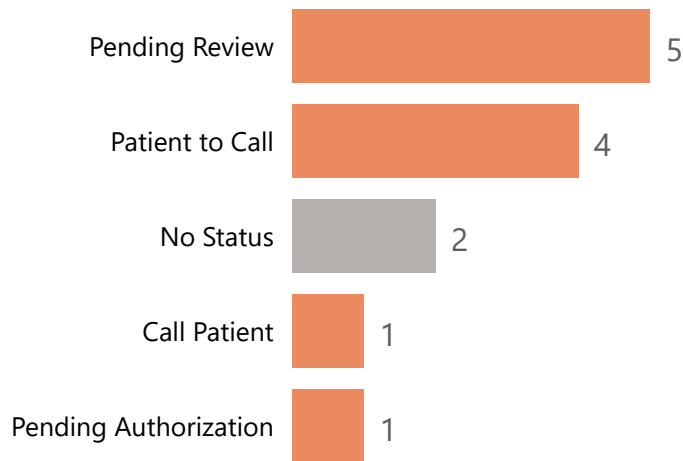
Referrals Pending Reschedule



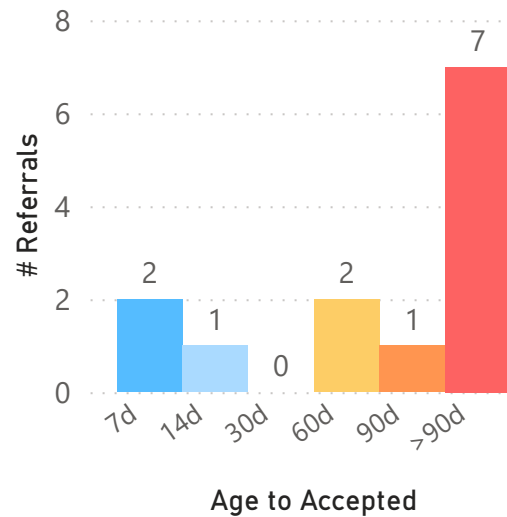
Reschedules by Days Pending



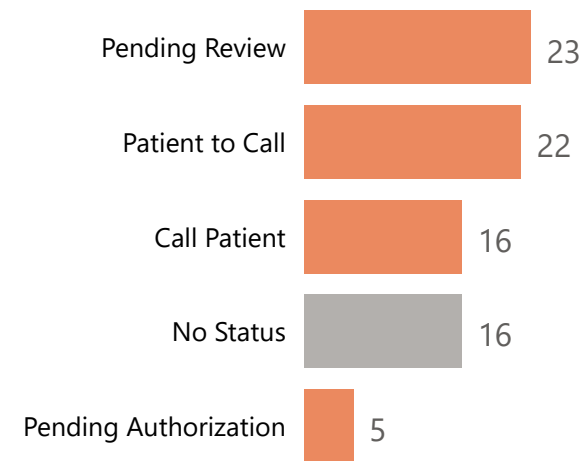
Referrals Pending Acceptance



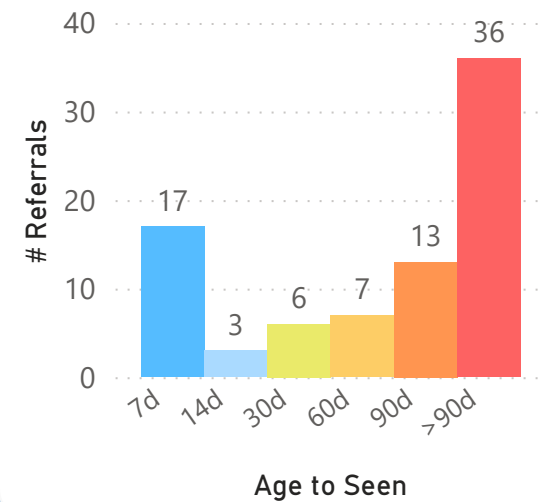
Pending Acceptance by Age



Referrals in Accepted Status



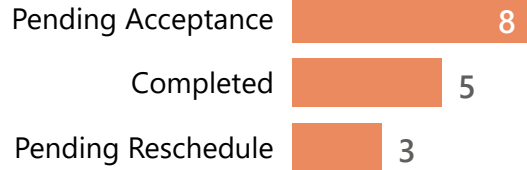
Accepted Status by Age



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

Referrals Not Accepted in CRM after 90 Days

By Current Status:



Out of **140** referrals kept  
**89%** are accepted in CRM

Referral Appointments Linked in CRM after 90 Days



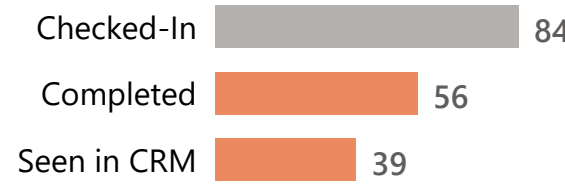
Out of **109** scheduled referrals  
**50%** have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days



Out of **102** patients in DSM messages  
**46%** have a referral in CRM

Referrals Seen in CRM after 90 Days



Out of **84** referrals checked-in  
**46%** are seen in CRM  
**67%** are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	89%	10	8.90
% of Scheduled Referrals with Linked Appt	50%	10	5.00
% of Seen Referrals Tagged as Seen	46%	10	4.60
% of Seen Referrals that are Completed	67%	10	6.70
% of DSM Referrals with CRM Referral	46%	5	2.30

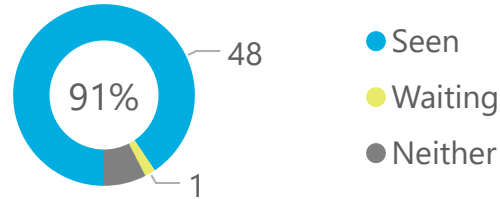
**27.50** points out of **45** points possible

**61%** clinic score for CRM use

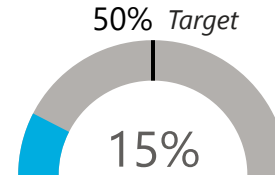
Referrals aged from date sent to date scheduled, date seen, or today's date

### Urgent Referrals After 5 Days

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



### Urgent Referrals Seen in 5 Days



Rate Compared to:

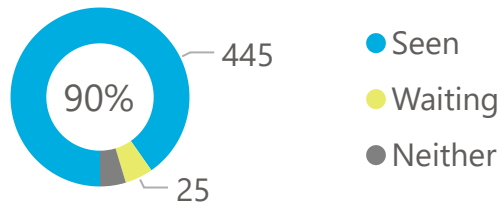
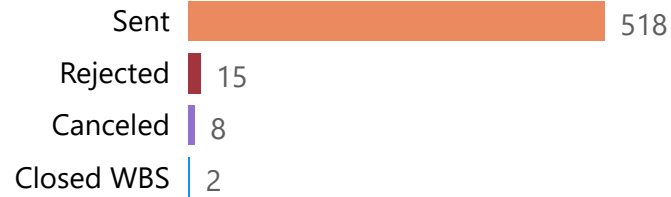
Prev. Month	15%
3 Months	15%
12 Months	15%

Over / Under Target:

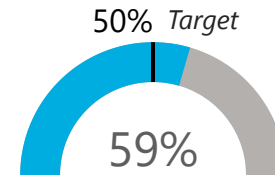
This Month	-35%
3 Months	-35%
12 Months	-35%

### Routine Referrals After 30 Days

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



### Routine Referrals Seen in 30 Days



Rate Compared to:

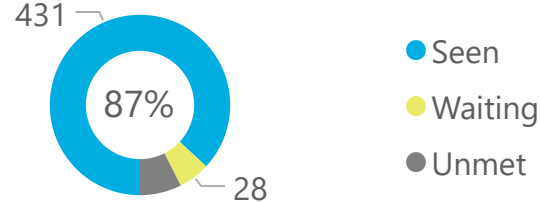
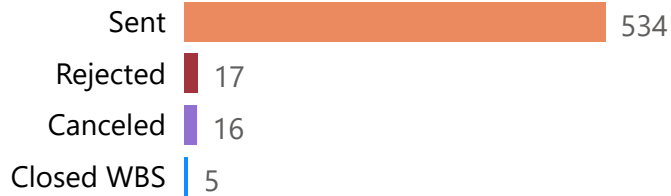
Prev. Month	49%
3 Months	54%
12 Months	58%

Over / Under Target:

This Month	9%
3 Months	4%
12 Months	8%

### Referrals After 90 Days

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



#### Process Milestones:



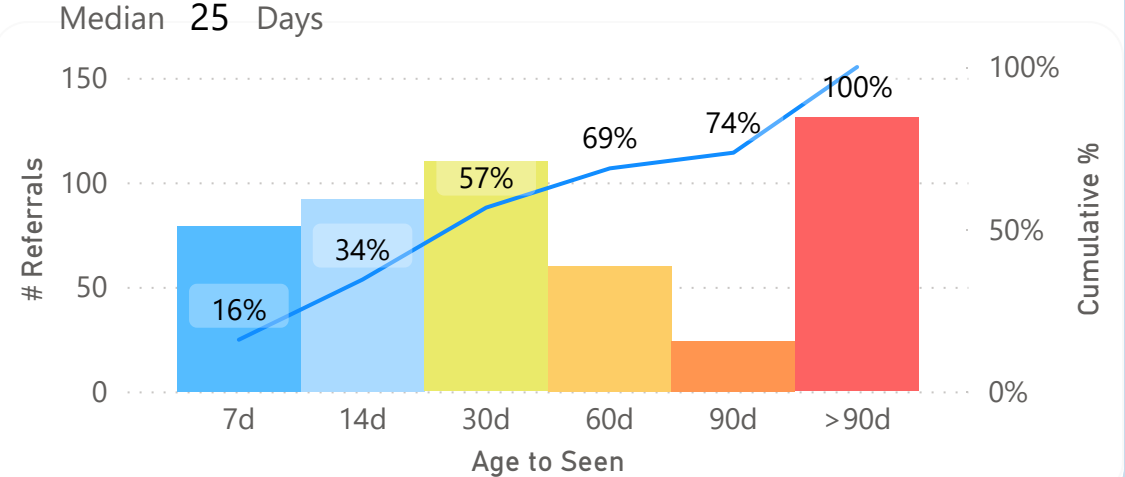
#### Process Rates:

Accepted	94%
Scheduled	93%
Completed	78%

#### Median Times:

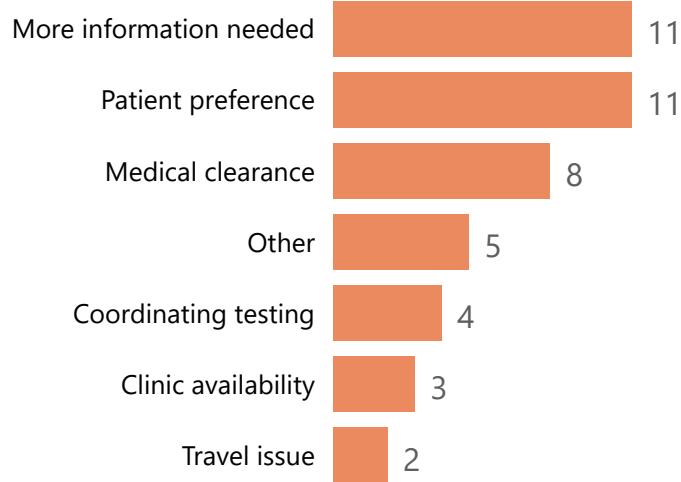
6 Days to Accept
8 Days to Schedule
90 Days to Complete

### Days to See All Referrals - by Category with Cumulative %

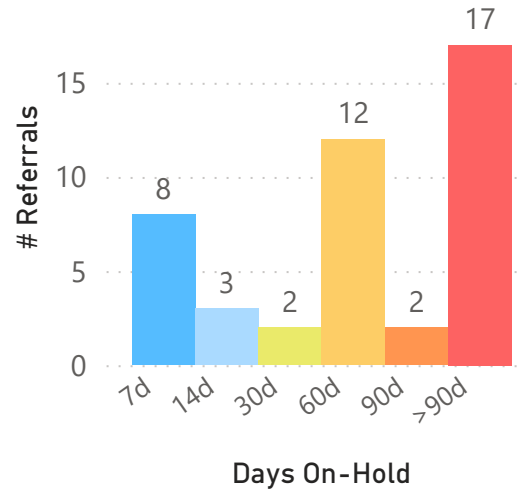


Breakouts of referrals in a hold or pending status sent any time prior to today's date

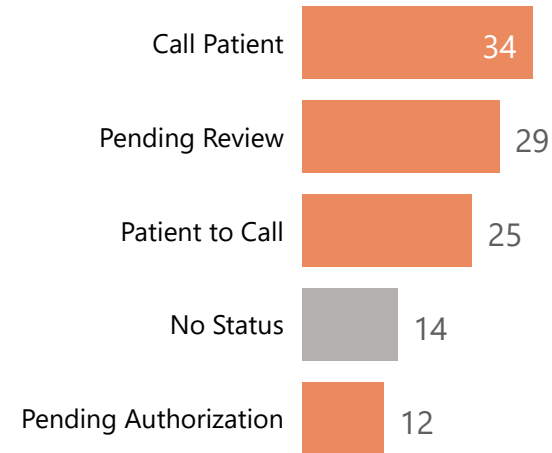
All Referrals On-Hold by Reason



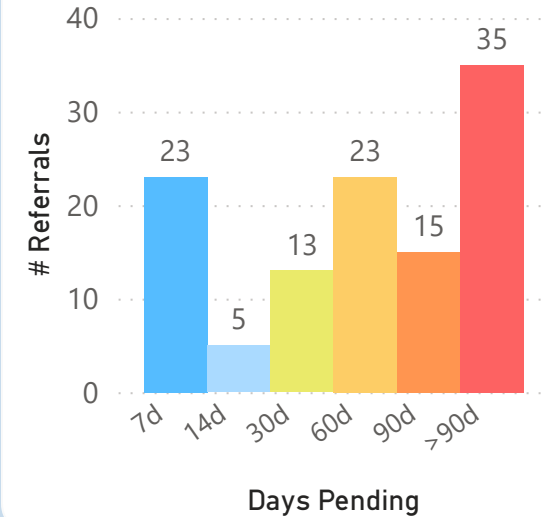
Referrals by Age of Hold



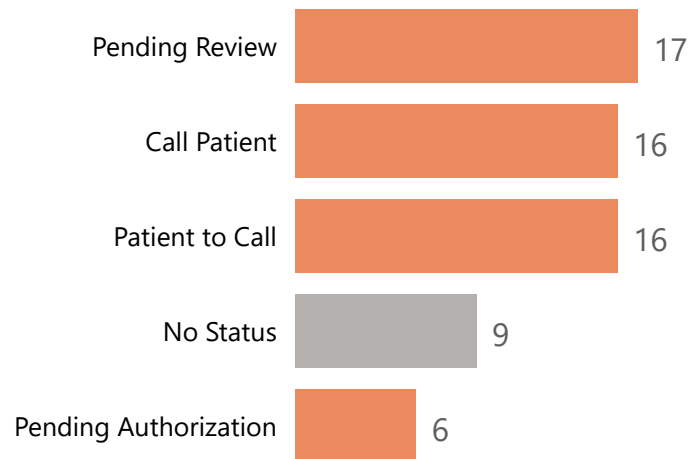
Referrals Pending Reschedule



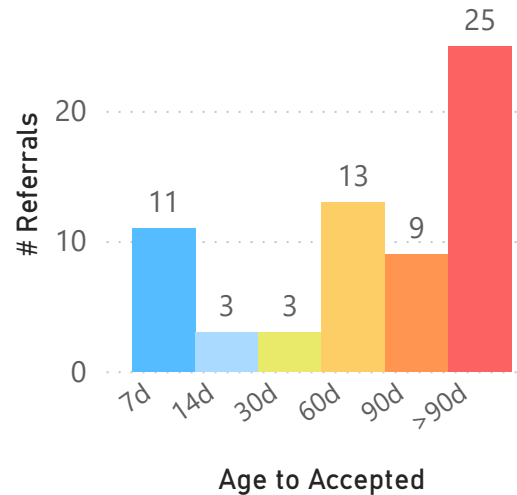
Reschedules by Days Pending



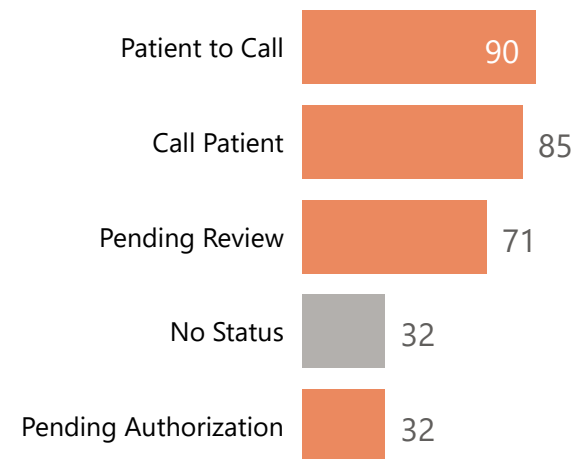
Referrals Pending Acceptance



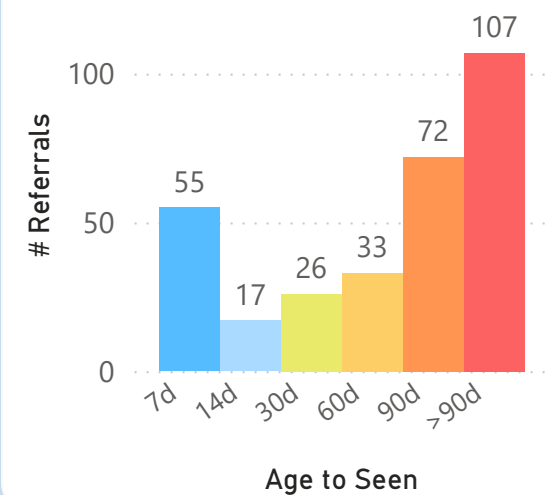
Pending Acceptance by Age



Referrals in Accepted Status



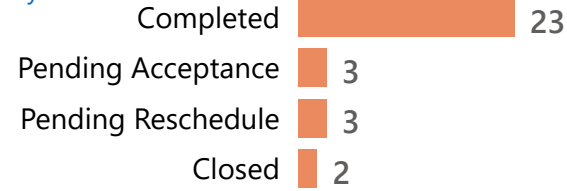
Accepted Status by Age



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

### Referrals Not Accepted in CRM after 90 Days

By Current Status:



Out of **496** referrals kept

**94%** are accepted in CRM

### Referral Appointments Linked in CRM after 90 Days

Scheduled **459**

Out of **459** scheduled referrals

Linked in CRM **338**

**74%** have appointments linked in CRM

### Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs **270**

Out of **270** patients in DSM messages

with a Referral **139**

**51%** have a referral in CRM

### Referrals Seen in CRM after 90 Days

Checked-In **431**

Out of **431** referrals checked-in

Completed **385**

**68%** are seen in CRM

Seen in CRM **292**

**89%** 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	74%	10	7.40
% of Seen Referrals Tagged as Seen	68%	10	6.80
% of Seen Referrals that are Completed	89%	10	8.90
% of DSM Referrals with CRM Referral	51%	5	2.55

**35.05** points out of **45** points possible

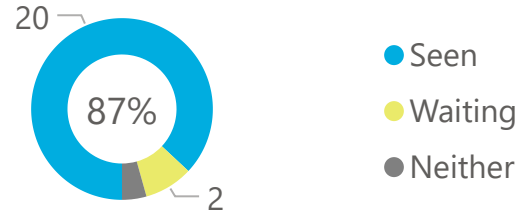
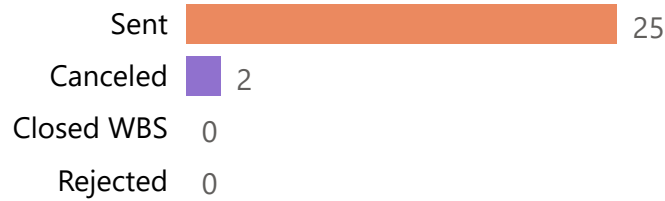
**78%** clinic score for CRM use



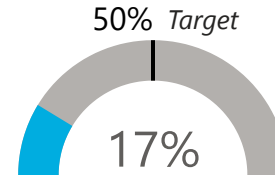
Referrals aged from date sent to date scheduled, date seen, or today's date

### Urgent Referrals After 5 Days

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



### Urgent Referrals Seen in 5 Days



Rate Compared to:

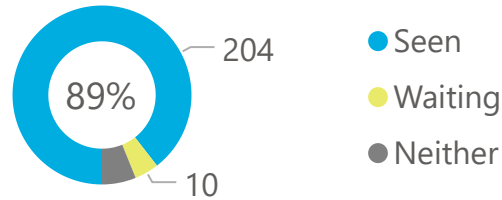
▼	Prev. Month	29%
▼	3 Months	21%
▲	12 Months	17%

Over / Under Target:

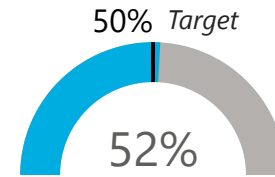
▼	This Month	-33%
▼	3 Months	-29%
▼	12 Months	-33%

### Routine Referrals After 30 Days

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



### Routine Referrals Seen in 30 Days



Rate Compared to:

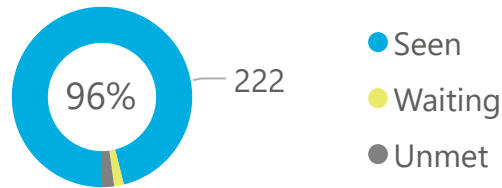
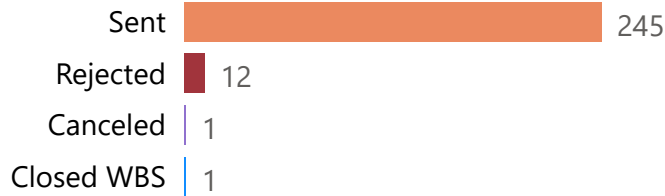
▼	Prev. Month	55%
▼	3 Months	56%
▼	12 Months	59%

Over / Under Target:

▲	This Month	2%
▲	3 Months	6%
▲	12 Months	9%

### Referrals After 90 Days

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



Process Milestones:



Process Rates:

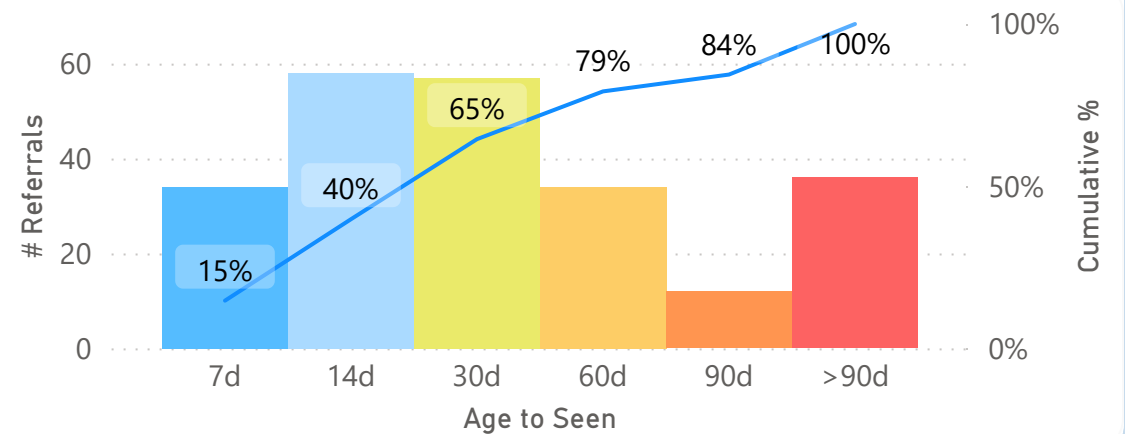
Accepted	91%
Scheduled	98%
Completed	89%

Median Times:

6 Days to Accept
7 Days to Schedule
49 Days to Complete

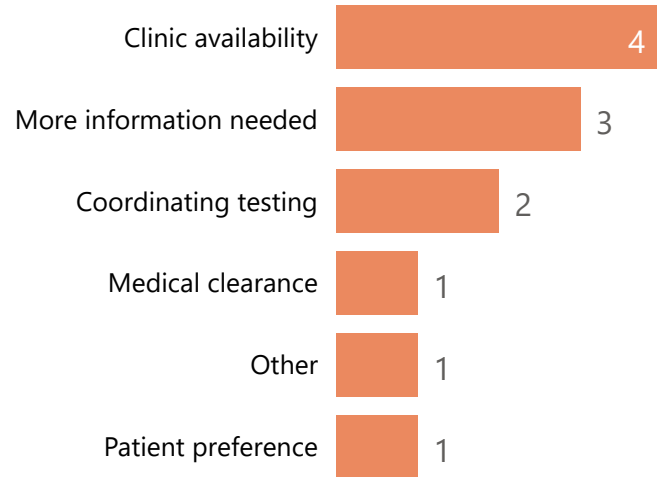
### Days to See All Referrals - by Category with Cumulative %

Median 19 Days

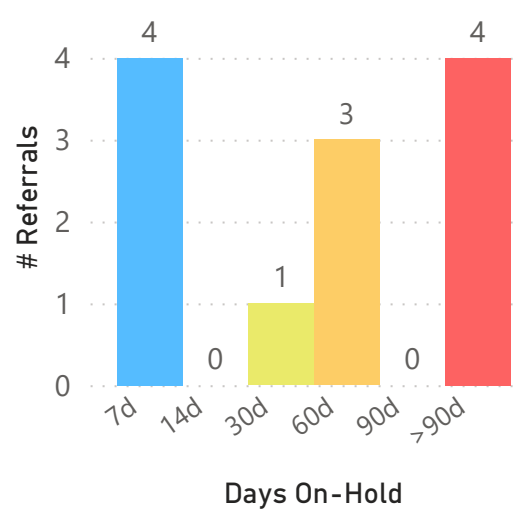


Breakouts of referrals in a hold or pending status sent any time prior to today's date

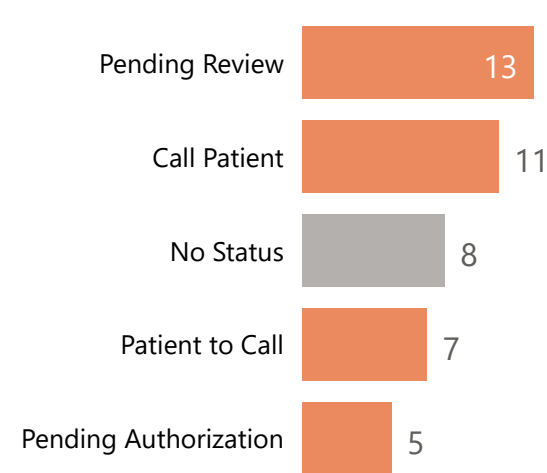
All Referrals On-Hold by Reason



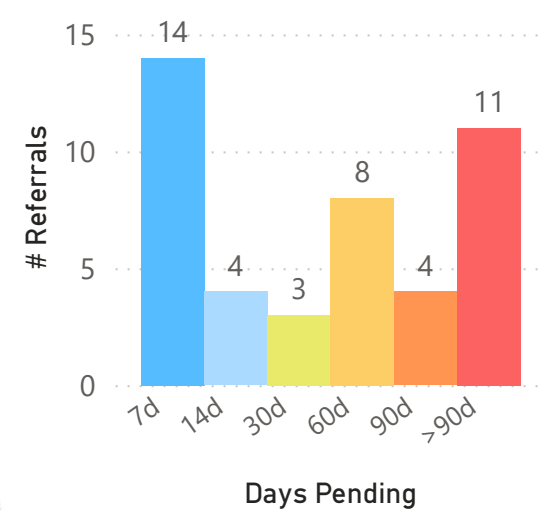
Referrals by Age of Hold



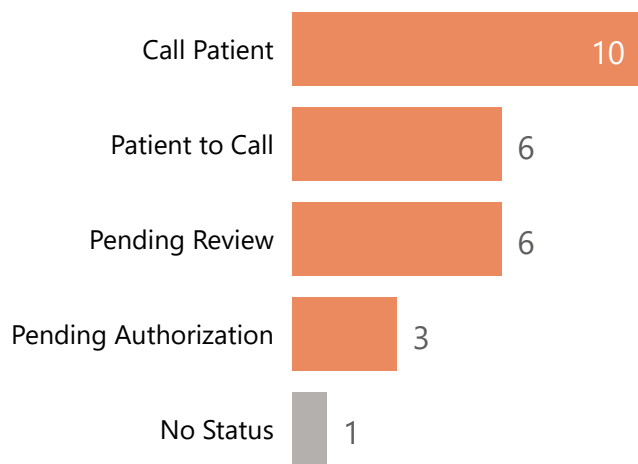
Referrals Pending Reschedule



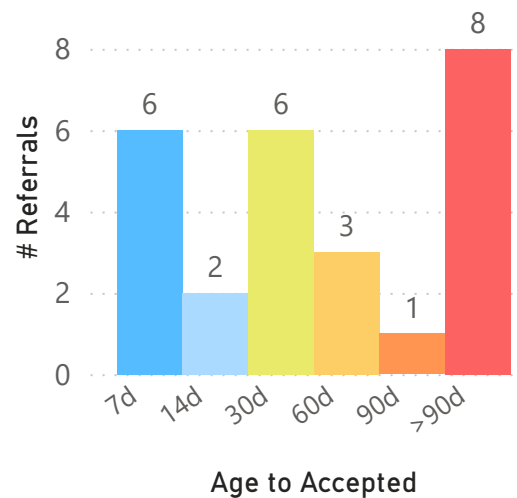
Reschedules by Days Pending



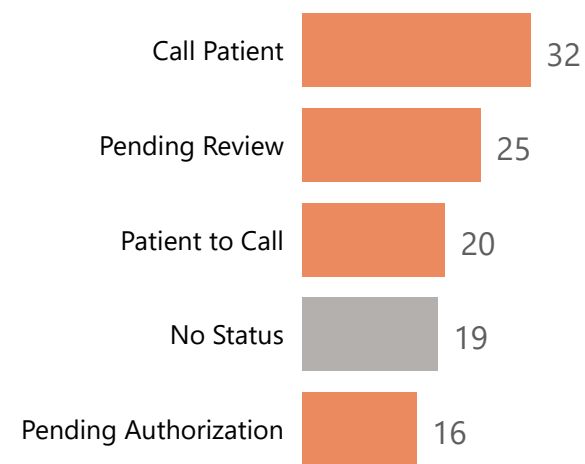
Referrals Pending Acceptance



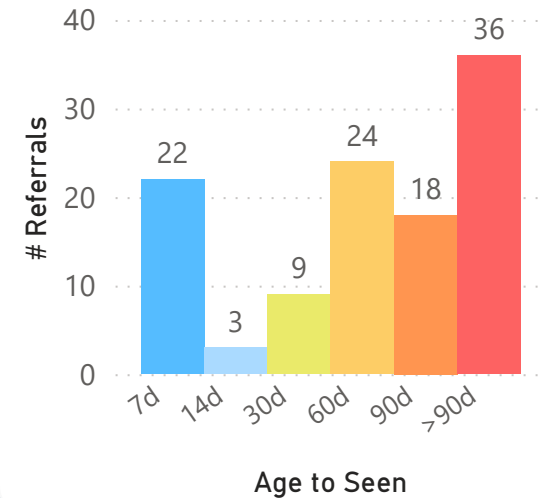
Pending Acceptance by Age



Referrals in Accepted Status



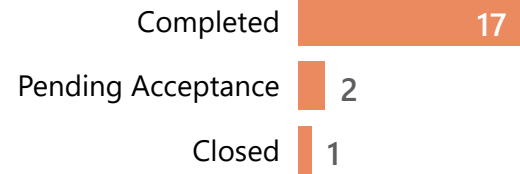
Accepted Status by Age



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

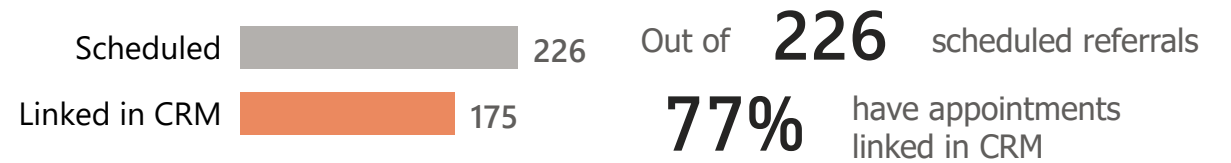
Referrals Not Accepted in CRM after 90 Days

By Current Status:



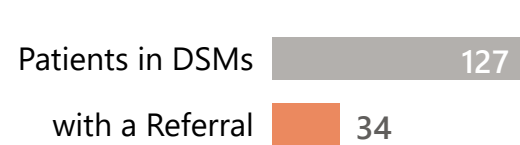
Out of **231** referrals kept  
**91%** are accepted in CRM

Referral Appointments Linked in CRM after 90 Days



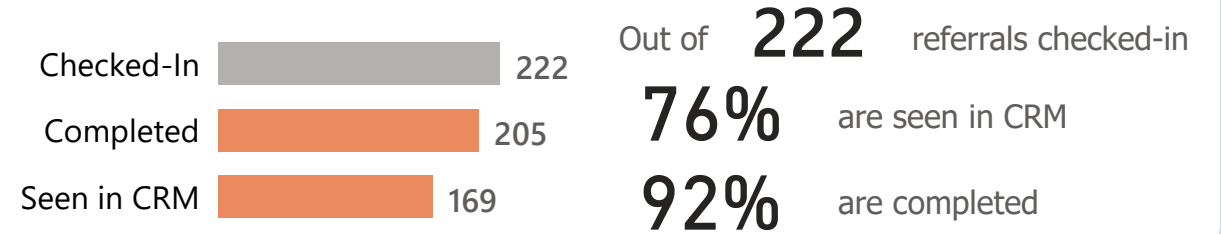
Out of **226** scheduled referrals  
**77%** have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days



Out of **127** patients in DSM messages  
**27%** have a referral in CRM

Referrals Seen in CRM after 90 Days



Out of **222** referrals checked-in  
**76%** are seen in CRM  
**92%** are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	91%	10	9.10
% of Scheduled Referrals with Linked Appt	77%	10	7.70
% of Seen Referrals Tagged as Seen	76%	10	7.60
% of Seen Referrals that are Completed	92%	10	9.20
% of DSM Referrals with CRM Referral	27%	5	1.35

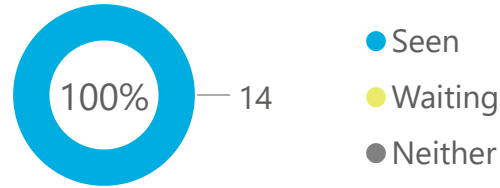
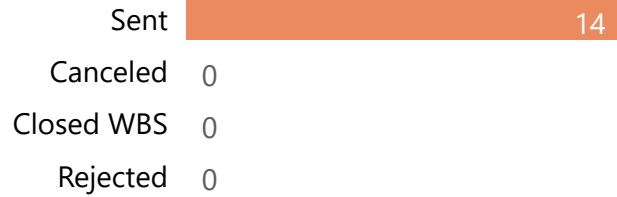
**34.95** points out of **45** points possible

**78%** clinic score for CRM use

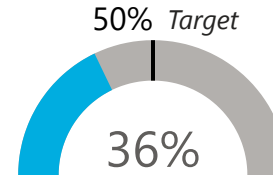
Referrals aged from date sent to date scheduled, date seen, or today's date

### Urgent Referrals After 5 Days

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



### Urgent Referrals Seen in 5 Days



Rate Compared to:

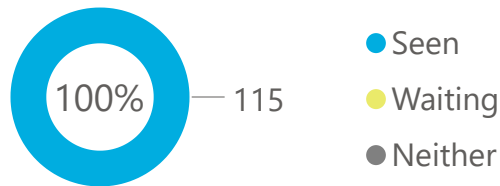
▲ Prev. Month	11%
▲ 3 Months	19%
▲ 12 Months	16%

Over / Under Target:

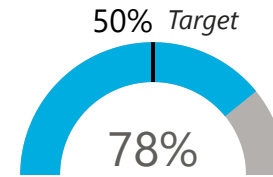
▼ This Month	-14%
▼ 3 Months	-31%
▼ 12 Months	-34%

### Routine Referrals After 30 Days

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



### Routine Referrals Seen in 30 Days



Rate Compared to:

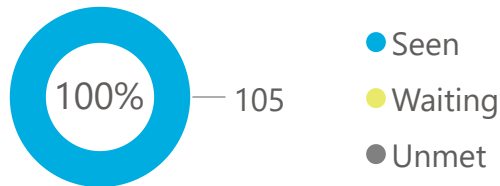
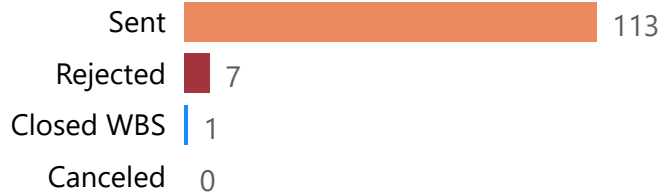
▲ Prev. Month	18%
▲ 3 Months	58%
▼ 12 Months	71%

Over / Under Target:

▲ This Month	28%
▲ 3 Months	8%
▲ 12 Months	21%

### Referrals After 90 Days

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



Process Milestones:



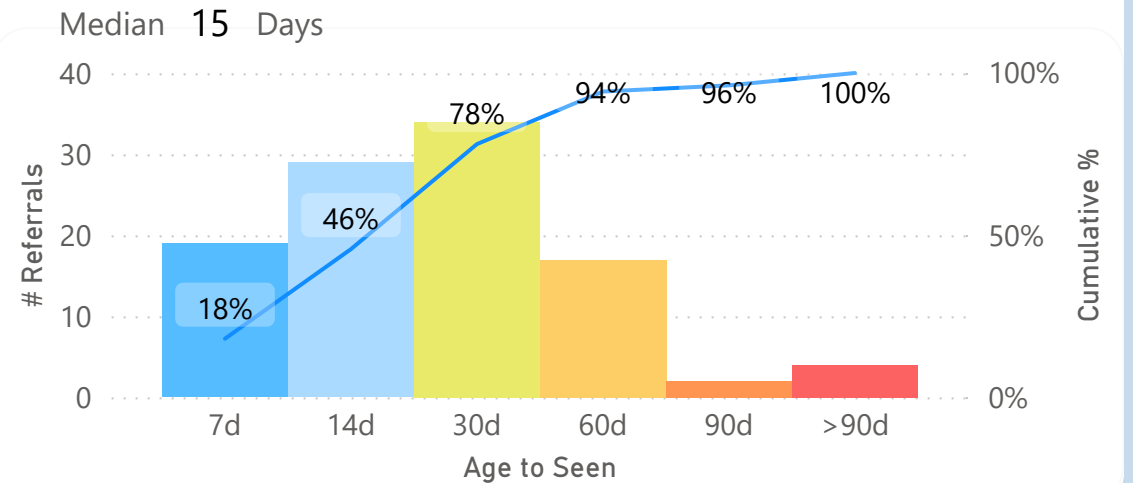
Process Rates:

Accepted	97%
Scheduled	100%
Completed	97%

Median Times:

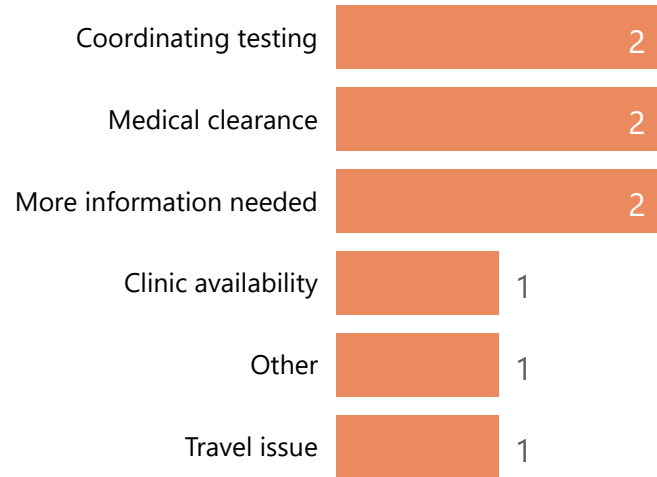
6 Days to Accept
7 Days to Schedule
54 Days to Complete

### Days to See All Referrals - by Category with Cumulative %

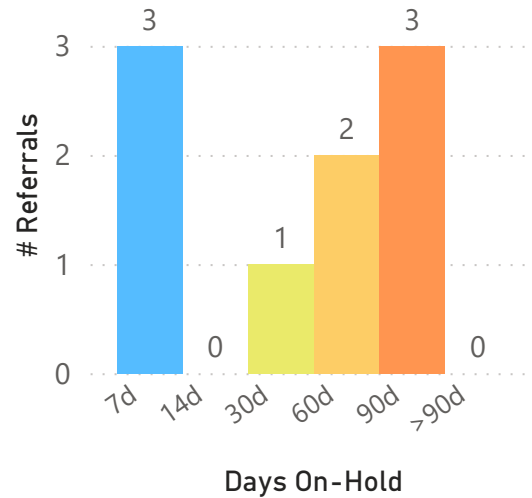


Breakouts of referrals in a hold or pending status sent any time prior to today's date

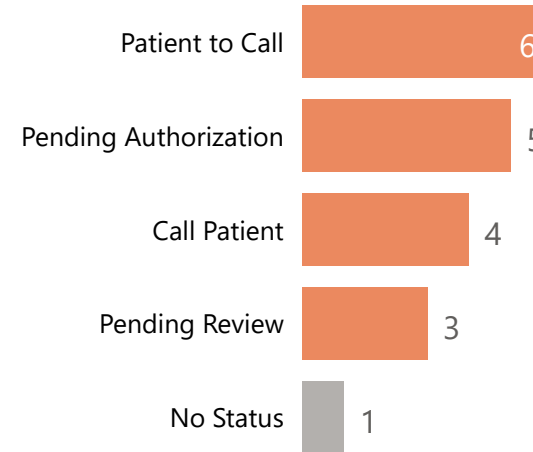
All Referrals On-Hold by Reason



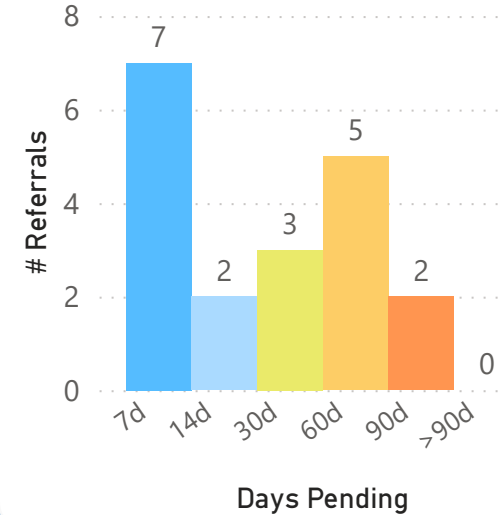
Referrals by Age of Hold



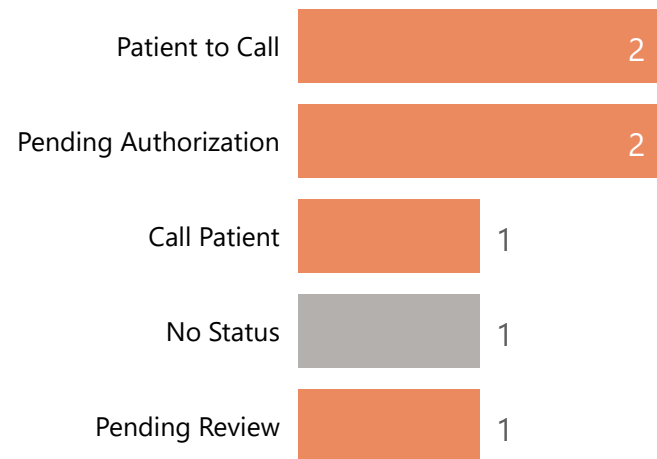
Referrals Pending Reschedule



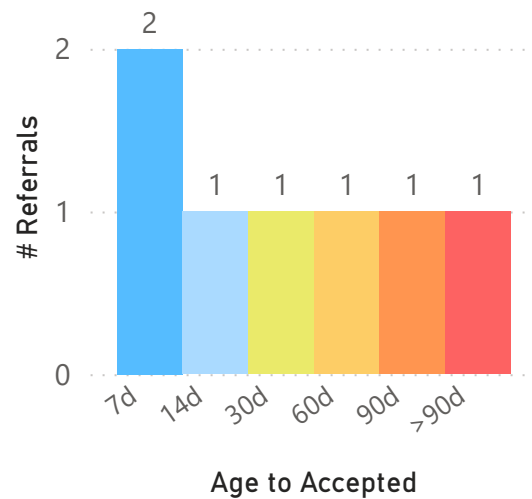
Reschedules by Days Pending



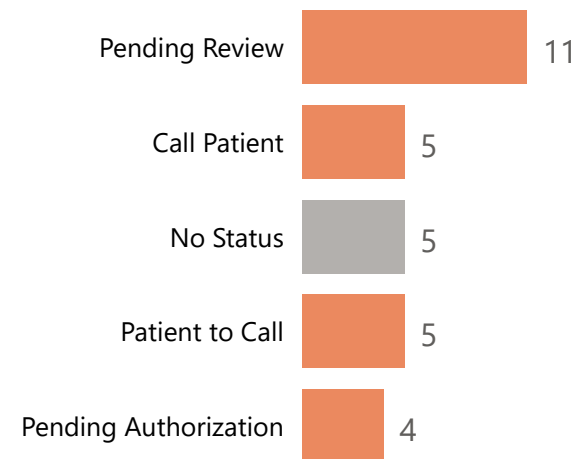
Referrals Pending Acceptance



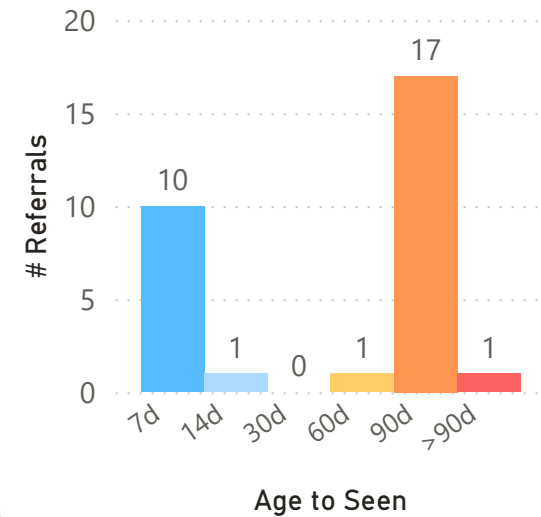
Pending Acceptance by Age



Referrals in Accepted Status



Accepted Status by Age



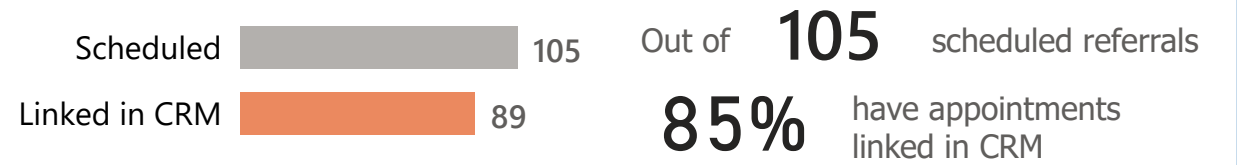
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

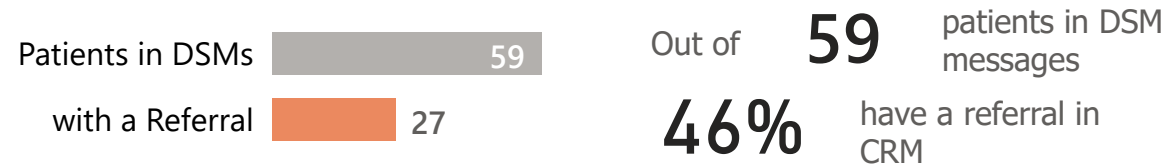
By Current Status:



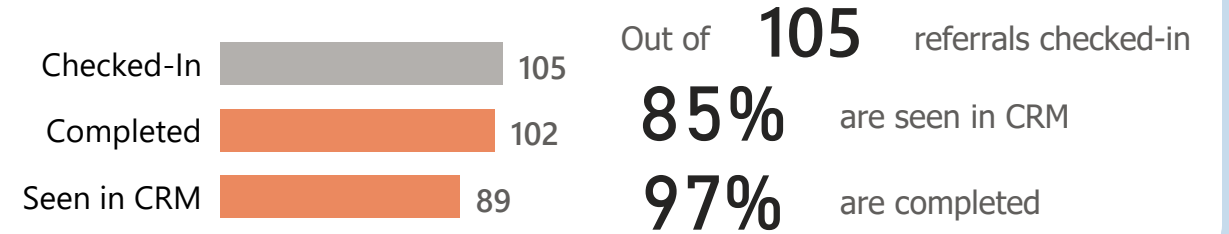
Referral Appointments Linked in CRM after 90 Days



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	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

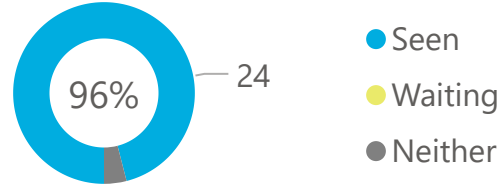
**38.70** points out of **45** points possible

**86%** clinic score for CRM use

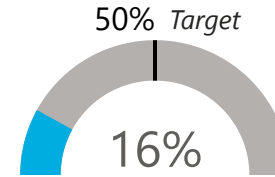
Referrals aged from date sent to date scheduled, date seen, or today's date

### Urgent Referrals After 5 Days

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



### Urgent Referrals Seen in 5 Days



Rate Compared to:

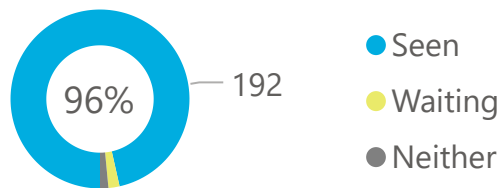
Prev. Month	19%
3 Months	13%
12 Months	18%

Over / Under Target:

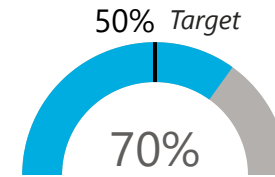
This Month	-34%
3 Months	-37%
12 Months	-32%

### Routine Referrals After 30 Days

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



### Routine Referrals Seen in 30 Days



Rate Compared to:

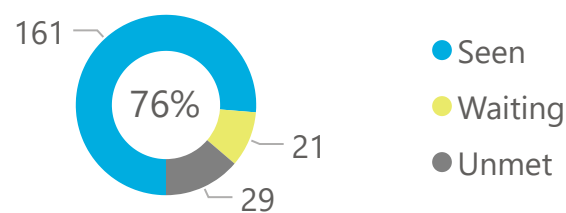
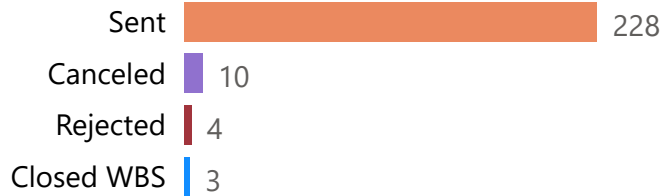
Prev. Month	46%
3 Months	54%
12 Months	63%

Over / Under Target:

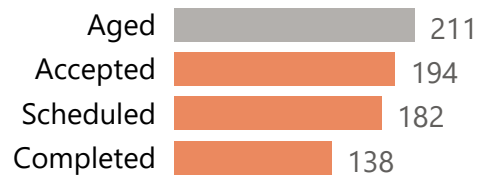
This Month	20%
3 Months	4%
12 Months	13%

### Referrals After 90 Days

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



Process Milestones:



Process Rates:

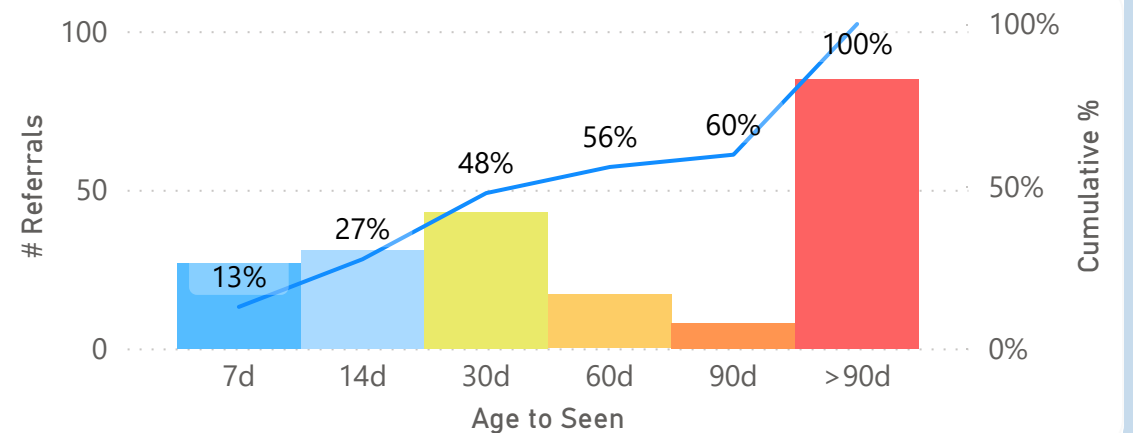
Accepted	92%
Scheduled	86%
Completed	65%

Median Times:

5 Days to Accept
8 Days to Schedule
96 Days to Complete

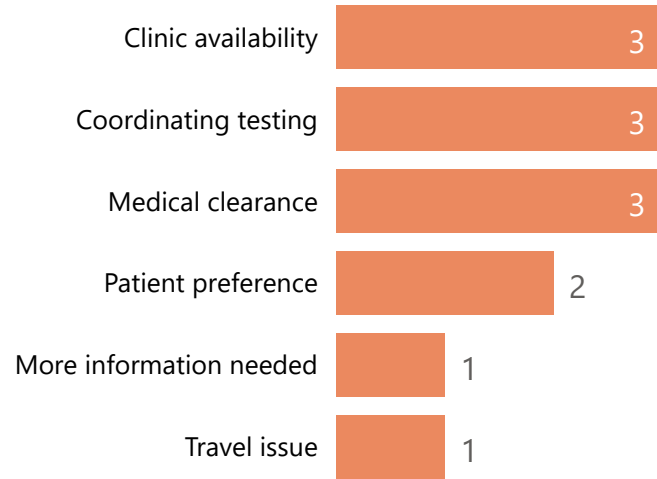
### Days to See All Referrals - by Category with Cumulative %

Median 34 Days

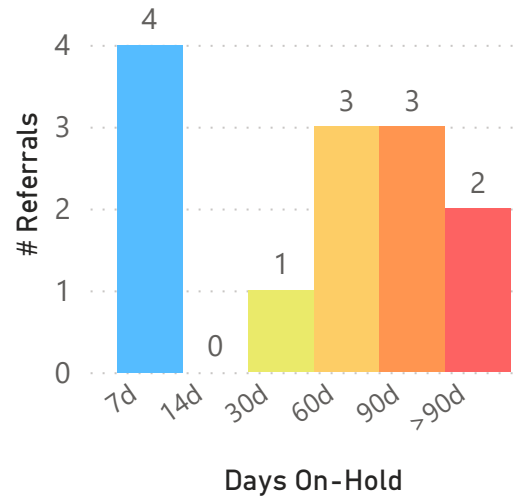


Breakouts of referrals in a hold or pending status sent any time prior to today's date

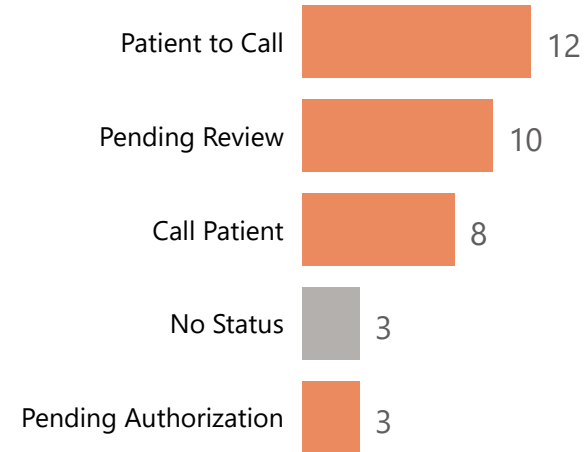
All Referrals On-Hold by Reason



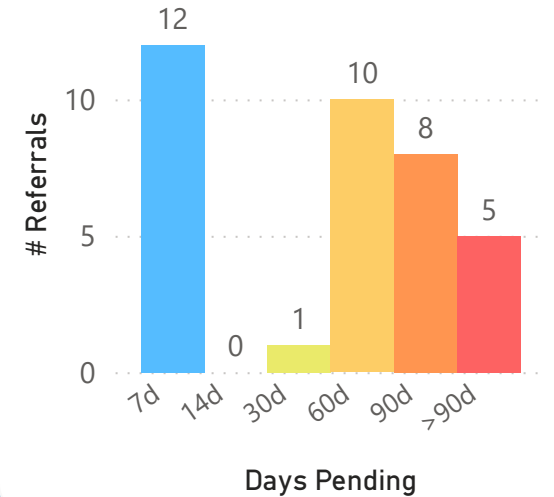
Referrals by Age of Hold



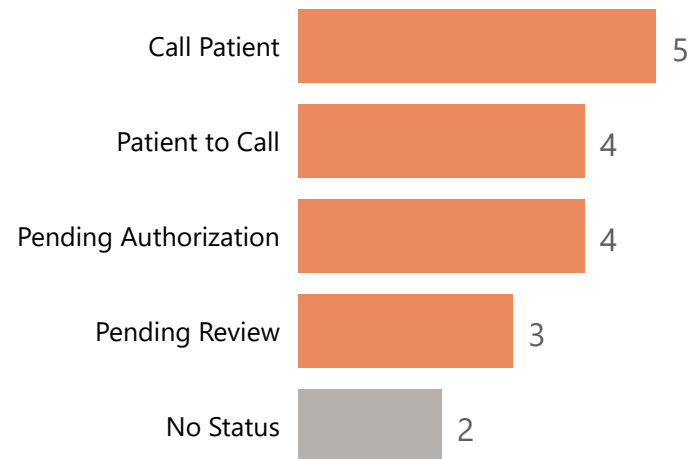
Referrals Pending Reschedule



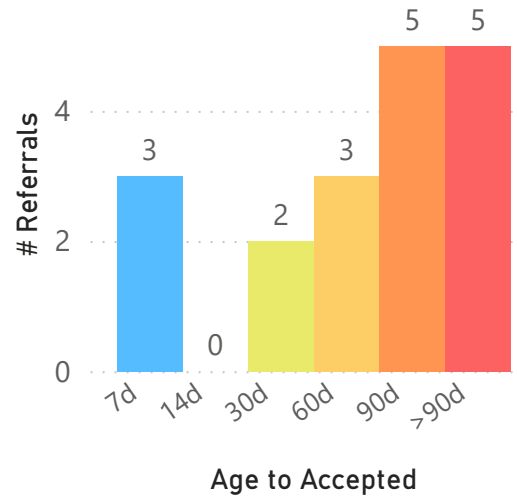
Reschedules by Days Pending



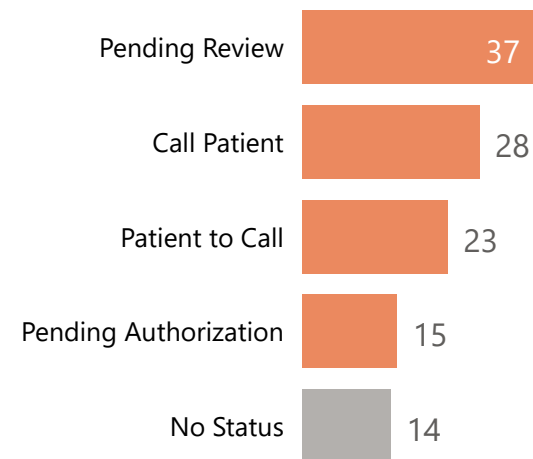
Referrals Pending Acceptance



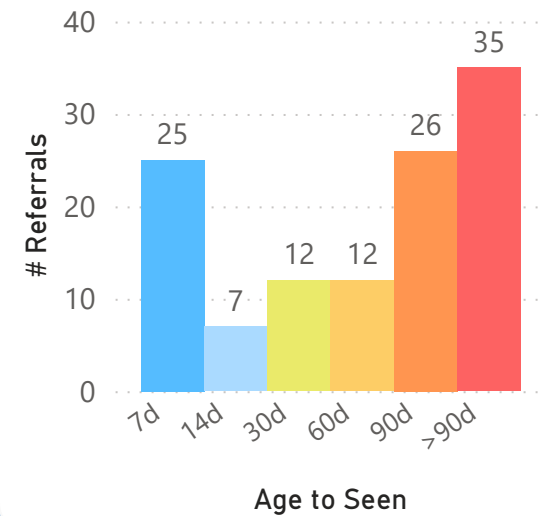
Pending Acceptance by Age



Referrals in Accepted Status



Accepted Status by Age

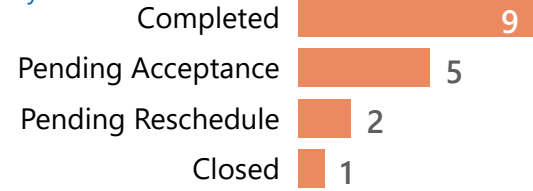




Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

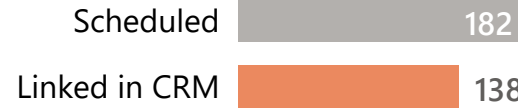
By Current Status:



Out of **211** referrals kept

**92%** are accepted in CRM

Referral Appointments Linked in CRM after 90 Days



Out of **182** scheduled referrals

**76%** have appointments linked in CRM

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



Out of **161** referrals checked-in

**73%** are seen in CRM

**86%** are completed

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

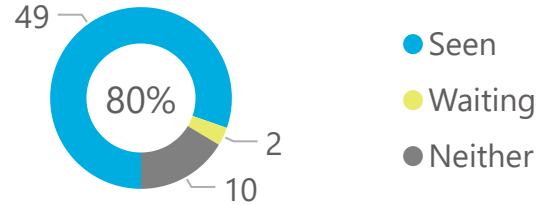
**34.25** points out of **45** points possible

**76%** clinic score for CRM use

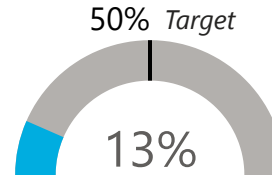
Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

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



Urgent Referrals Seen in 5 Days



Rate Compared to:

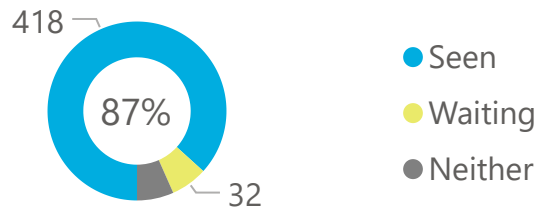
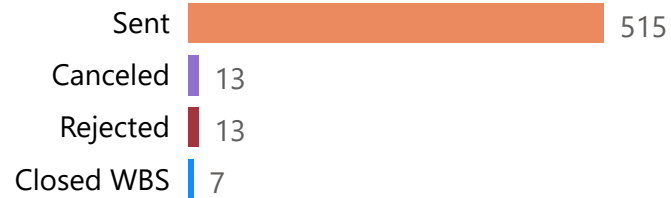
▲ Prev. Month	8%
▲ 3 Months	11%
▼ 12 Months	14%

Over / Under Target:

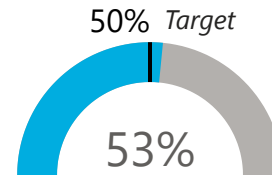
▼ This Month	-37%
▼ 3 Months	-39%
▼ 12 Months	-36%

Routine Referrals After 30 Days

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



Routine Referrals Seen in 30 Days



Rate Compared to:

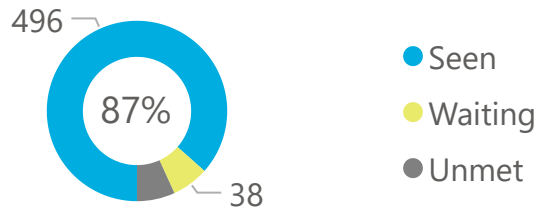
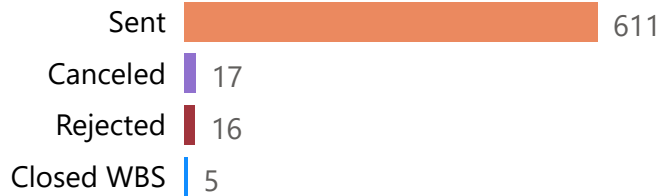
▲ Prev. Month	37%
▲ 3 Months	47%
▼ 12 Months	59%

Over / Under Target:

▲ This Month	3%
▼ 3 Months	-3%
▲ 12 Months	9%

Referrals After 90 Days

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



Process Milestones:



Process Rates:

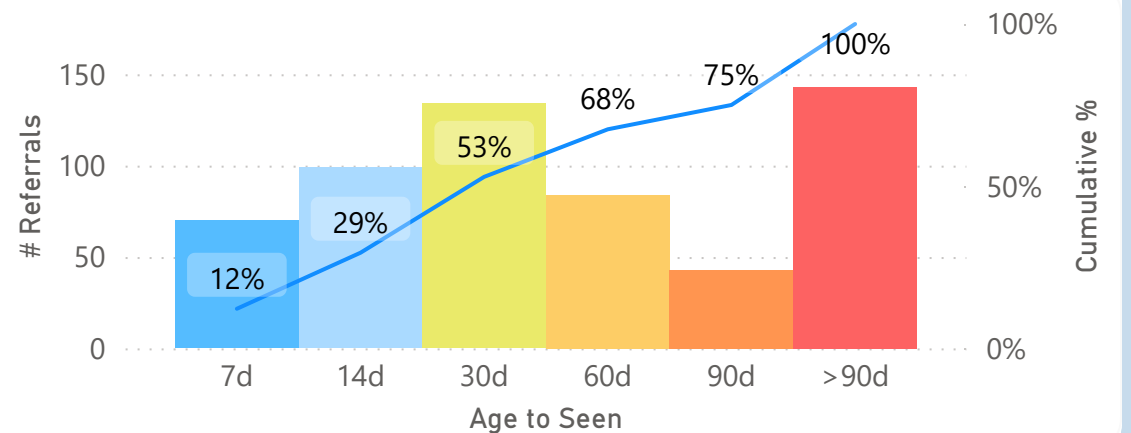
Accepted	91%
Scheduled	93%
Completed	72%

Median Times:

6 Days to Accept
8 Days to Schedule
95 Days to Complete

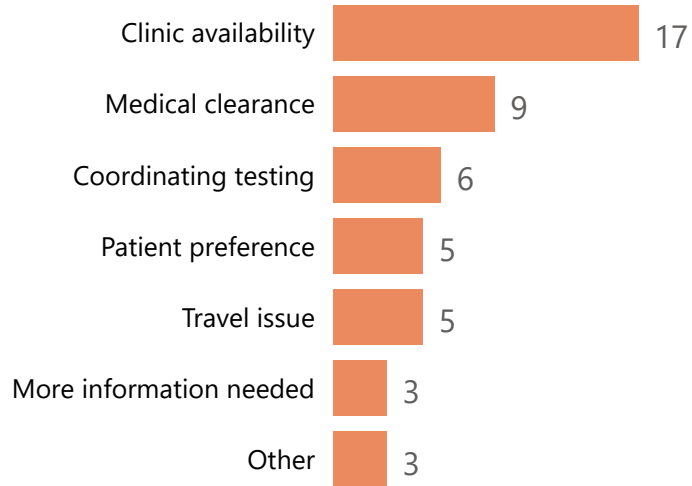
Days to See All Referrals - by Category with Cumulative %

Median 27 Days

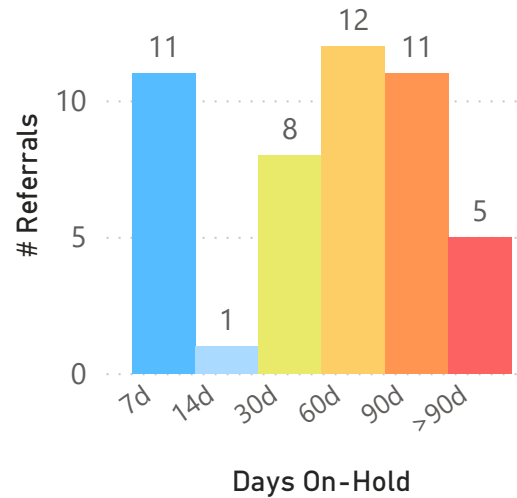


Breakouts of referrals in a hold or pending status sent any time prior to today's date

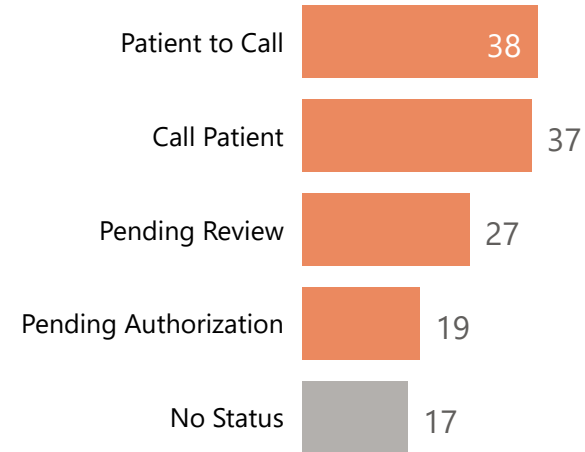
All Referrals On-Hold by Reason



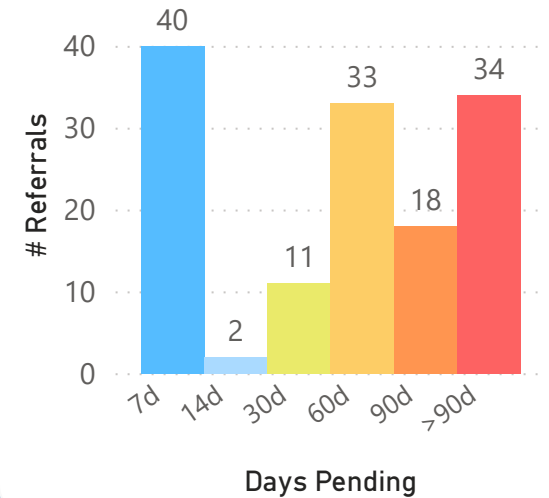
Referrals by Age of Hold



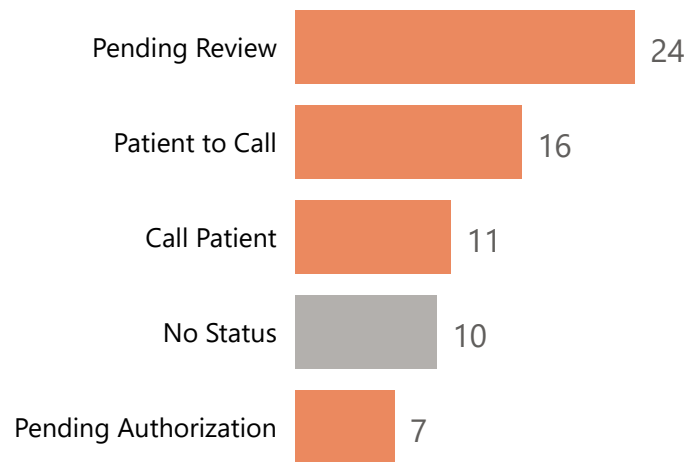
Referrals Pending Reschedule



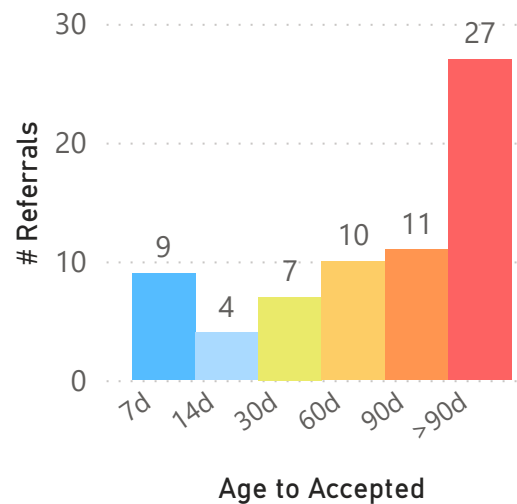
Reschedules by Days Pending



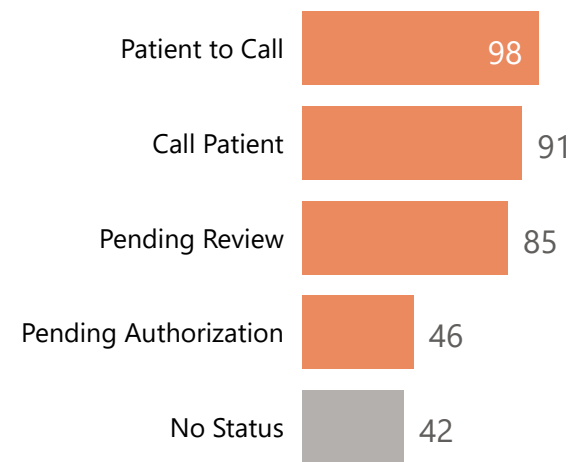
Referrals Pending Acceptance



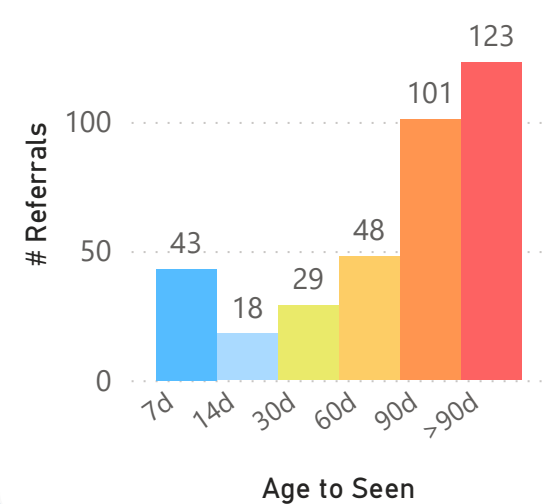
Pending Acceptance by Age



Referrals in Accepted Status



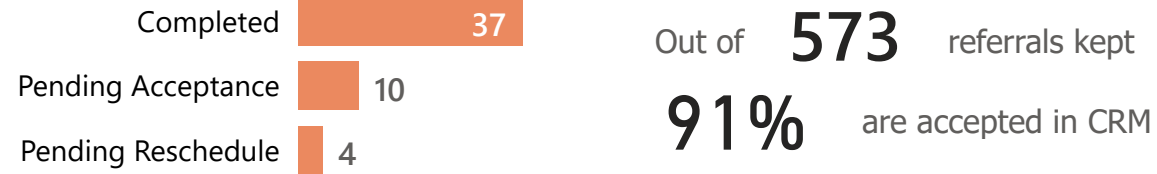
Accepted Status by Age



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

### Referrals Not Accepted in CRM after 90 Days

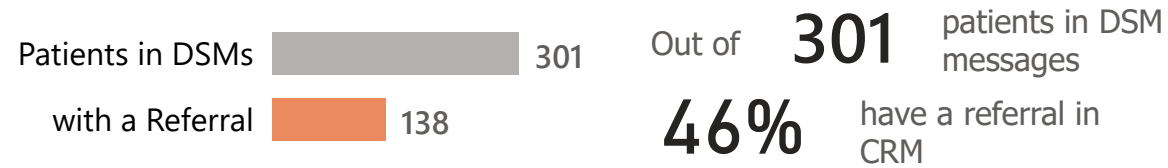
By Current Status:



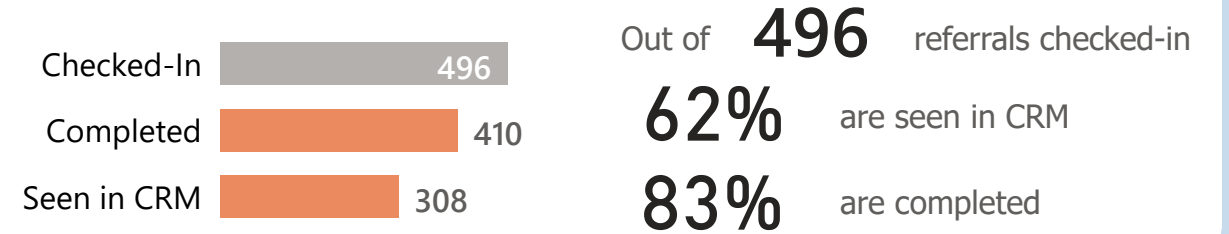
### Referral Appointments Linked in CRM after 90 Days



### 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	91%	10	9.10
% of Scheduled Referrals with Linked Appt	66%	10	6.60
% of Seen Referrals Tagged as Seen	62%	10	6.20
% of Seen Referrals that are Completed	83%	10	8.30
% of DSM Referrals with CRM Referral	46%	5	2.30

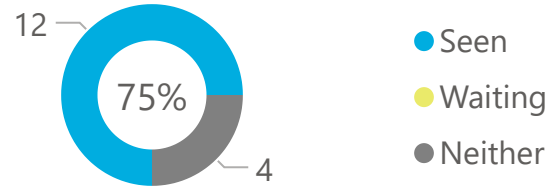
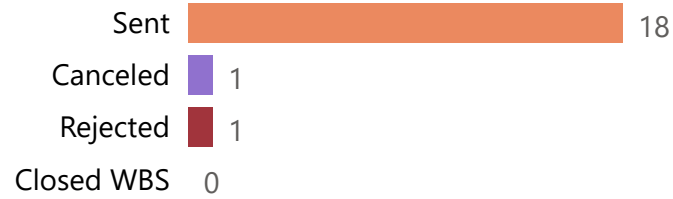
**32.50** points out of **45** points possible

**72%** clinic score for CRM use

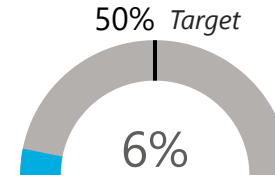
Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

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



Urgent Referrals Seen in 5 Days



Rate Compared to:

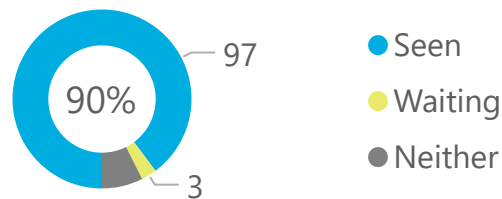
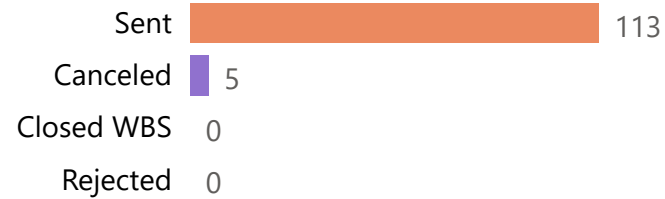
Prev. Month	9%
3 Months	9%
12 Months	16%

Over / Under Target:

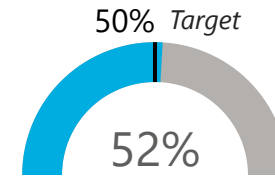
This Month	-44%
3 Months	-41%
12 Months	-34%

Routine Referrals After 30 Days

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



Routine Referrals Seen in 30 Days



Rate Compared to:

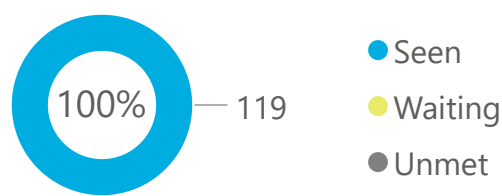
Prev. Month	18%
3 Months	49%
12 Months	66%

Over / Under Target:

This Month	2%
3 Months	-1%
12 Months	16%

Referrals After 90 Days

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



Process Milestones:



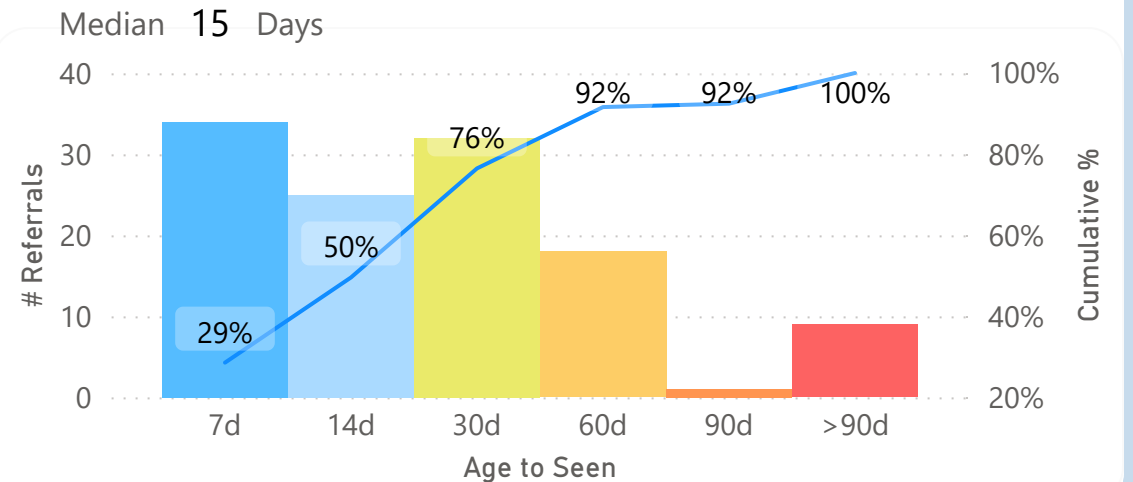
Process Rates:

Accepted	88%
Scheduled	100%
Completed	100%

Median Times:

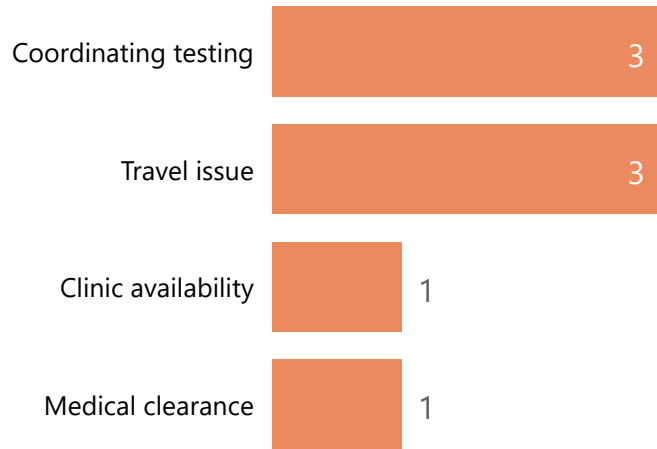
5 Days to Accept
6 Days to Schedule
32 Days to Complete

Days to See All Referrals - by Category with Cumulative %

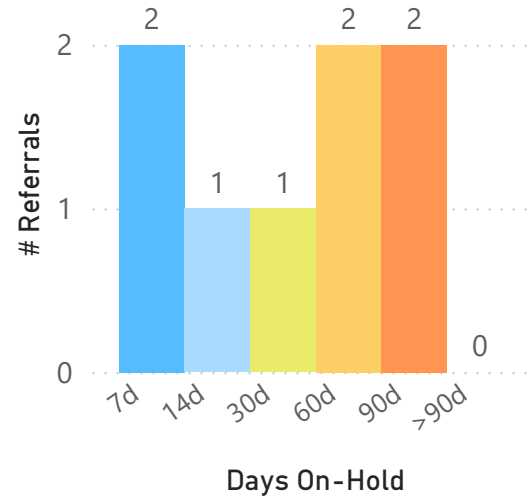


Breakouts of referrals in a hold or pending status sent any time prior to today's date

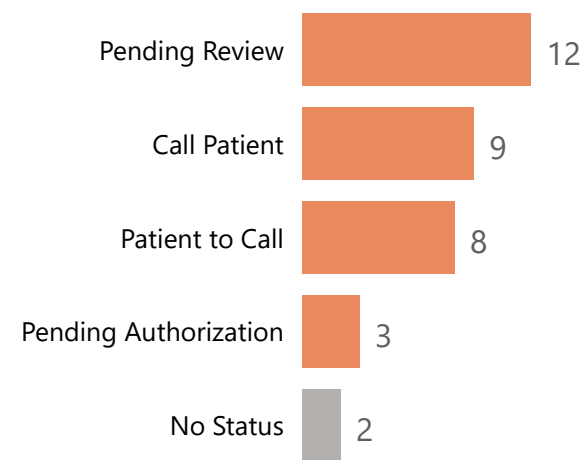
All Referrals On-Hold by Reason



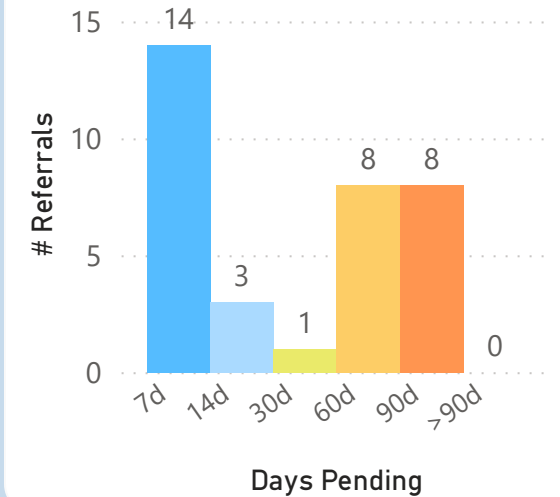
Referrals by Age of Hold



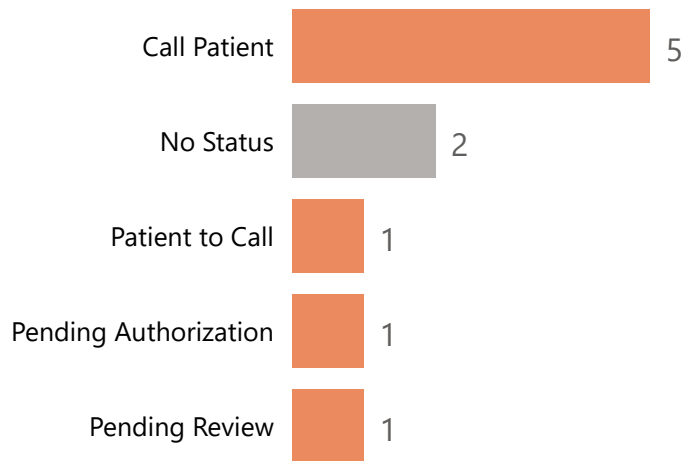
Referrals Pending Reschedule



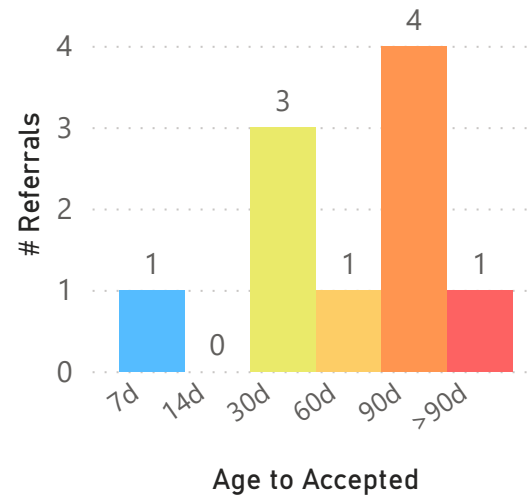
Reschedules by Days Pending



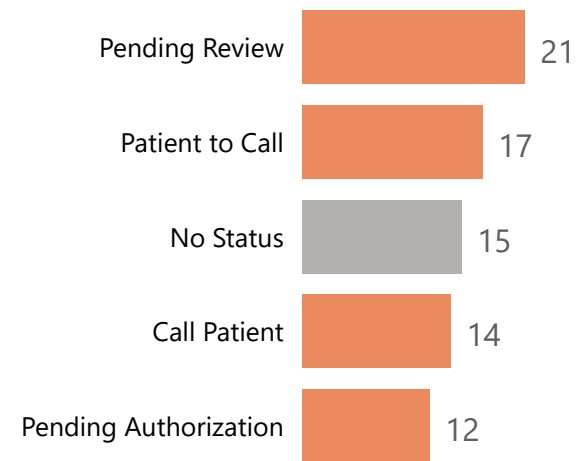
Referrals Pending Acceptance



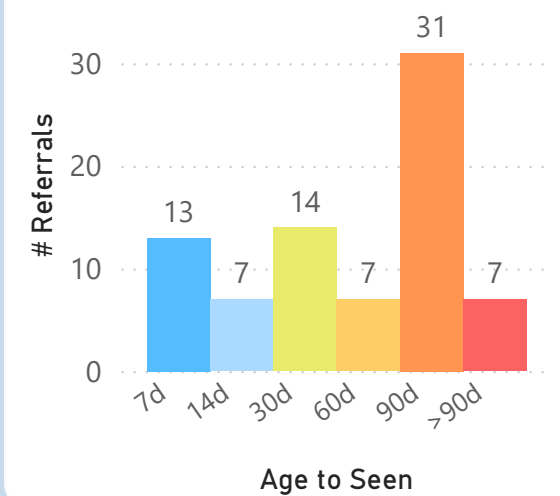
Pending Acceptance by Age



Referrals in Accepted Status



Accepted Status by Age



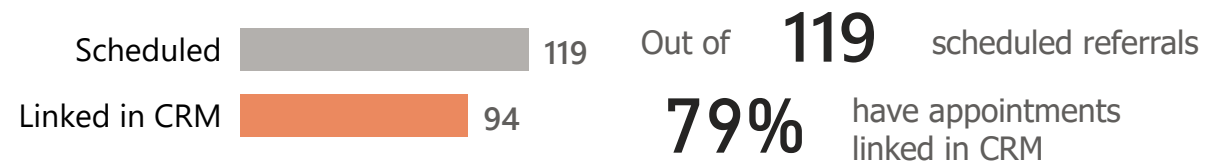
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

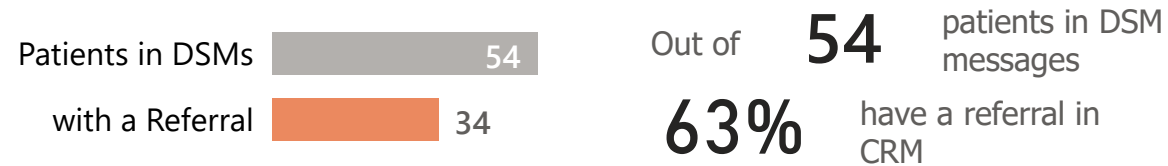
By Current Status:



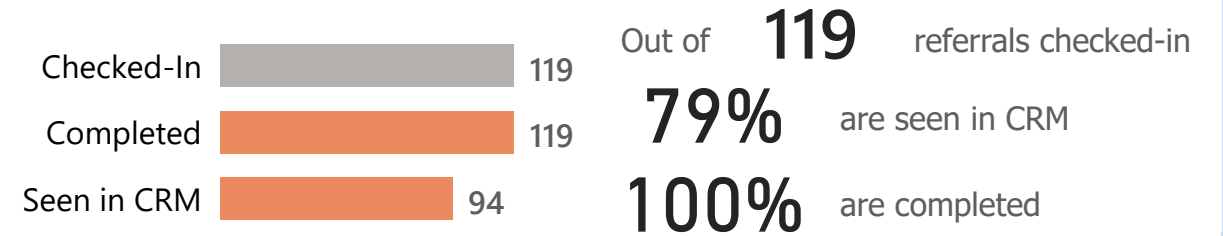
Referral Appointments Linked in CRM after 90 Days



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	88%	10	8.80
% of Scheduled Referrals with Linked Appt	79%	10	7.90
% of Seen Referrals Tagged as Seen	79%	10	7.90
% of Seen Referrals that are Completed	100%	10	10.00
% of DSM Referrals with CRM Referral	63%	5	3.15

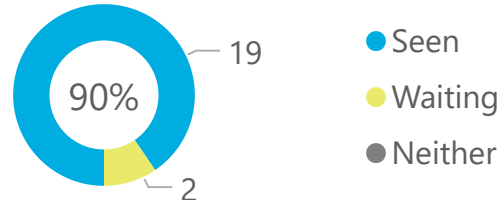
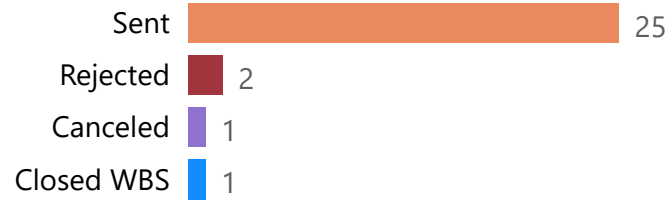
**37.75** points out of **45** points possible

**84%** clinic score for CRM use

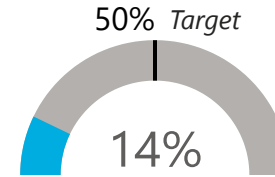
Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

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



Urgent Referrals Seen in 5 Days



Rate Compared to:

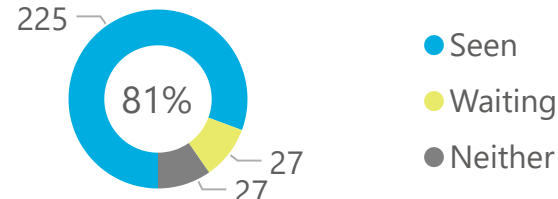
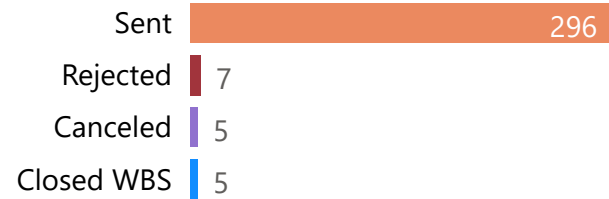
▲ Prev. Month	7%
▲ 3 Months	9%
▼ 12 Months	12%

Over / Under Target:

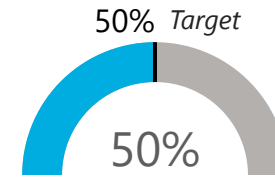
▼ This Month	-36%
▼ 3 Months	-41%
▼ 12 Months	-38%

Routine Referrals After 30 Days

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



Routine Referrals Seen in 30 Days



Rate Compared to:

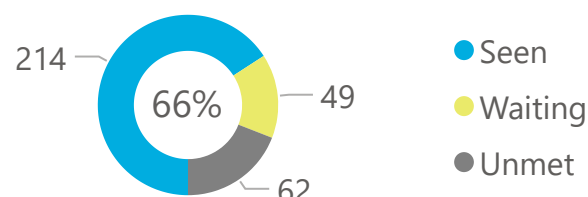
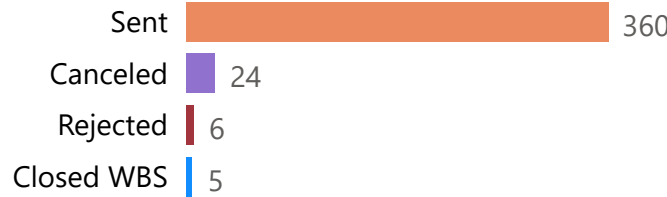
▲ Prev. Month	30%
▲ 3 Months	37%
▼ 12 Months	56%

Over / Under Target:

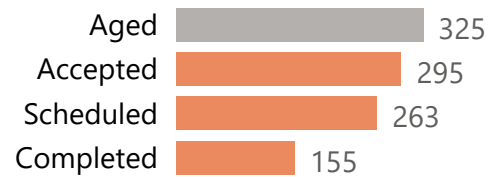
▲ This Month	0%
▼ 3 Months	-13%
▲ 12 Months	6%

Referrals After 90 Days

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



Process Milestones:



Process Rates:

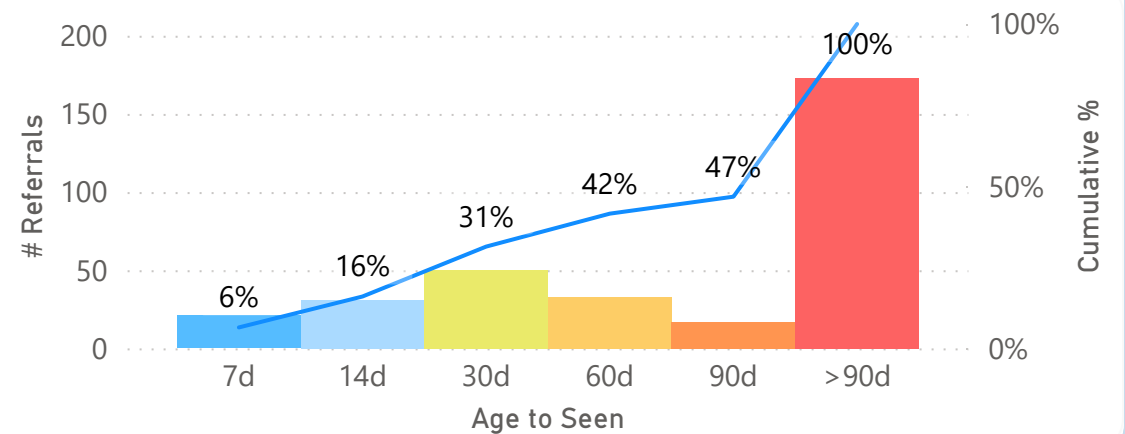
Accepted	91%
Scheduled	81%
Completed	48%

Median Times:

6 Days to Accept
12 Days to Schedule
103 Days to Complete

Days to See All Referrals - by Category with Cumulative %

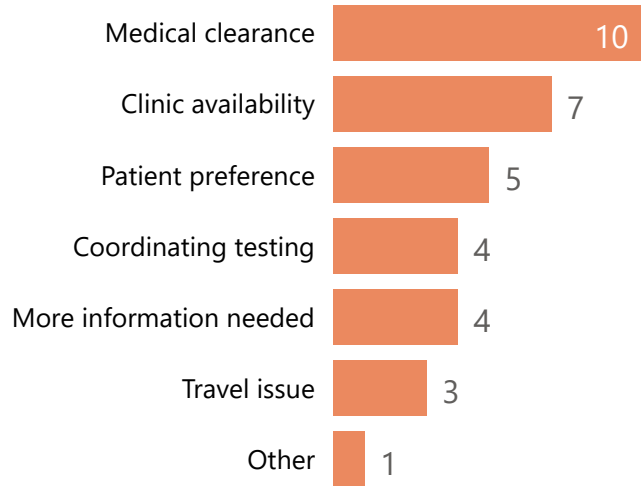
Median 93 Days



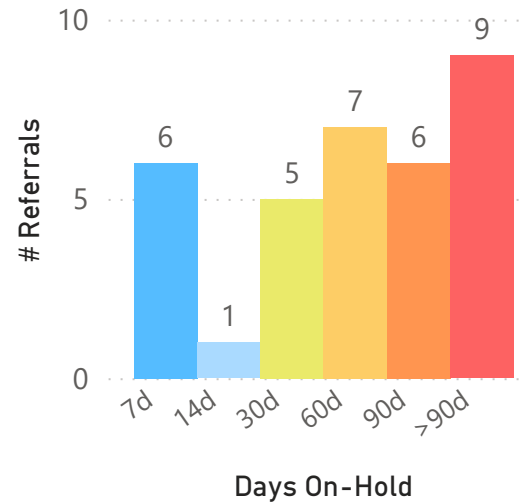


Breakouts of referrals in a hold or pending status sent any time prior to today's date

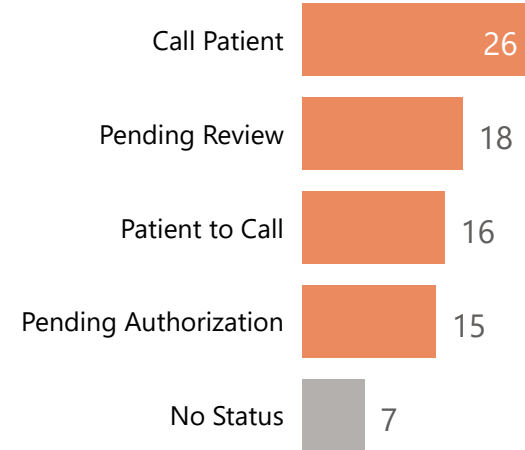
All Referrals On-Hold by Reason



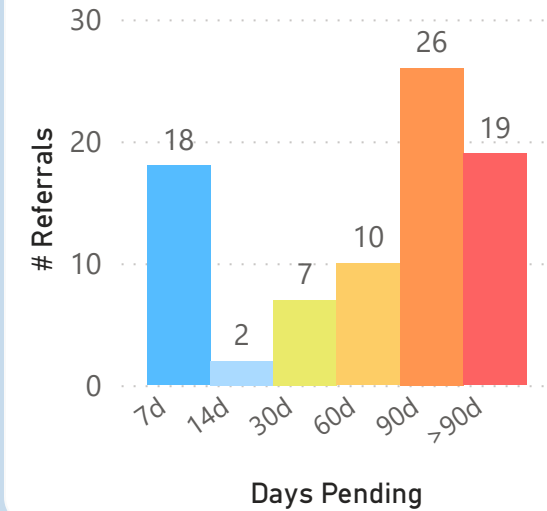
Referrals by Age of Hold



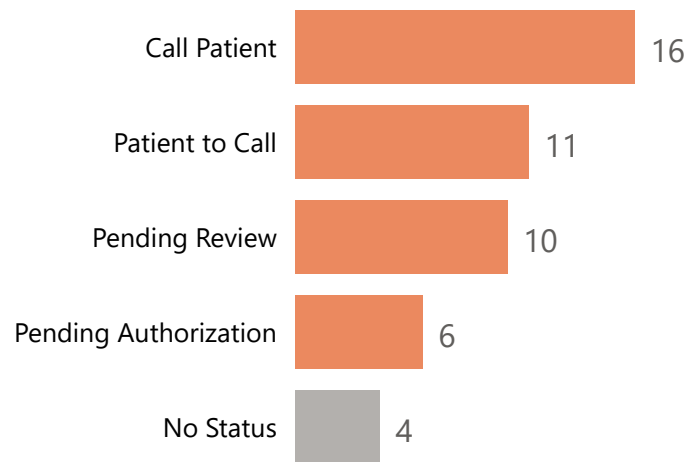
Referrals Pending Reschedule



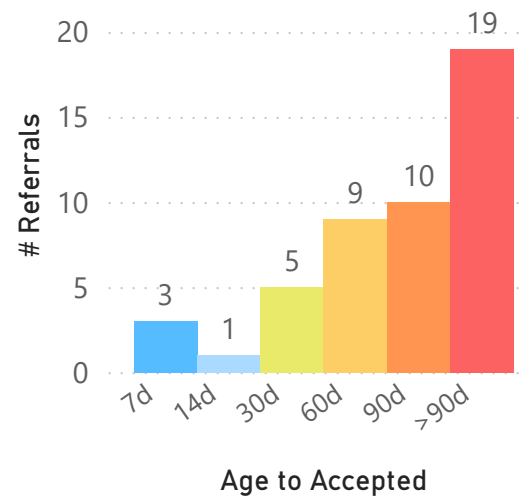
Reschedules by Days Pending



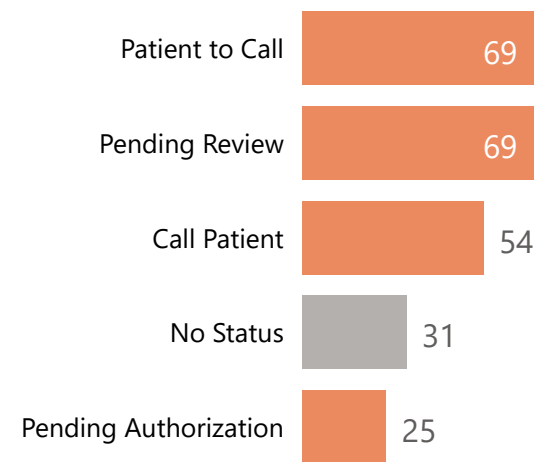
Referrals Pending Acceptance



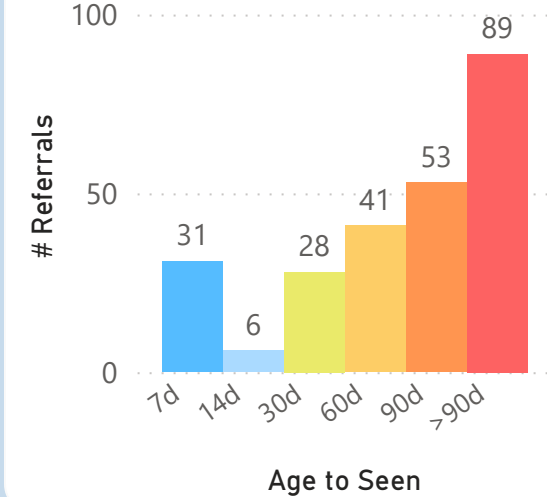
Pending Acceptance by Age



Referrals in Accepted Status



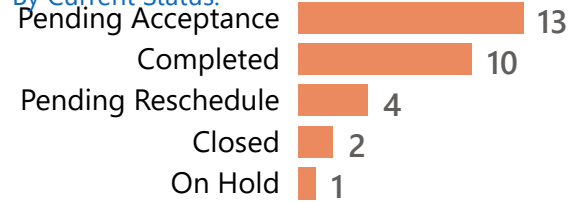
Accepted Status by Age



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

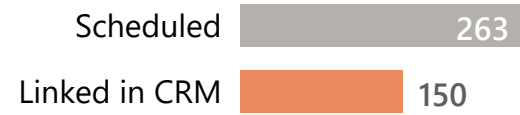
Referrals Not Accepted in CRM after 90 Days

By Current Status:



Out of **325** referrals kept  
**91%** are accepted in CRM

Referral Appointments Linked in CRM after 90 Days



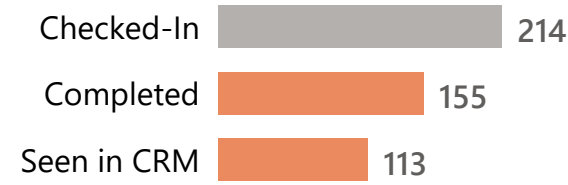
Out of **263** scheduled referrals  
**57%** have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days



Out of **195** patients in DSM messages  
**32%** have a referral in CRM

Referrals Seen in CRM after 90 Days



Out of **214** referrals checked-in  
**53%** are seen in CRM  
**72%** are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	91%	10	9.10
% of Scheduled Referrals with Linked Appt	57%	10	5.70
% of Seen Referrals Tagged as Seen	53%	10	5.30
% of Seen Referrals that are Completed	72%	10	7.20
% of DSM Referrals with CRM Referral	32%	5	1.60

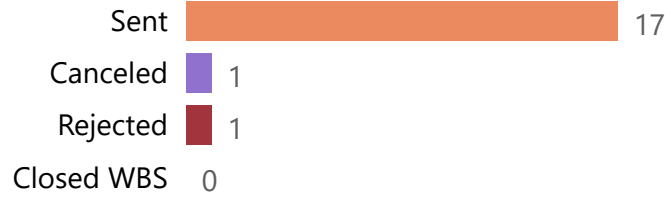
**28.90** points out of **45** points possible

**64%** clinic score for CRM use

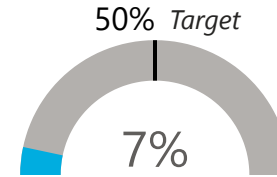
Referrals aged from date sent to date scheduled, date seen, or today's date

### Urgent Referrals After 5 Days

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



### Urgent Referrals Seen in 5 Days



Rate Compared to:

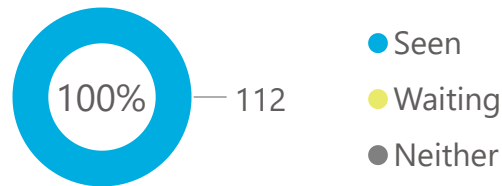
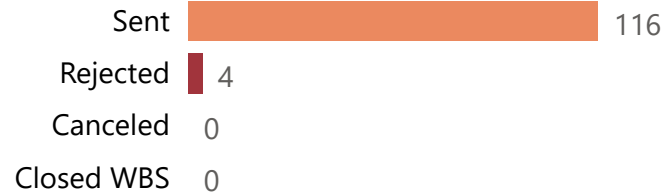
Prev. Month	11%
3 Months	5%
12 Months	9%

Over / Under Target:

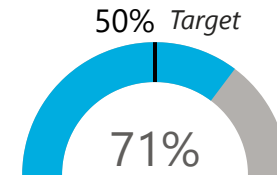
This Month	-43%
3 Months	-45%
12 Months	-41%

### Routine Referrals After 30 Days

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



### Routine Referrals Seen in 30 Days



Rate Compared to:

Prev. Month	31%
3 Months	52%
12 Months	59%

Over / Under Target:

This Month	21%
3 Months	2%
12 Months	9%

### Referrals After 90 Days

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



Process Milestones:



Process Rates:

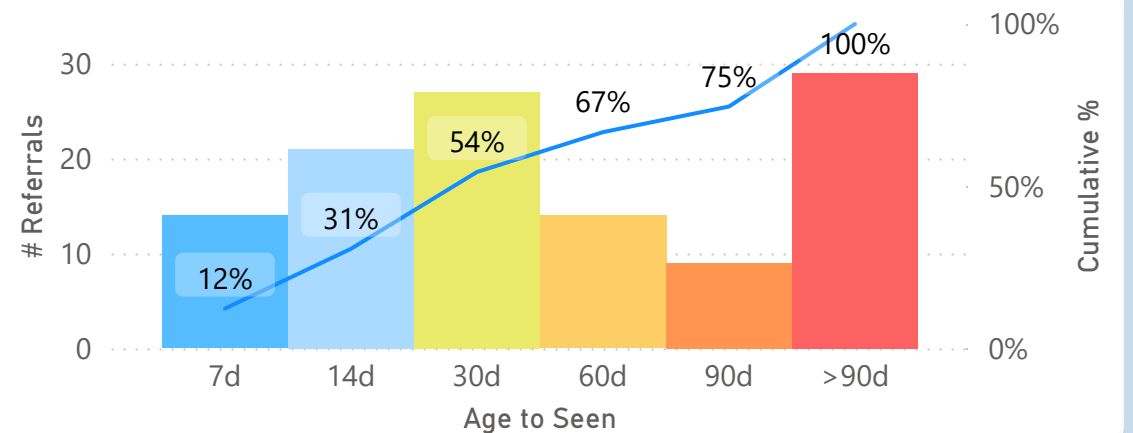
Accepted	91%
Scheduled	94%
Completed	74%

Median Times:

6 Days to Accept
7 Days to Schedule
98 Days to Complete

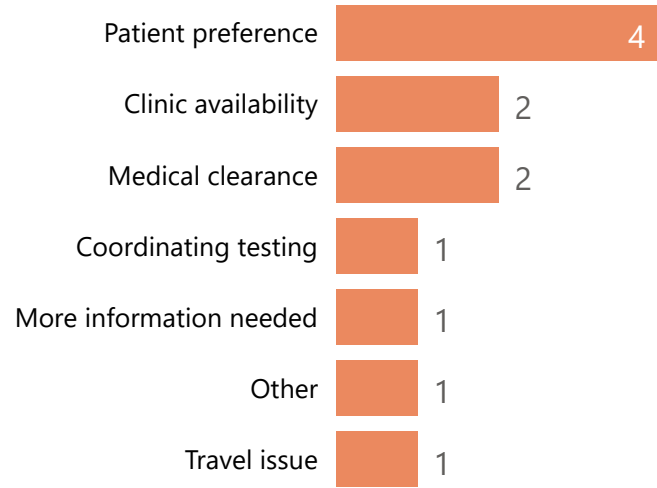
### Days to See All Referrals - by Category with Cumulative %

Median 24 Days

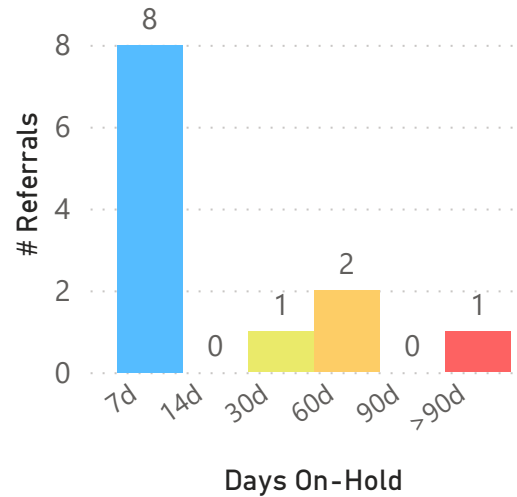


Breakouts of referrals in a hold or pending status sent any time prior to today's date

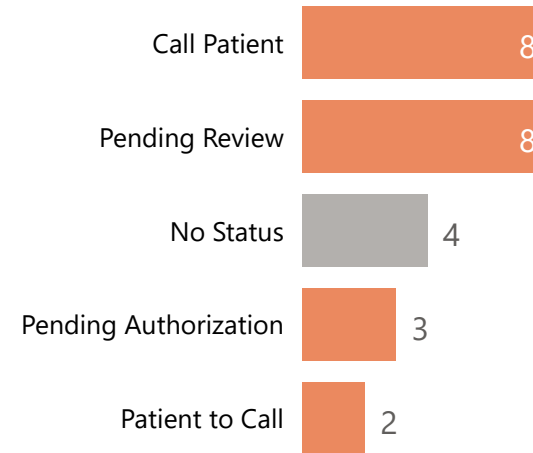
All Referrals On-Hold by Reason



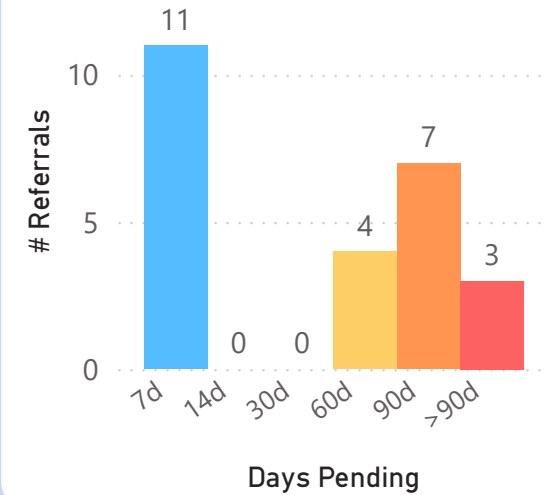
Referrals by Age of Hold



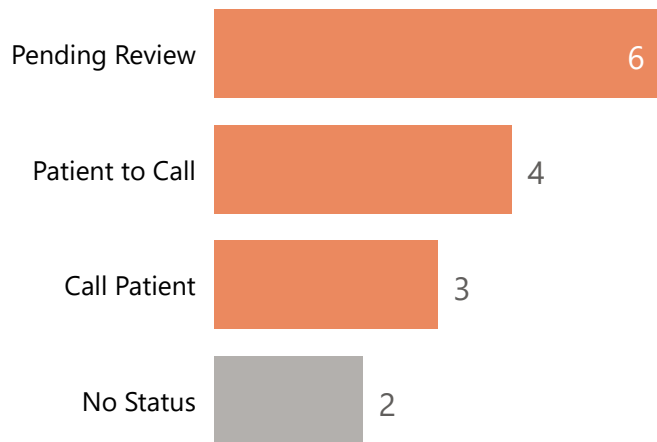
Referrals Pending Reschedule



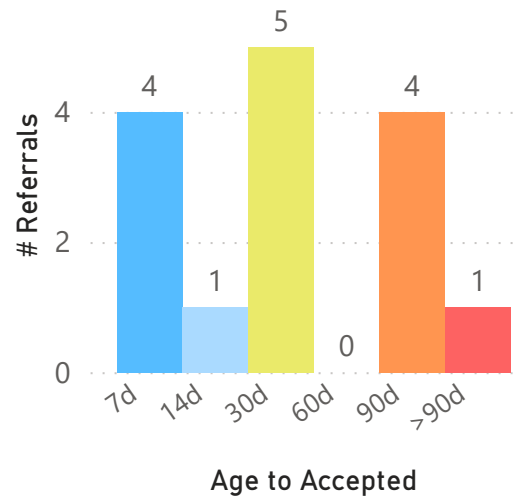
Reschedules by Days Pending



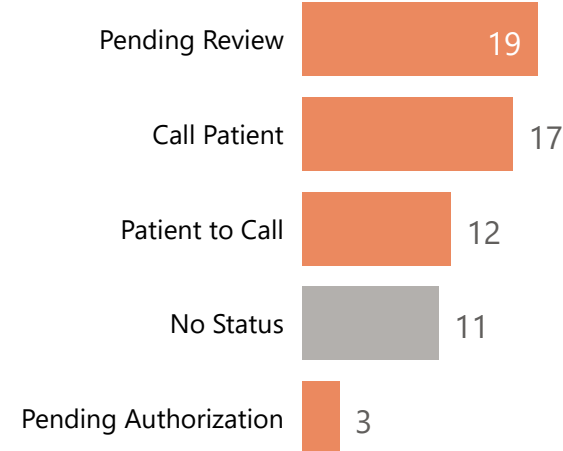
Referrals Pending Acceptance



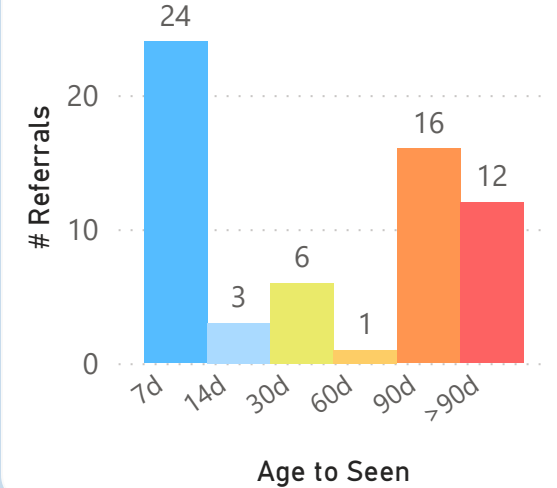
Pending Acceptance by Age



Referrals in Accepted Status



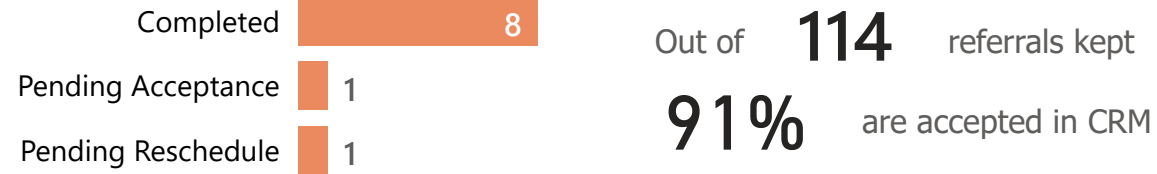
Accepted Status by Age



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

Referrals Not Accepted in CRM after 90 Days

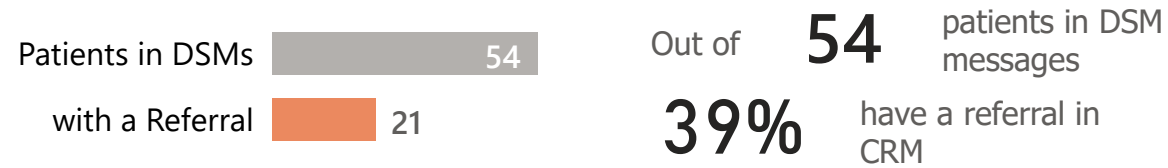
By Current Status:



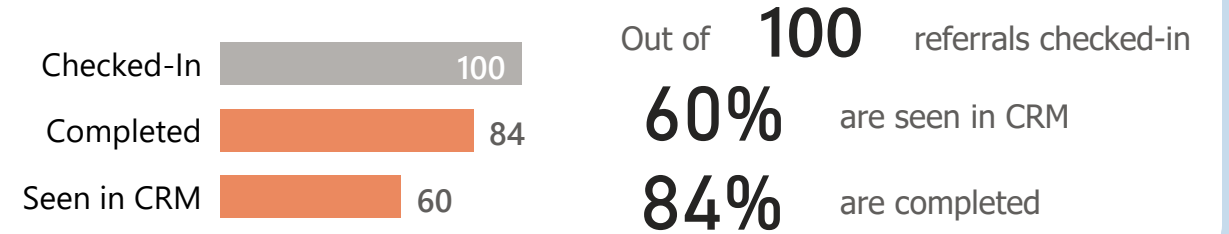
Referral Appointments Linked in CRM after 90 Days



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	91%	10	9.10
% of Scheduled Referrals with Linked Appt	65%	10	6.50
% of Seen Referrals Tagged as Seen	60%	10	6.00
% of Seen Referrals that are Completed	84%	10	8.40
% of DSM Referrals with CRM Referral	39%	5	1.95

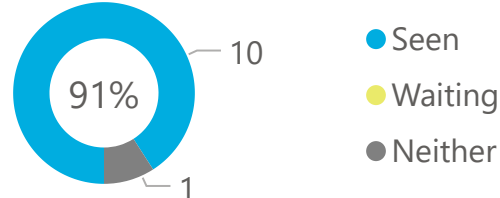
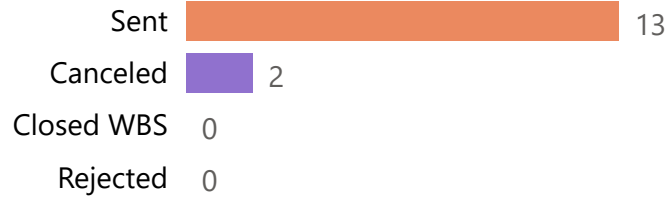
**31.95** points out of **45** points possible

**71%** clinic score for CRM use

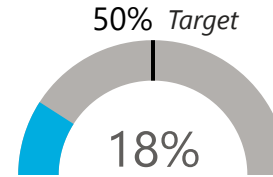
Referrals aged from date sent to date scheduled, date seen, or today's date

### Urgent Referrals After 5 Days

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



### Urgent Referrals Seen in 5 Days



Rate Compared to:

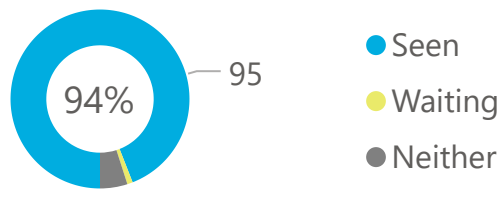
Prev. Month	9%
3 Months	16%
12 Months	12%

Over / Under Target:

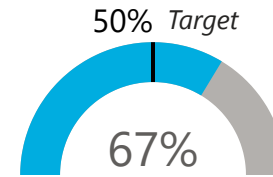
This Month	-32%
3 Months	-34%
12 Months	-38%

### Routine Referrals After 30 Days

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



### Routine Referrals Seen in 30 Days



Rate Compared to:

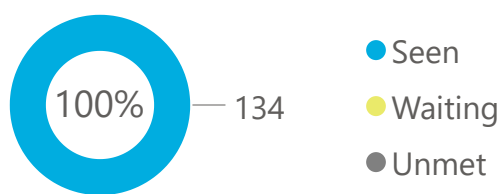
Prev. Month	76%
3 Months	73%
12 Months	62%

Over / Under Target:

This Month	17%
3 Months	23%
12 Months	12%

### Referrals After 90 Days

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



Process Milestones:



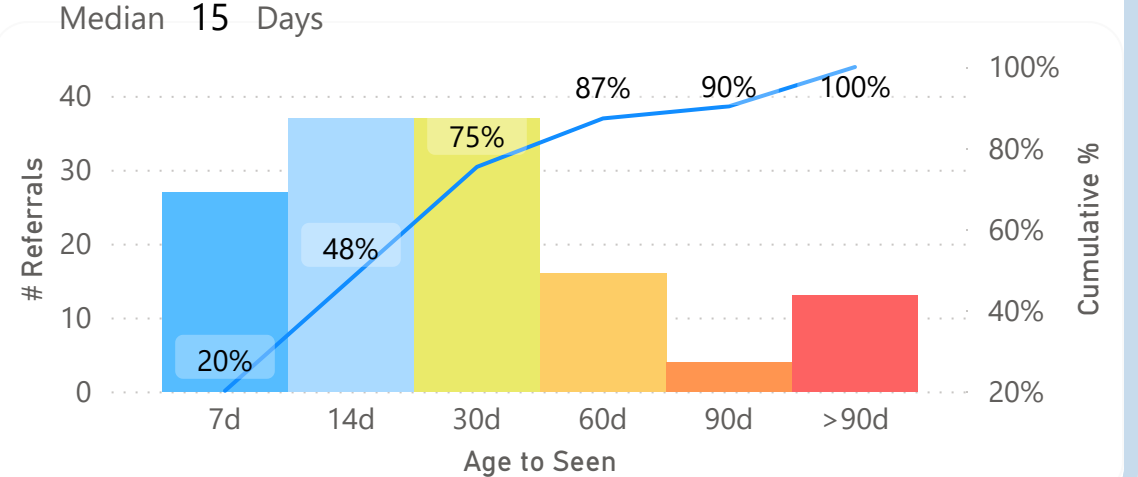
Process Rates:

Accepted	94%
Scheduled	100%
Completed	100%

Median Times:

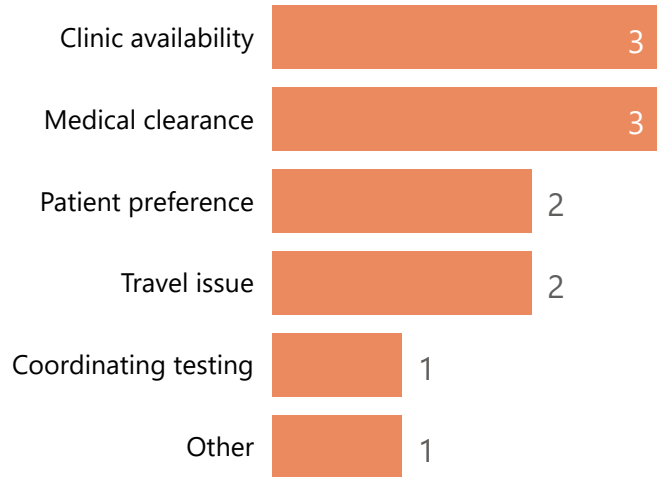
6 Days to Accept
7 Days to Schedule
39 Days to Complete

### Days to See All Referrals - by Category with Cumulative %

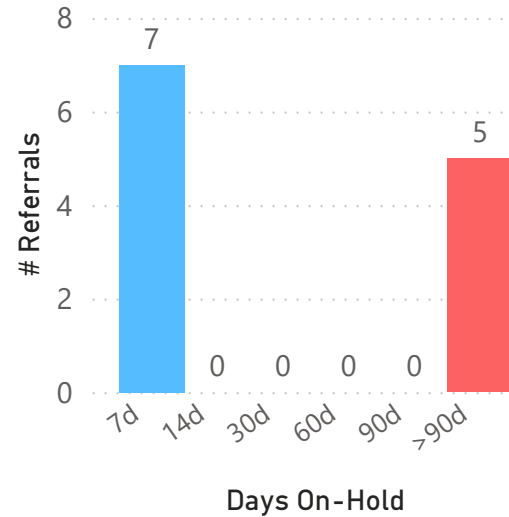


Breakouts of referrals in a hold or pending status sent any time prior to today's date

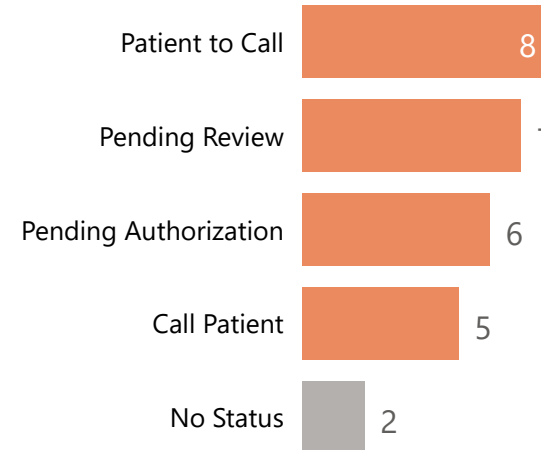
All Referrals On-Hold by Reason



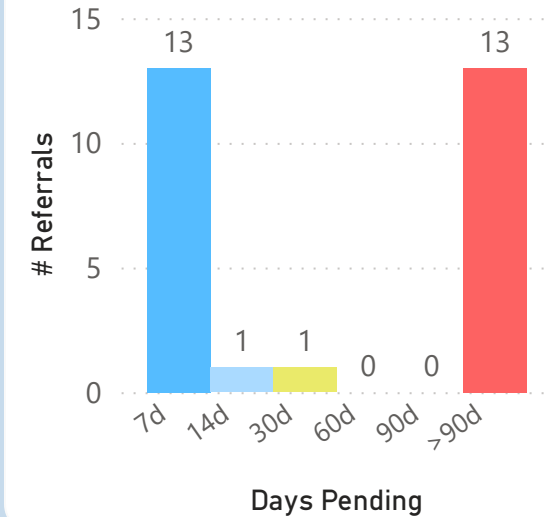
Referrals by Age of Hold



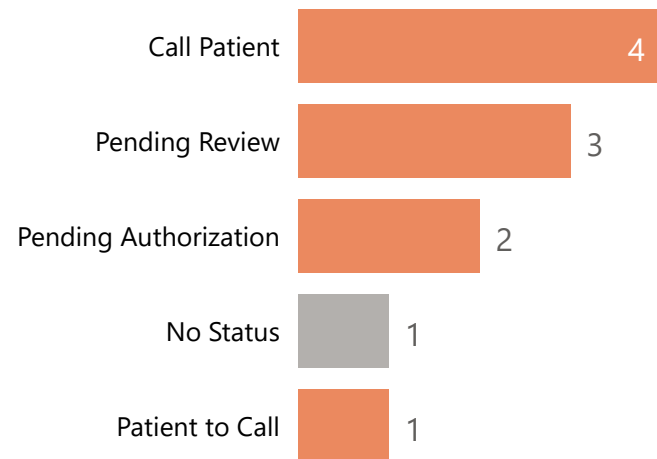
Referrals Pending Reschedule



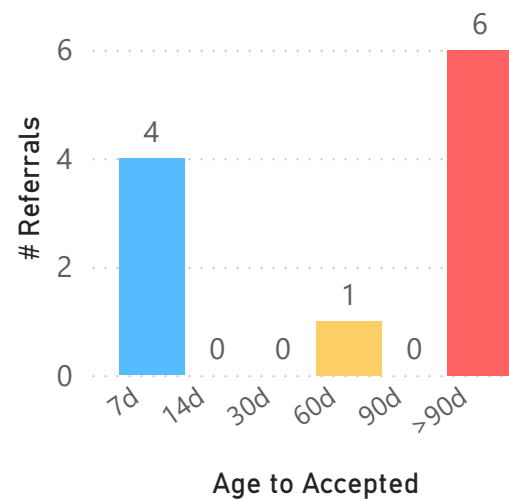
Reschedules by Days Pending



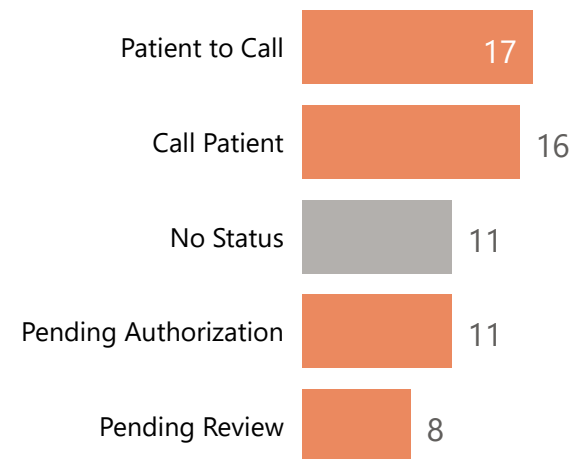
Referrals Pending Acceptance



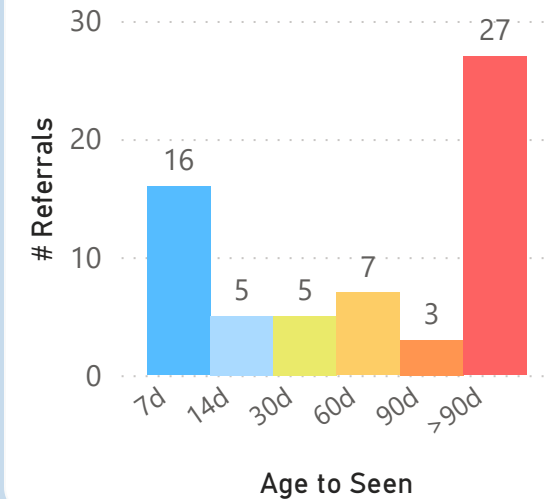
Pending Acceptance by Age



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:

Completed  8

Out of **134** referrals kept  
**94%** are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled  134

Linked in CRM  112

Out of **134** scheduled referrals  
**84%** have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs  64

with a Referral  35

Out of **64** patients in DSM messages  
**55%** have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In  134

Completed  134

Seen in CRM  112

Out of **134** referrals checked-in  
**84%** are seen in CRM  
**100%** 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	84%	10	8.40
% of Seen Referrals Tagged as Seen	84%	10	8.40
% of Seen Referrals that are Completed	100%	10	10.00
% of DSM Referrals with CRM Referral	55%	5	2.75

**38.95** points out of **45** points possible

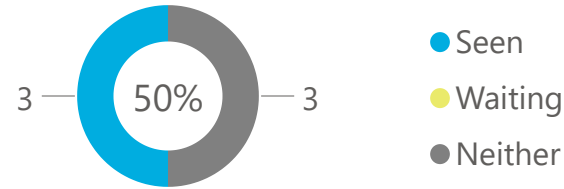
**87%** clinic score for CRM use



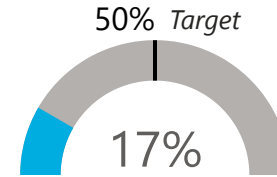
Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

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



Urgent Referrals Seen in 5 Days



Rate Compared to:

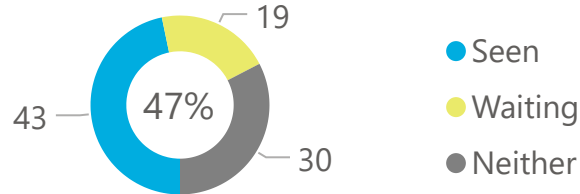
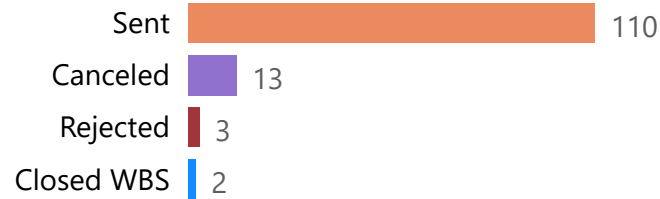
Prev. Month	0%
3 Months	4%
12 Months	13%

Over / Under Target:

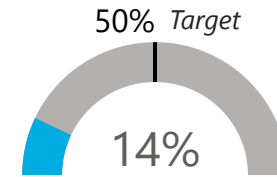
This Month	-33%
3 Months	-46%
12 Months	-37%

Routine Referrals After 30 Days

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



Routine Referrals Seen in 30 Days



Rate Compared to:

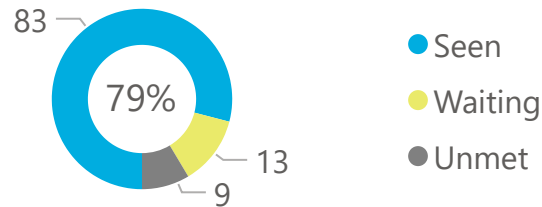
Prev. Month	40%
3 Months	30%
12 Months	57%

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:

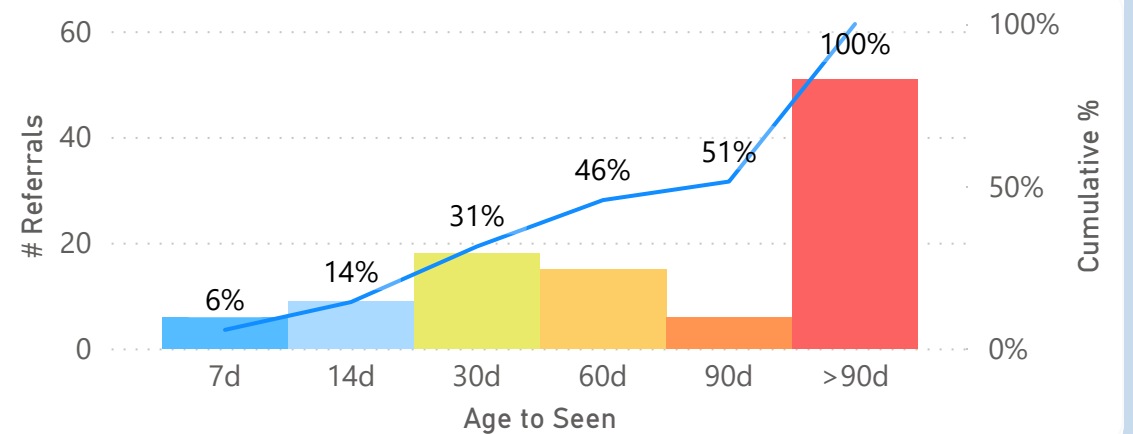
Accepted	94%
Scheduled	91%
Completed	62%

Median Times:

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

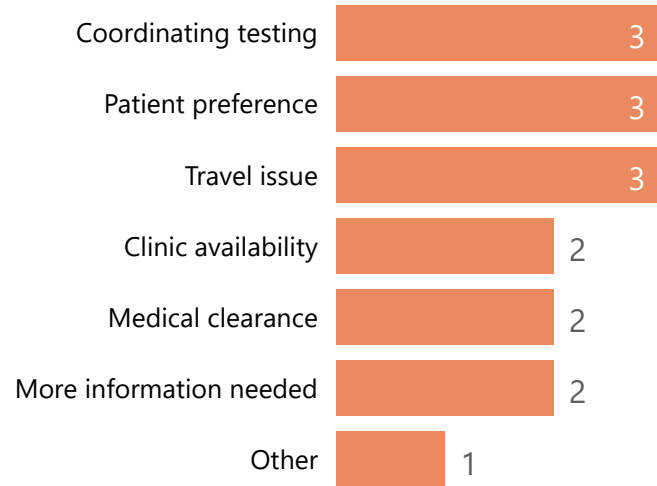
Days to See All Referrals - by Category with Cumulative %

Median 86 Days

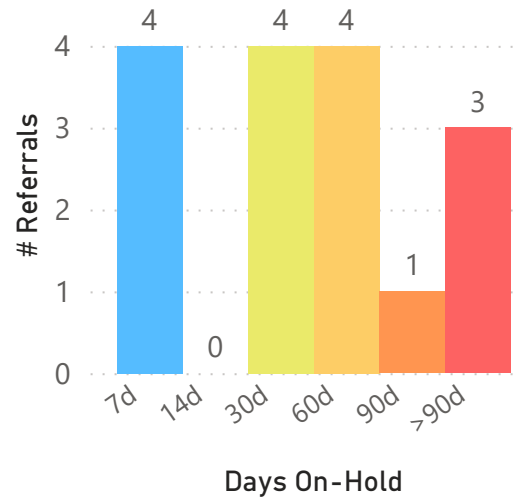


Breakouts of referrals in a hold or pending status sent any time prior to today's date

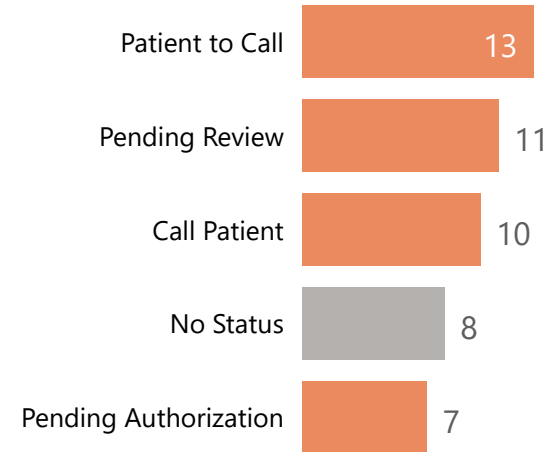
All Referrals On-Hold by Reason



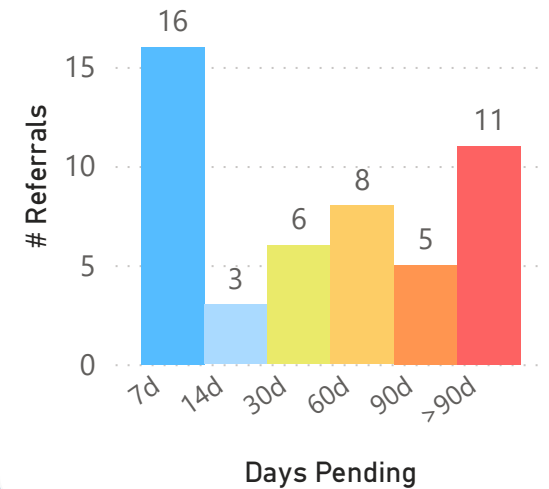
Referrals by Age of Hold



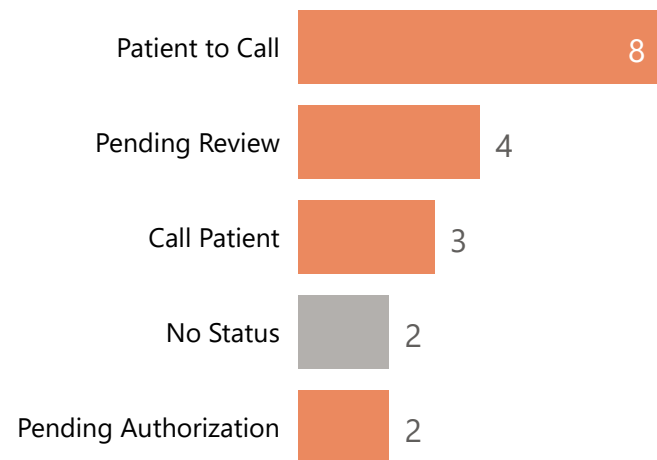
Referrals Pending Reschedule



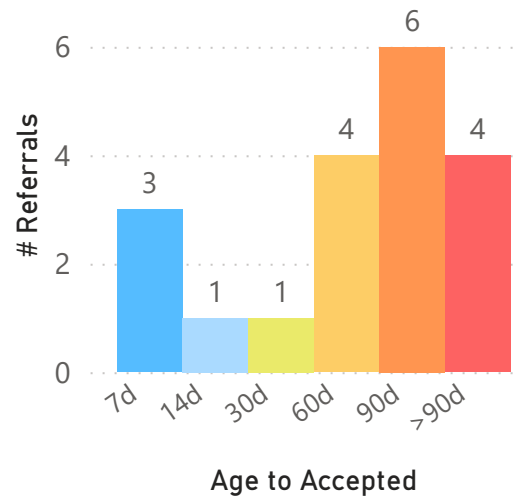
Reschedules by Days Pending



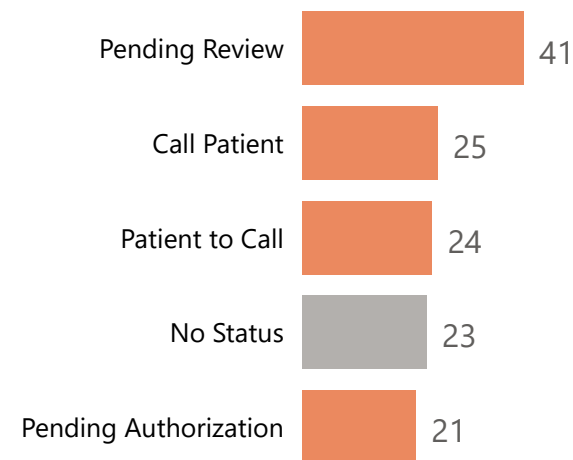
Referrals Pending Acceptance



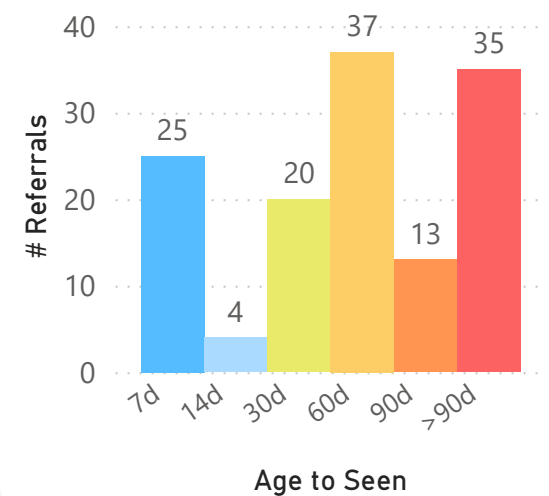
Pending Acceptance by Age



Referrals in Accepted Status



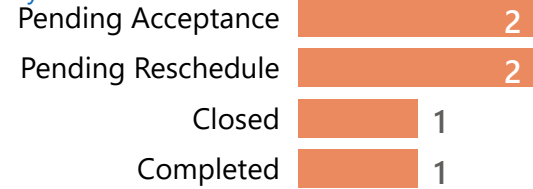
Accepted Status by Age



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

### Referrals Not Accepted in CRM after 90 Days

By Current Status:



Out of **105** referrals kept  
**94%** are accepted in CRM

### Referral Appointments Linked in CRM after 90 Days



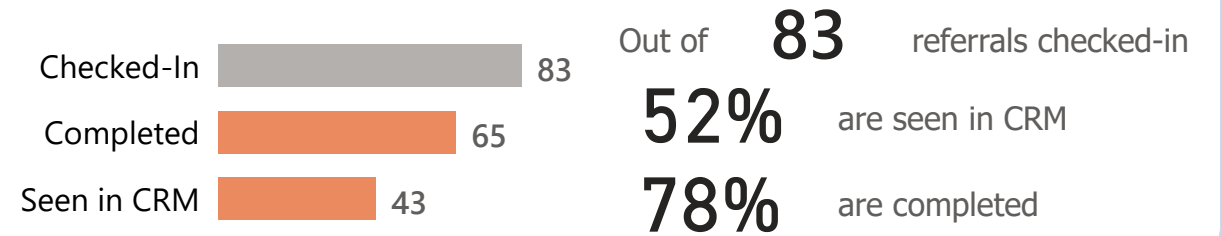
Out of **96** scheduled referrals  
**57%** have appointments linked in CRM

### Direct Secure Message Referrals in CRM after 90 Days



Out of **65** patients in DSM messages  
**77%** have a referral in CRM

### Referrals Seen in CRM after 90 Days



Out of **83** referrals checked-in  
**52%** are seen in CRM  
**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

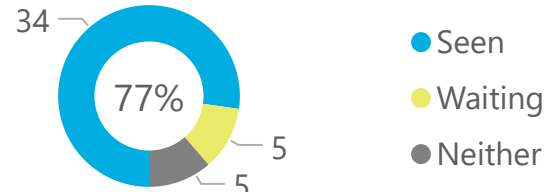
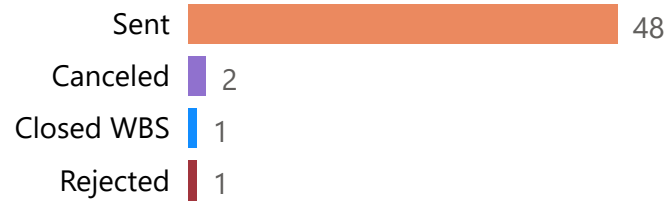
**31.95** points out of **45** points possible

**71%** clinic score for CRM use

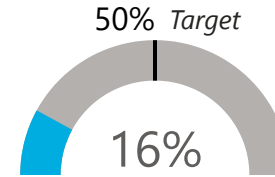
Referrals aged from date sent to date scheduled, date seen, or today's date

### Urgent Referrals After 5 Days

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



### Urgent Referrals Seen in 5 Days



Rate Compared to:

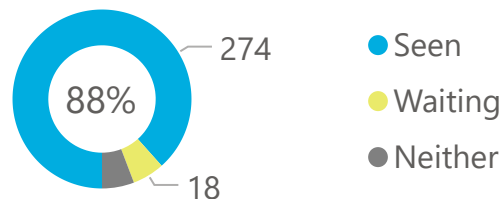
Prev. Month	22%
3 Months	14%
12 Months	15%

Over / Under Target:

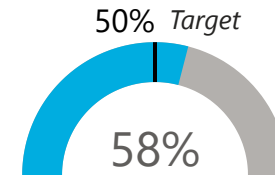
This Month	-34%
3 Months	-36%
12 Months	-35%

### Routine Referrals After 30 Days

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



### Routine Referrals Seen in 30 Days



Rate Compared to:

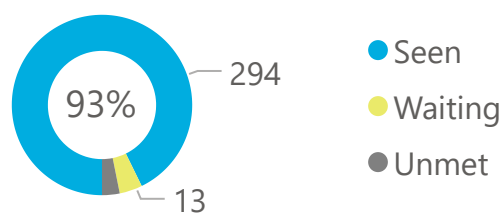
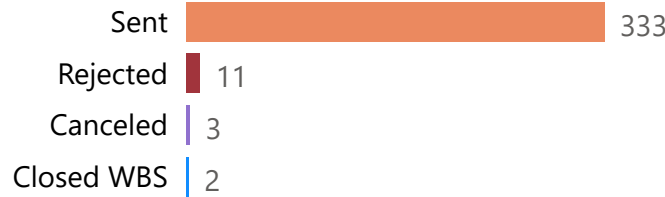
Prev. Month	48%
3 Months	56%
12 Months	60%

Over / Under Target:

This Month	8%
3 Months	6%
12 Months	10%

### Referrals After 90 Days

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



Process Milestones:



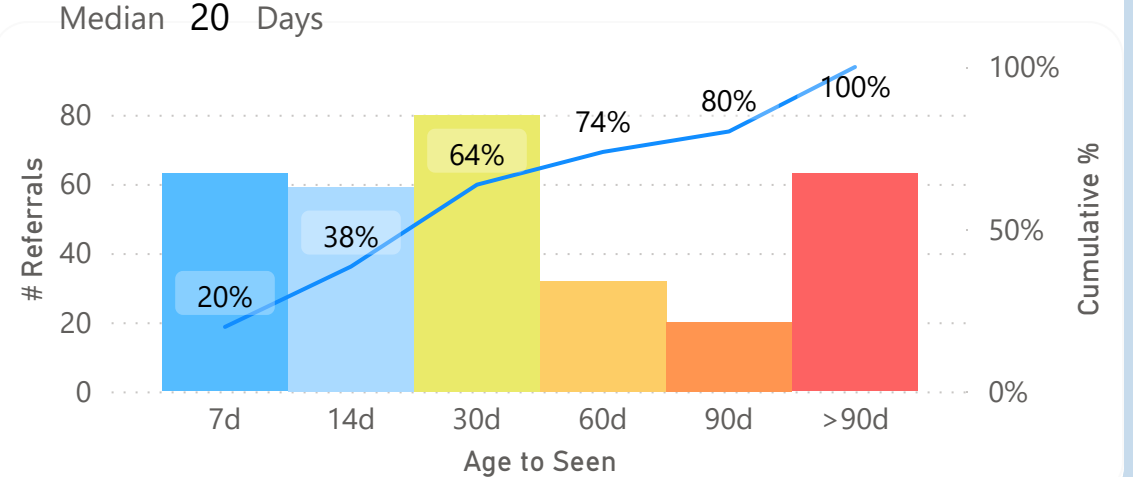
Process Rates:

Accepted	91%
Scheduled	97%
Completed	84%

Median Times:

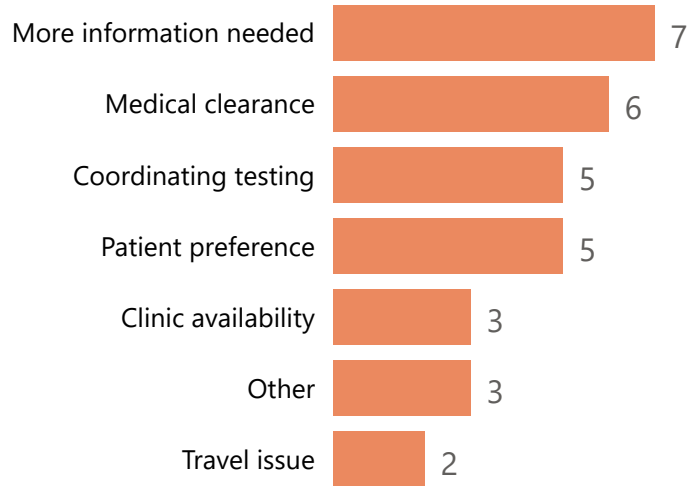
6 Days to Accept
7 Days to Schedule
65 Days to Complete

### Days to See All Referrals - by Category with Cumulative %

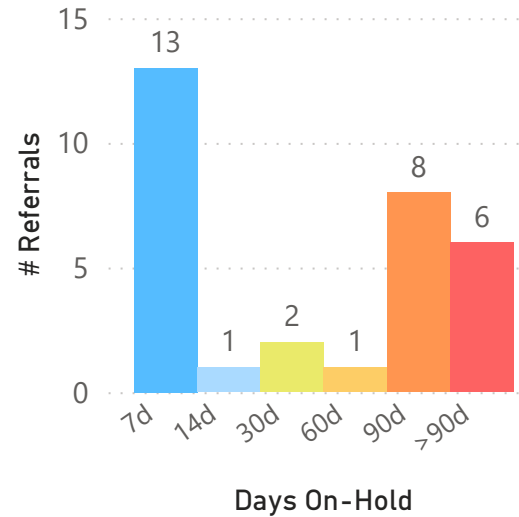


Breakouts of referrals in a hold or pending status sent any time prior to today's date

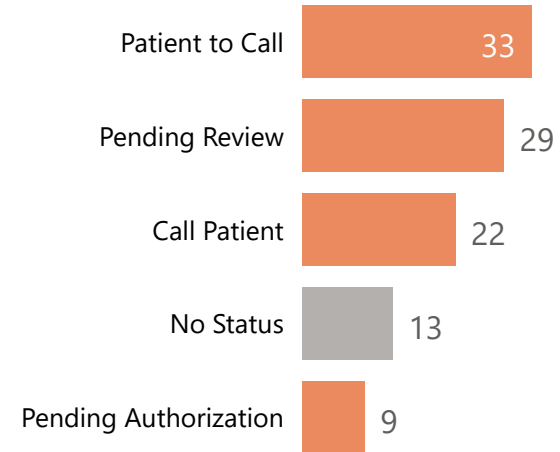
All Referrals On-Hold by Reason



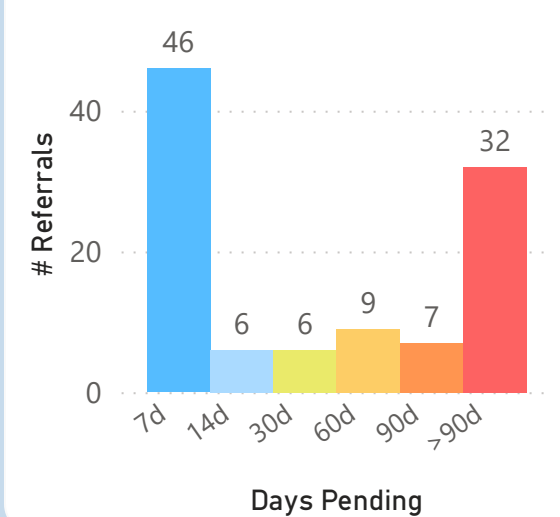
Referrals by Age of Hold



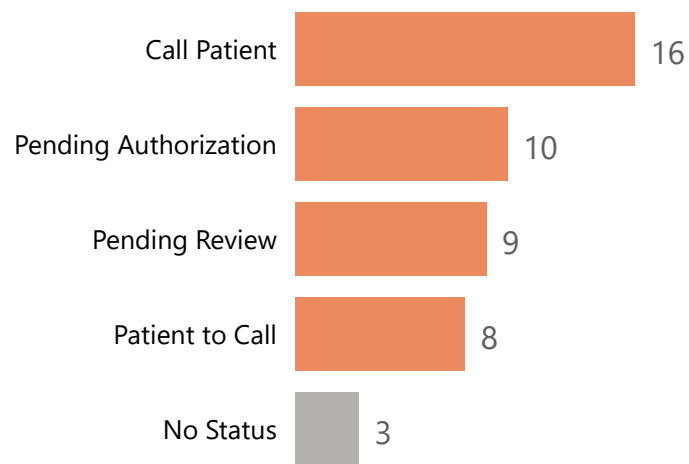
Referrals Pending Reschedule



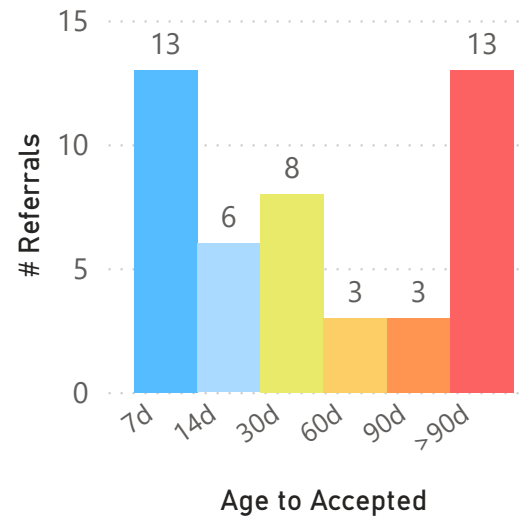
Reschedules by Days Pending



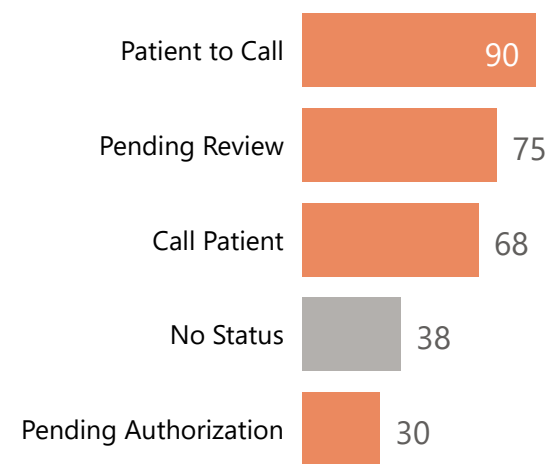
Referrals Pending Acceptance



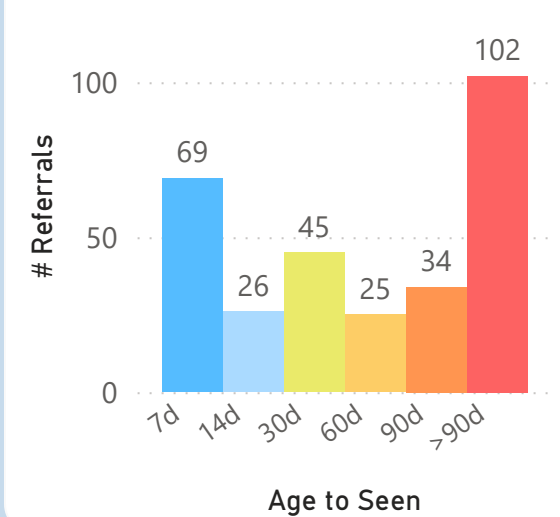
Pending Acceptance by Age



Referrals in Accepted Status



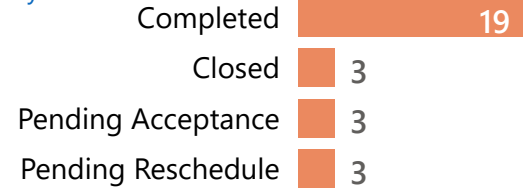
Accepted Status by Age



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

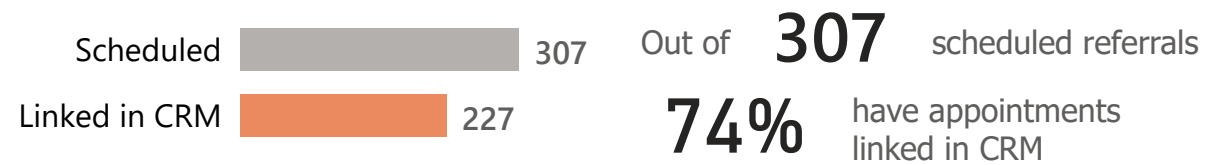
Referrals Not Accepted in CRM after 90 Days

By Current Status:

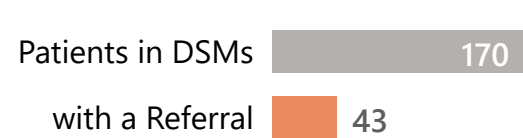


Out of **317** referrals kept  
**91%** are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

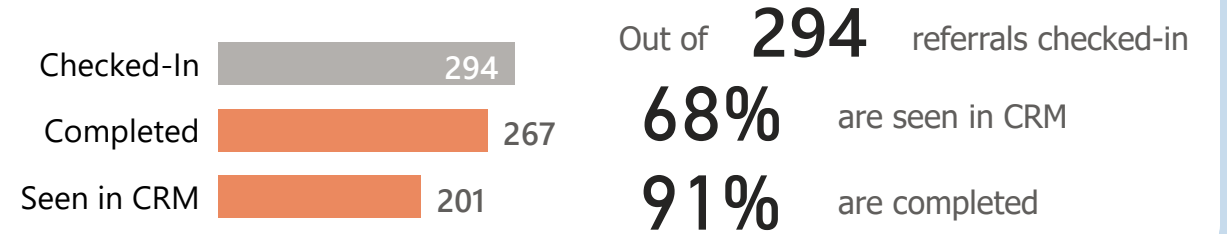


Direct Secure Message Referrals in CRM after 90 Days



Out of **170** patients in DSM messages  
**25%** 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	91%	10	9.10
% of Scheduled Referrals with Linked Appt	74%	10	7.40
% of Seen Referrals Tagged as Seen	68%	10	6.80
% of Seen Referrals that are Completed	91%	10	9.10
% of DSM Referrals with CRM Referral	25%	5	1.25

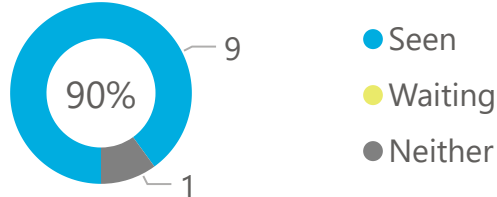
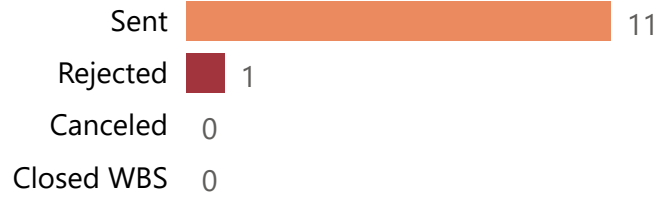
**33.65** points out of **45** points possible

**75%** clinic score for CRM use

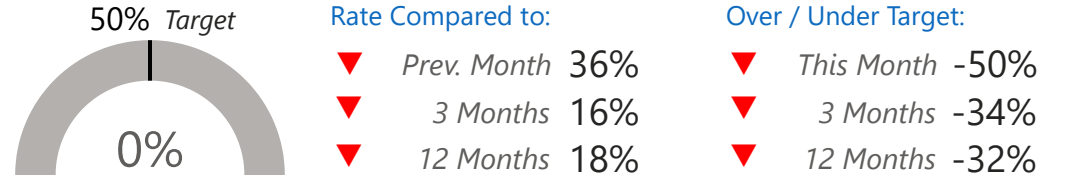
Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

Referrals sent 1/27/23 - 2/22/23

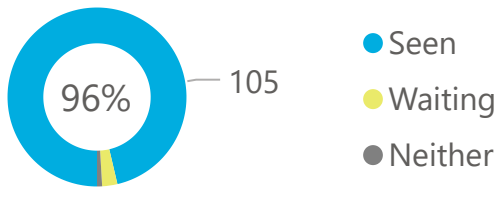


Urgent Referrals Seen in 5 Days

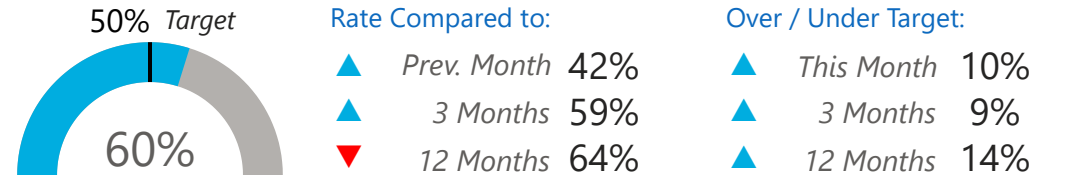


Routine Referrals After 30 Days

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

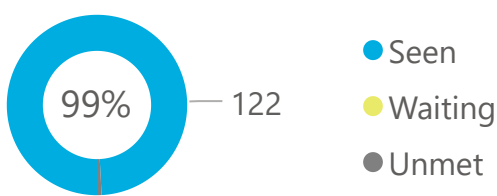


Routine Referrals Seen in 30 Days



Referrals After 90 Days

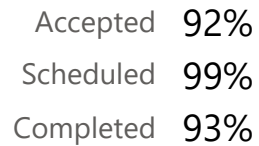
Referrals sent 11/3/22 - 11/30/22



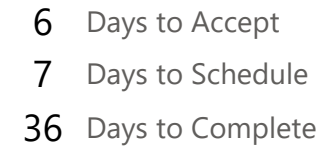
Process Milestones:



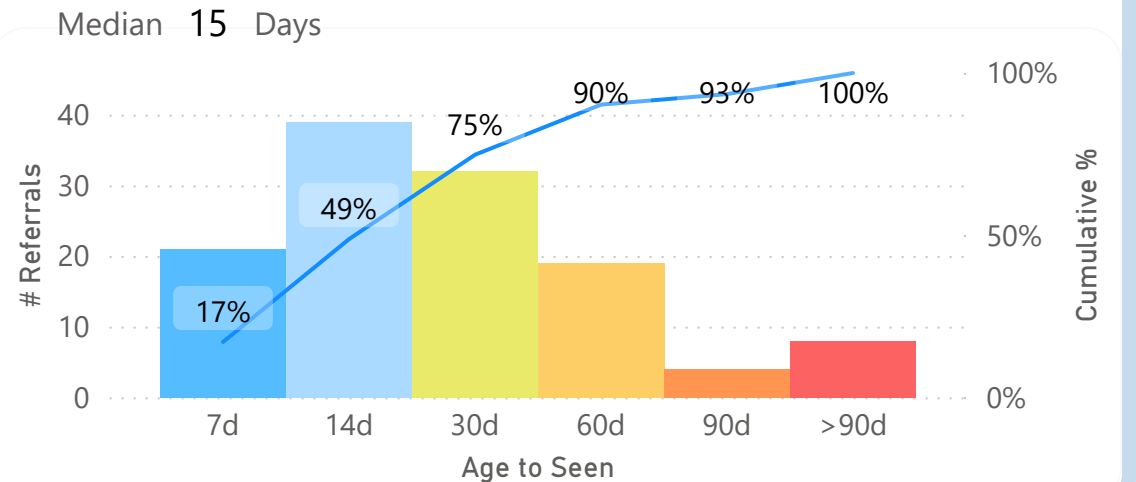
Process Rates:



Median Times:

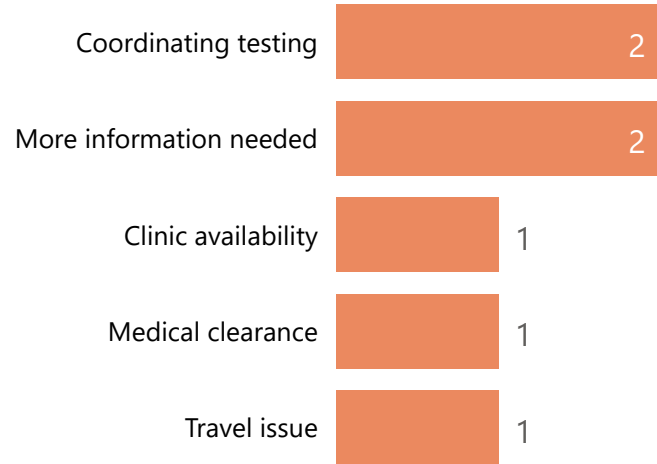


Days to See All Referrals - by Category with Cumulative %

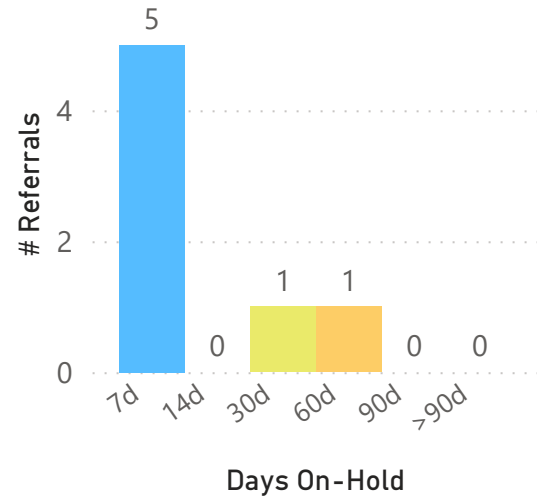


Breakouts of referrals in a hold or pending status sent any time prior to today's date

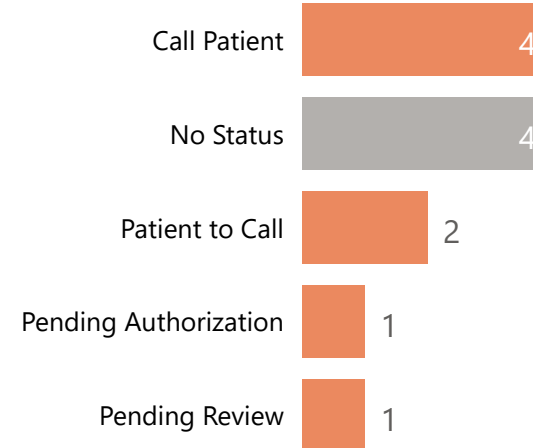
All Referrals On-Hold by Reason



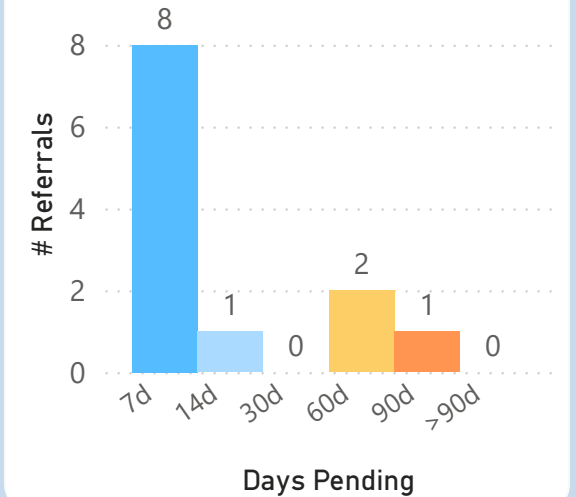
Referrals by Age of Hold



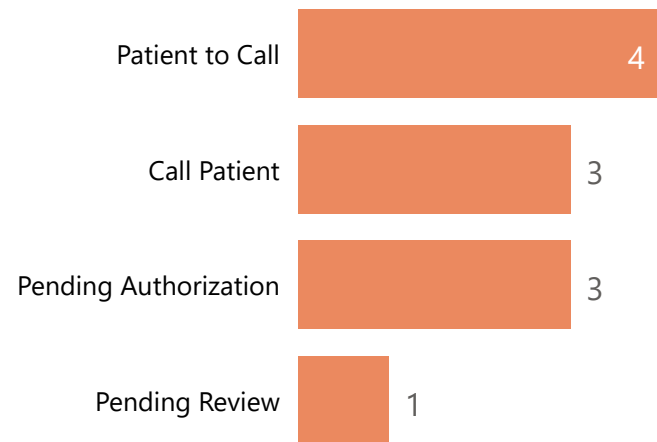
Referrals Pending Reschedule



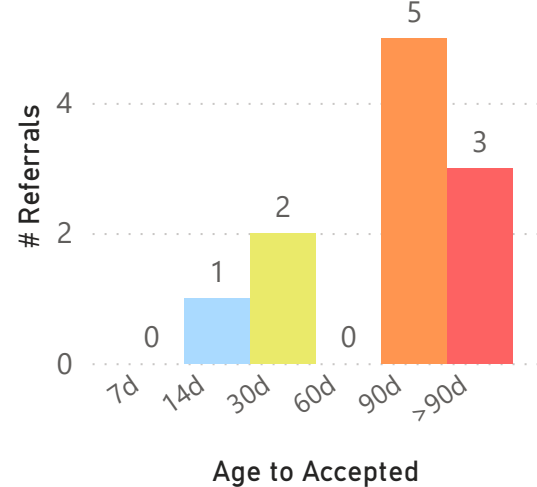
Reschedules by Days Pending



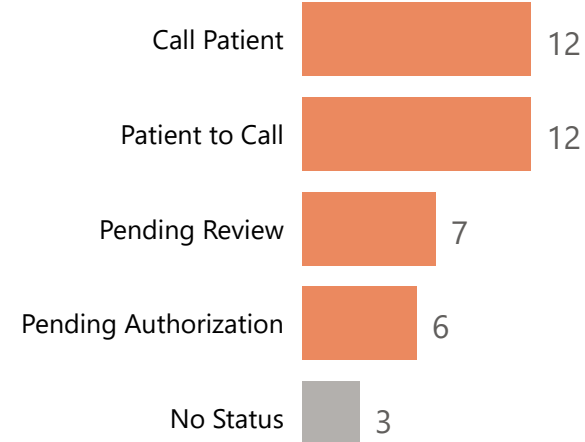
Referrals Pending Acceptance



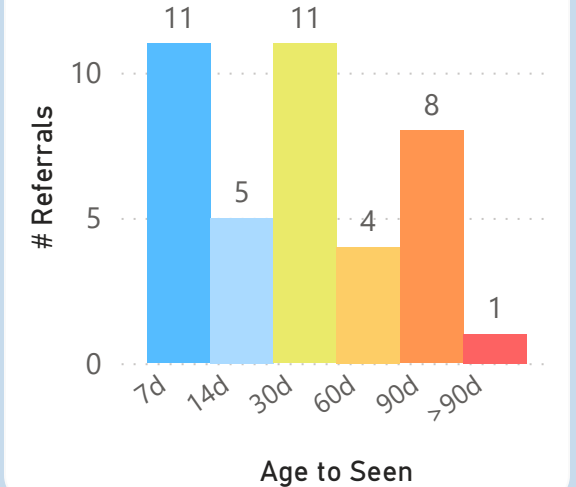
Pending Acceptance by Age



Referrals in Accepted Status



Accepted Status by Age





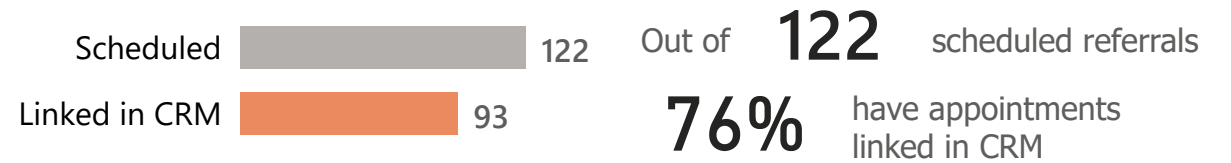
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

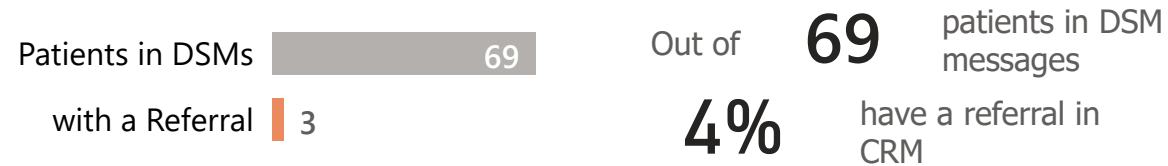
By Current Status:



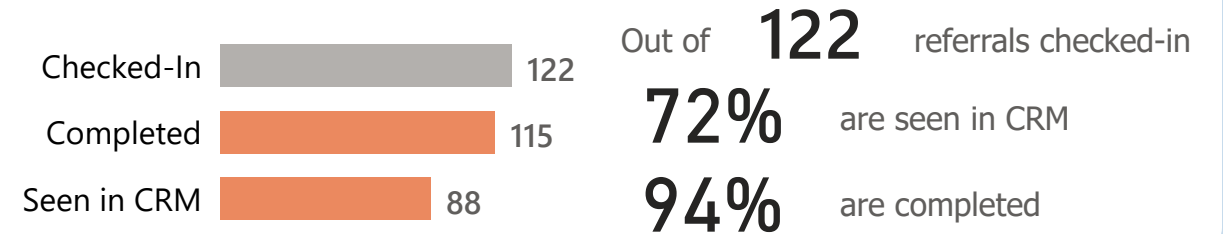
Referral Appointments Linked in CRM after 90 Days



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	76%	10	7.60
% of Seen Referrals Tagged as Seen	72%	10	7.20
% of Seen Referrals that are Completed	94%	10	9.40
% of DSM Referrals with CRM Referral	4%	5	0.20

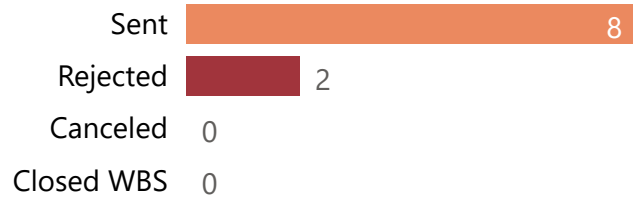
**33.60** points out of **45** points possible

**75%** clinic score for CRM use

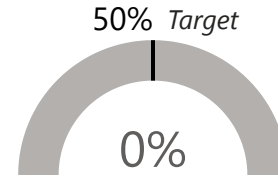
Referrals aged from date sent to date scheduled, date seen, or today's date

### Urgent Referrals After 5 Days

Referrals sent 1/27/23 - 2/22/23



### Urgent Referrals Seen in 5 Days



Rate Compared to:

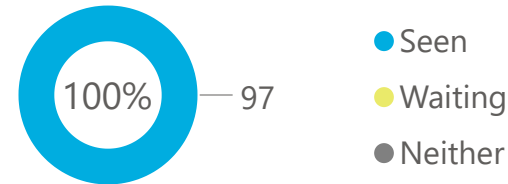
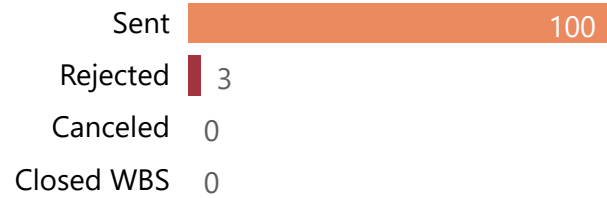
▼	Prev. Month	29%
▼	3 Months	17%
▲	12 Months	15%

Over / Under Target:

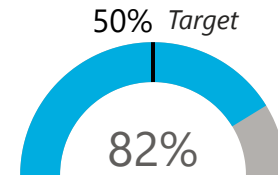
▼	This Month	-50%
▼	3 Months	-33%
▼	12 Months	-35%

### Routine Referrals After 30 Days

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



### Routine Referrals Seen in 30 Days



Rate Compared to:

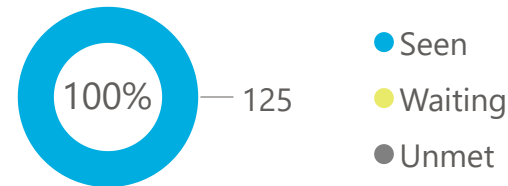
-	Prev. Month	82%
▲	3 Months	77%
▲	12 Months	74%

Over / Under Target:

▲	This Month	32%
▲	3 Months	27%
▲	12 Months	24%

### Referrals After 90 Days

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



Process Milestones:



Process Rates:

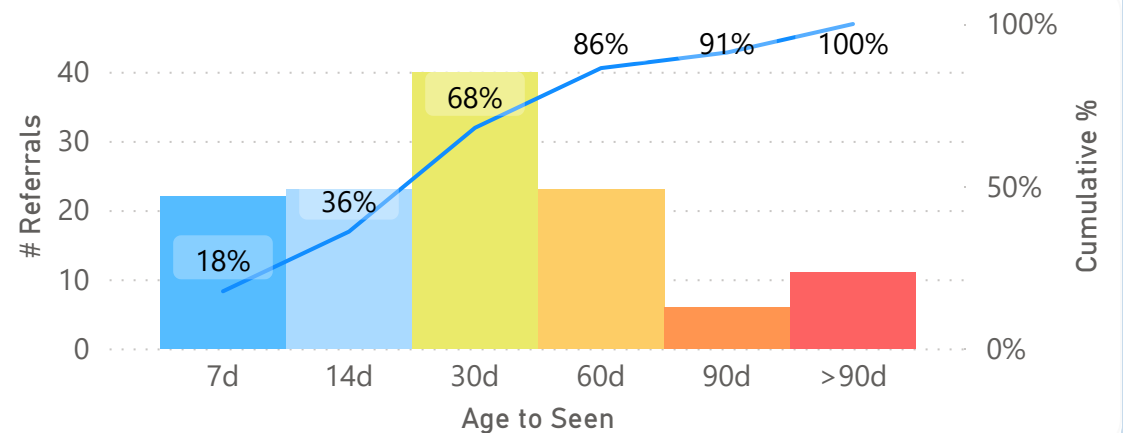
Accepted	93%
Scheduled	100%
Completed	96%

Median Times:

7 Days to Accept
8 Days to Schedule
42 Days to Complete

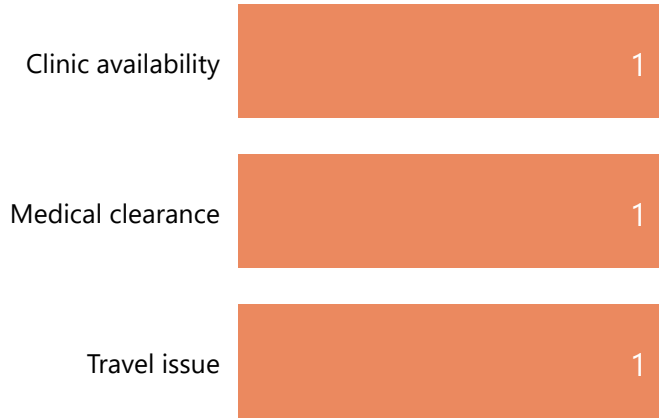
### Days to See All Referrals - by Category with Cumulative %

Median 18 Days

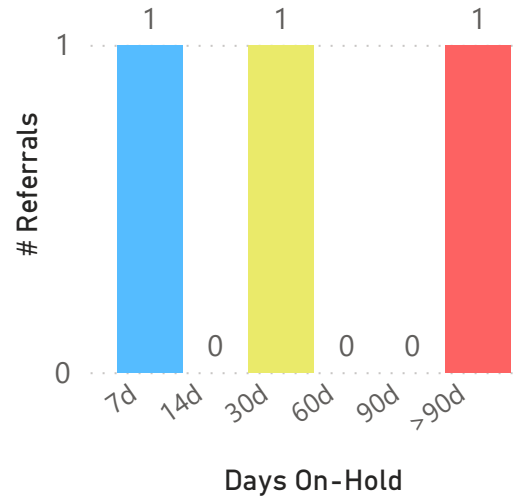


Breakouts of referrals in a hold or pending status sent any time prior to today's date

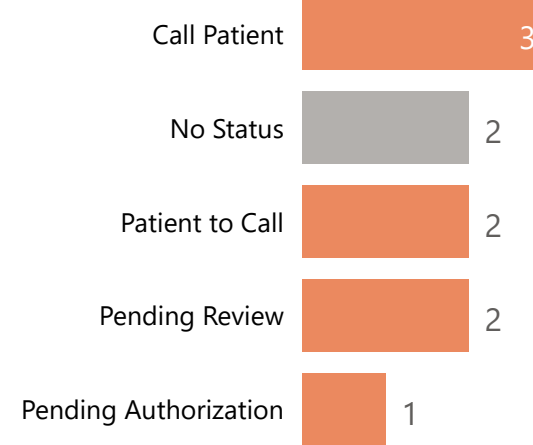
All Referrals On-Hold by Reason



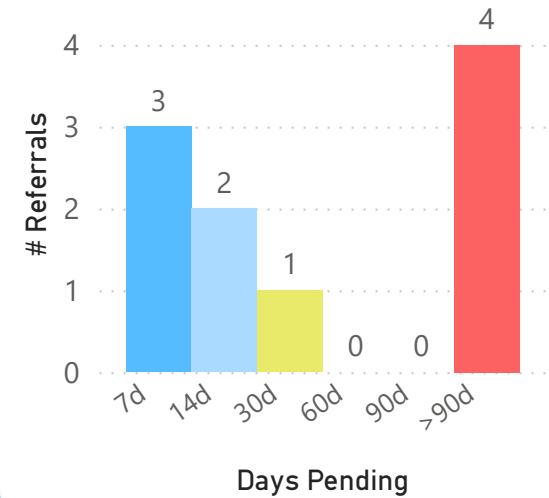
Referrals by Age of Hold



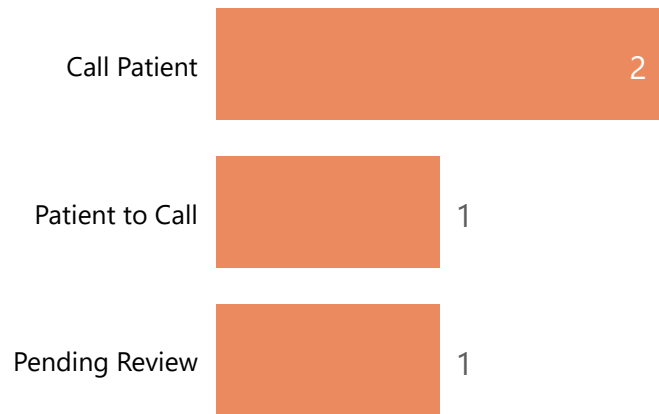
Referrals Pending Reschedule



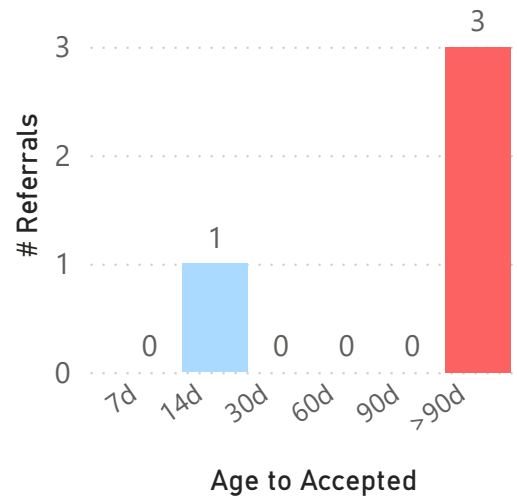
Reschedules by Days Pending



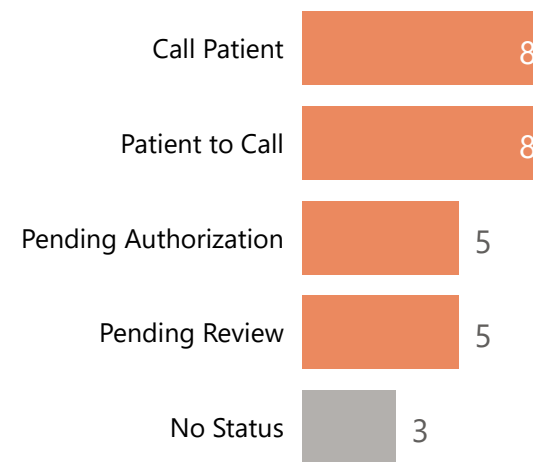
Referrals Pending Acceptance



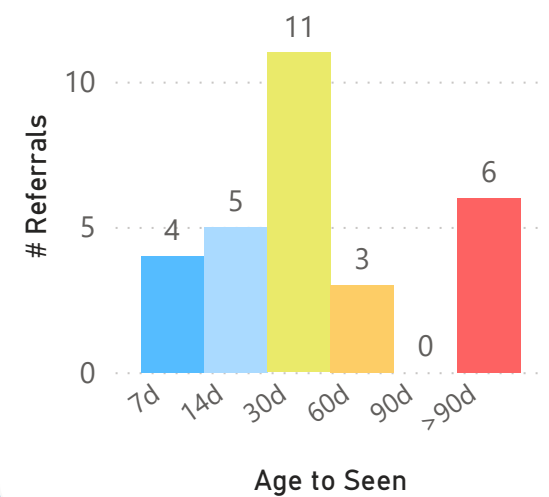
Pending Acceptance by Age



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:

Completed  8

Closed  1

Out of **125** referrals kept

**93%** are accepted in CRM

Referral Appointments Linked in CRM after 90 Days

Scheduled  125

Linked in CRM  93

Out of **125** scheduled referrals

**74%** have appointments linked in CRM

Direct Secure Message Referrals in CRM after 90 Days

Patients in DSMs  76

with a Referral  51

Out of **76** patients in DSM messages

**67%** have a referral in CRM

Referrals Seen in CRM after 90 Days

Checked-In  125

Completed  120

Seen in CRM  91

Out of **125** referrals checked-in

**73%** are seen in CRM

**96%** are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	93%	10	9.30
% of Scheduled Referrals with Linked Appt	74%	10	7.40
% of Seen Referrals Tagged as Seen	73%	10	7.30
% of Seen Referrals that are Completed	96%	10	9.60
% of DSM Referrals with CRM Referral	67%	5	3.35

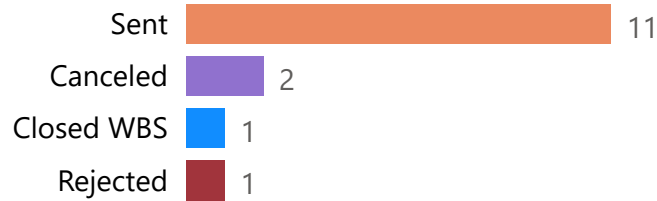
**36.95** points out of **45** points possible

**82%** clinic score for CRM use

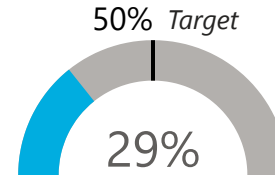
Referrals aged from date sent to date scheduled, date seen, or today's date

Urgent Referrals After 5 Days

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



Urgent Referrals Seen in 5 Days



Rate Compared to:

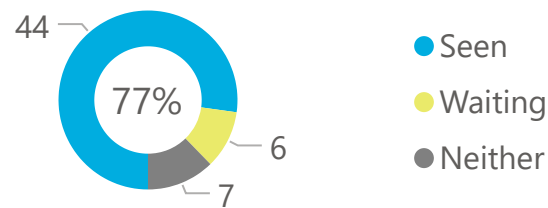
Prev. Month	38%
3 Months	22%
12 Months	16%

Over / Under Target:

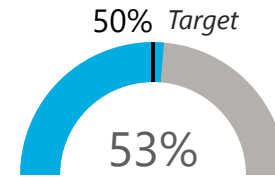
This Month	-21%
3 Months	-28%
12 Months	-34%

Routine Referrals After 30 Days

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



Routine Referrals Seen in 30 Days



Rate Compared to:

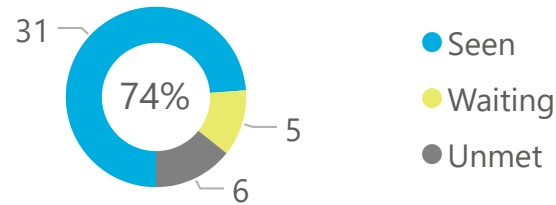
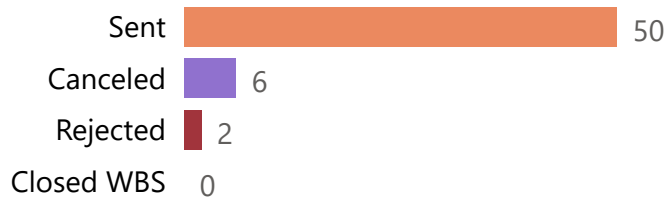
Prev. Month	74%
3 Months	57%
12 Months	56%

Over / Under Target:

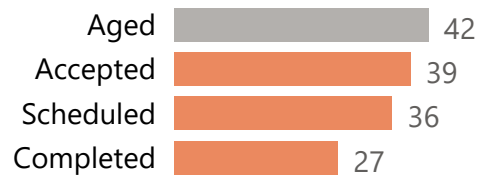
This Month	3%
3 Months	7%
12 Months	6%

Referrals After 90 Days

Referrals sent 11/4/22 - 11/30/22



Process Milestones:



Process Rates:

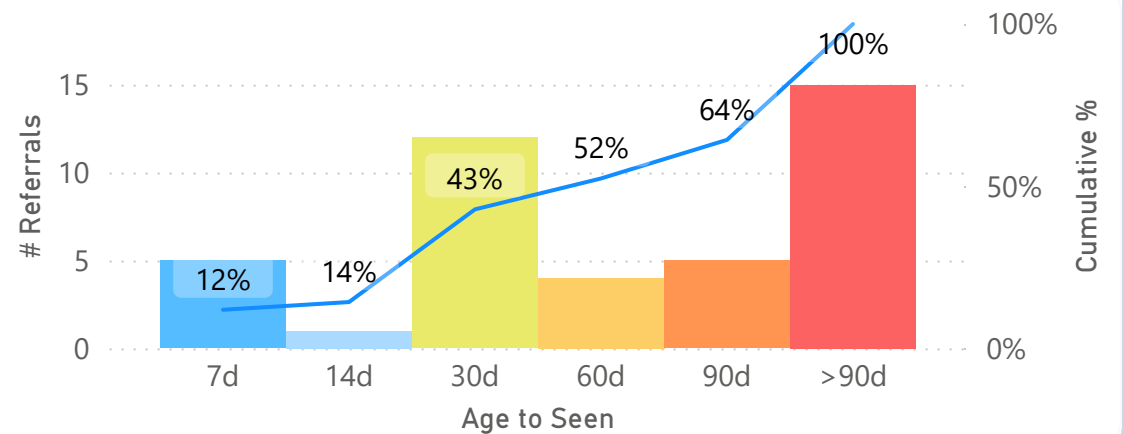
Accepted	93%
Scheduled	86%
Completed	64%

Median Times:

8 Days to Accept
10 Days to Schedule
97 Days to Complete

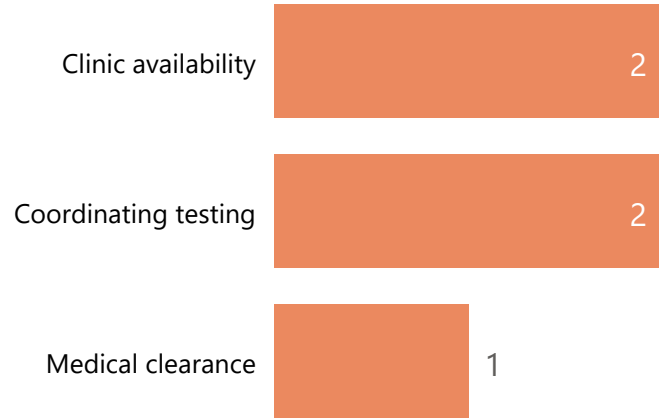
Days to See All Referrals - by Category with Cumulative %

Median 55 Days

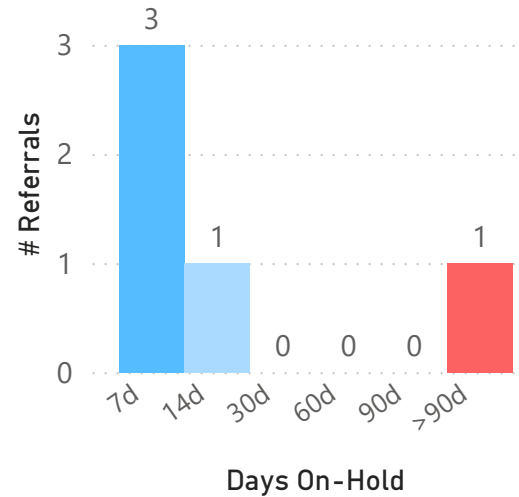


Breakouts of referrals in a hold or pending status sent any time prior to today's date

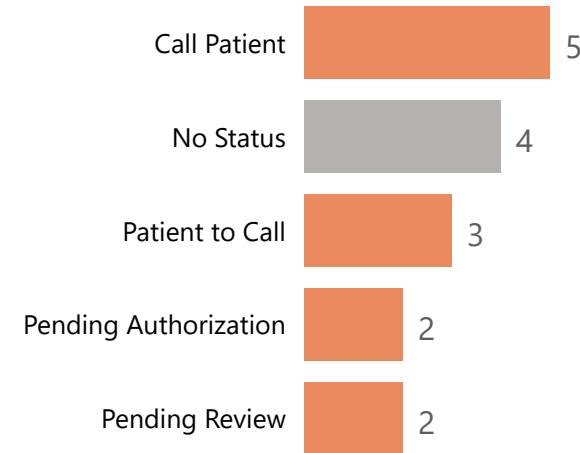
All Referrals On-Hold by Reason



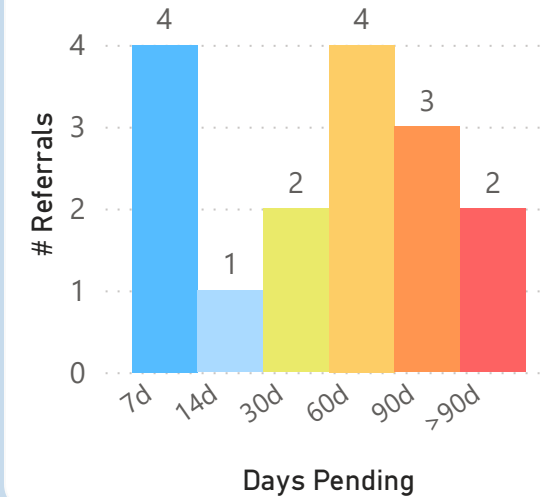
Referrals by Age of Hold



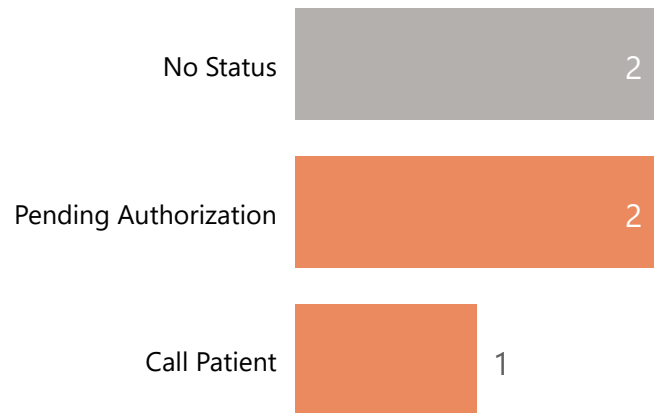
Referrals Pending Reschedule



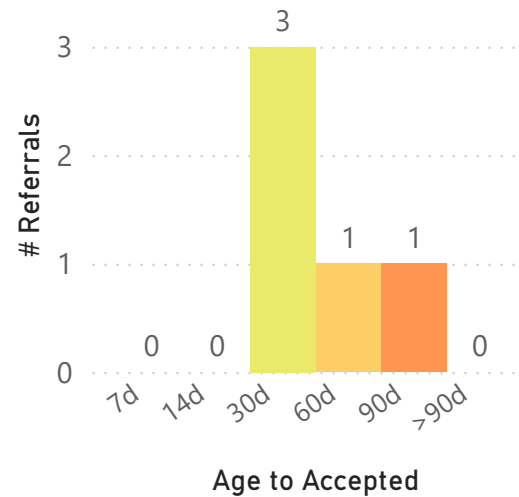
Reschedules by Days Pending



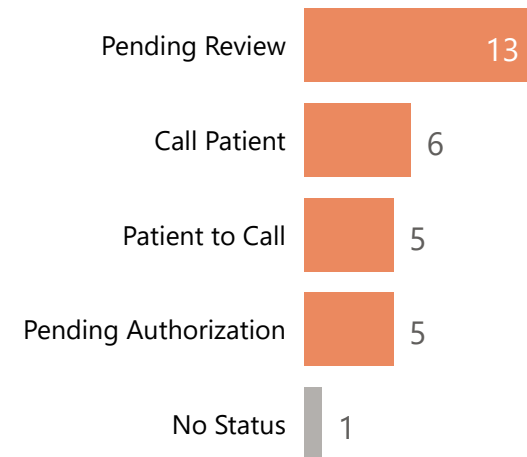
Referrals Pending Acceptance



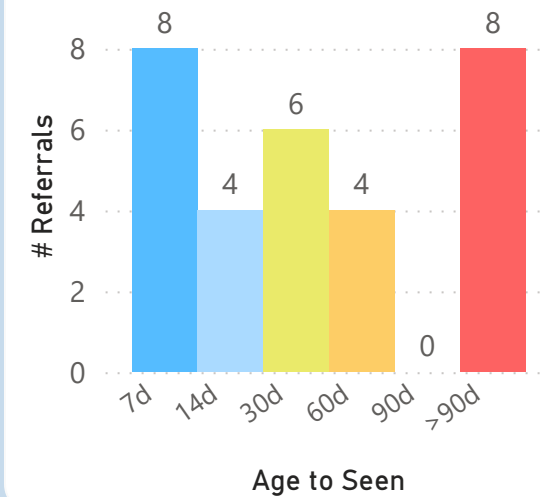
Pending Acceptance by Age



Referrals in Accepted Status



Accepted Status by Age



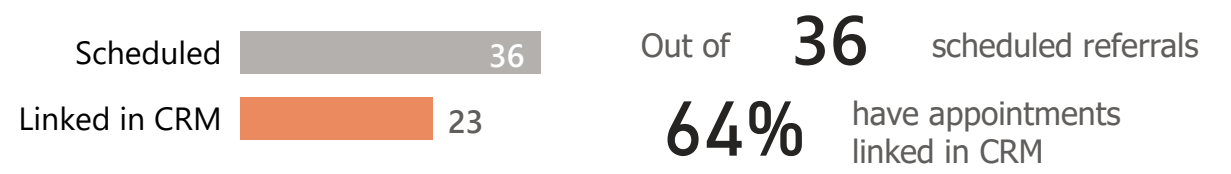
Referrals tracked using the Clinic Referral Management system versus the Schedule Book

Referrals Not Accepted in CRM after 90 Days

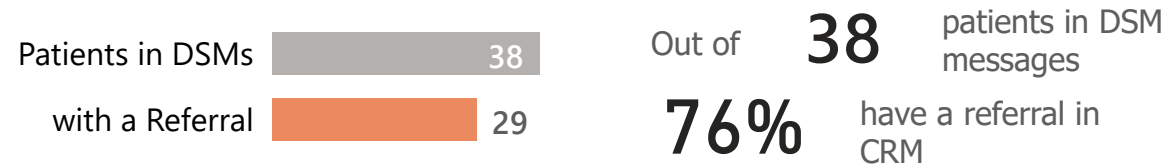
By Current Status:



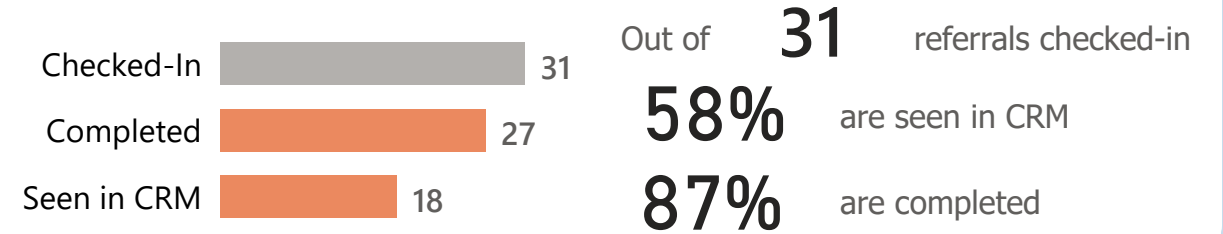
Referral Appointments Linked in CRM after 90 Days



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	93%	10	9.30
% of Scheduled Referrals with Linked Appt	64%	10	6.40
% of Seen Referrals Tagged as Seen	58%	10	5.80
% of Seen Referrals that are Completed	87%	10	8.70
% of DSM Referrals with CRM Referral	76%	5	3.80

**34.00** points out of **45** points possible

**76%** clinic score for CRM use