

Specialty Clinics

Referral Volume and Throughput

Sunday, November 12, 2023



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

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

An example of work by Steven J Leathard

Specialty Clinics REFERRALS

Report of referral ages for February 2023

Processing times for referrals aged from date sent to date scheduled, or today's date

Days to Schedule Referred Patients

28 Day Median

8 Days - 0d

91 Day Median

8 Days - 0d

182 Day Median

8 Days - 0d

364 Day Median

8 Days

Days to Schedule Referred Patients By Clinic

Clinic	# Referrals Sent 90d Prior	% Scheduled After 90d	28 Day Median Days to Schedule	Days to Schedule vs. 91d Median	91 Day Median Days to Schedule
Audiology	105	81%	9.00	▲ 1.00	8.00
Cardiology	119	98%	8.00	- 0.00	8.00
Dermatology	110	93%	10.00	▲ 2.00	8.00
Endocrinology	106	80%	17.50	▲ 0.50	17.00
Gastroenterology	110	100%	7.00	▼ -2.00	9.00
Hepatology	97	100%	7.00	▼ -1.00	8.00
Immunology	168	78%	35.50	▲ 27.50	8.00
Internal Medicine	534	93%	8.00	- 0.00	8.00
Maternal Fetal Medicine	245	98%	7.00	- 0.00	7.00
Nephrology	113	100%	7.00	- 0.00	7.00
Neurology	228	86%	8.00	- 0.00	8.00
Oncology	611	93%	8.00	- 0.00	8.00
Ophthalmology	122	100%	6.00	▼ -1.00	7.00
Orthopedics	360	81%	12.00	▲ 4.00	8.00
Otolaryngology	122	94%	7.00	- 0.00	7.00
Pain Management	136	100%	7.00	▼ -1.00	8.00
Podiatry	111	91%	10.00	▲ 2.00	8.00
Pulmonology	333	97%	7.00	▼ -1.00	8.00
Rheumatology	126	99%	7.00	- 0.00	7.00
Sleep Disorders Laboratory	127	100%	8.00	▲ 1.00	7.00
Urology	50	86%	10.00	▲ 2.50	7.50

Specialty Clinics REFERRALS

Report of referral ages for February 2023

Processing times for referrals aged from date sent to date scheduled, or today's date

Days to See Referred Patients

28 Day Median
25 Days ▲ 2d

91 Day Median
23 Days ▲ 2d

182 Day Median
21 Days ▲ 1d

364 Day Median
20 Days

Days to See Referred Patients By Clinic

Clinic	# Referrals Sent 90d Prior	% Seen After 90d	28 Day Median Days to Seen	Days to Seen vs. 91d Median	91 Day Median Days to Seen
Audiology	105	60%	97.00	▲ 65.00	32.00
Cardiology	119	97%	18.00	▼ -5.00	23.00
Dermatology	110	87%	29.00	▲ 5.00	24.00
Endocrinology	106	61%	99.50	▼ -6.50	106.00
Gastroenterology	110	100%	14.00	▼ -15.00	29.00
Hepatology	97	100%	14.00	▼ -5.00	19.00
Immunology	168	60%	97.50	▲ 74.50	23.00
Internal Medicine	534	87%	25.00	- 0.00	25.00
Maternal Fetal Medicine	245	96%	19.00	▼ -3.00	22.00
Nephrology	113	100%	15.00	▲ 1.00	14.00
Neurology	228	76%	34.00	▲ 12.00	22.00
Oncology	611	87%	27.00	▲ 3.00	24.00
Ophthalmology	122	100%	15.00	- 0.00	15.00
Orthopedics	360	66%	93.00	▲ 66.00	27.00
Otolaryngology	122	88%	24.00	▲ 6.00	18.00
Pain Management	136	100%	15.00	▼ -9.00	24.00
Podiatry	111	79%	86.00	▲ 56.00	30.00
Pulmonology	333	93%	20.00	▼ -7.00	27.00
Rheumatology	126	99%	15.00	▲ 2.00	13.00
Sleep Disorders Laboratory	127	100%	18.00	▼ -1.00	19.00
Urology	50	74%	55.00	▲ 31.00	24.00

Clinic performance relative to targets and the process aim for routine referrals

Routine Referral Throughput

Rate Seen in 30d

57% ▲ 5%

91 Day Rate

52% ▼ -3%

182 Day Rate

56% ▼ -4%

364 Day Rate

60%

Routine Referral Performance and Improvement Direction

Clinic	28 Day % Seen in 30d	91 Day % Seen in 30d	Performance vs. Target 91 Day, 182 Day, 364 Day	Improvement Direction vs. 91 Day, 182 Day, 364 Day
Audiology	23%	38%	▼▼▲ Falling	▼▼▼ Falling
Cardiology	36%	48%	▼▲▲ Performer	▼▼▼ Falling
Dermatology	48%	57%	▲▲▲ Consistent Performer	▼▲▼ Setback Recovery
Endocrinology	60%	35%	▼▼▼ Consistently Under	▲▲▼ Rising Recovery
Gastroenterology	71%	56%	▲▼▲ Bouncing Back	▲▲▼ Rising Recovery
Hepatology	83%	80%	▲▲▲ Consistent Performer	▲▲▲ Rising
Immunology	58%	47%	▼▲▲ Performer	▲▼▼ Turning Upward
Internal Medicine	59%	54%	▲▲▲ Consistent Performer	▲▼▼ Turning Upward
Maternal Fetal Medicine	51%	55%	▲▲▲ Consistent Performer	▼▲▼ Setback Recovery
Nephrology	78%	59%	▲▲▲ Consistent Performer	▲▼▼ Turning Upward
Neurology	69%	54%	▲▲▲ Consistent Performer	▲▼▼ Turning Upward
Oncology	53%	46%	▼▲▲ Performer	▲▼▼ Turning Upward
Ophthalmology	51%	49%	▼▲▲ Performer	▲▼▼ Turning Upward
Orthopedics	50%	37%	▼▼▲ Falling	▲▼▼ Turning Upward
Otolaryngology	70%	52%	▲▲▲ Consistent Performer	▲▼▲ Bouncing Back
Pain Management	67%	73%	▲▲▲ Consistent Performer	▼▲▲ Rising
Podiatry	14%	31%	▼▼▲ Falling	▼▼▼ Falling
Pulmonology	58%	55%	▲▲▲ Consistent Performer	▲▲▼ Rising Recovery
Rheumatology	59%	59%	▲▲▲ Consistent Performer	▲▼▲ Bouncing Back
Sleep Disorders Laboratory	82%	76%	▲▲▲ Consistent Performer	▲▲▼ Rising Recovery
Urology	52%	56%	▲▲▲ Consistent Performer	▼▼▲ Falling

Clinic performance relative to targets and the process aim for urgent referrals

Urgent Referral Throughput

Rate Seen in 5d

15% ▲ 1%

91 Day Rate

14% ▼ -1%

182 Day Rate

15% - 0%

364 Day Rate

15%

Urgent Referral Performance and Improvement Direction

Clinic	28 Day % Seen in 5d	91 Day % Seen in 5d	Performance vs. Target 91 Day, 182 Day, 364 Day	Improvement Direction vs. 91 Day, 182 Day, 364 Day
Audiology	0%	22%	▼▼▼ Consistently Under	▼▲▼ Setback Recovery
Cardiology	20%	14%	▼▼▼ Consistently Under	▲▲▼ Rising Recovery
Dermatology	17%	14%	▼▼▼ Consistently Under	▲▼▼ Turning Upward
Endocrinology	38%	21%	▼▼▼ Consistently Under	▲▲▲ Rising
Gastroenterology	0%	3%	▼▼▼ Consistently Under	▼▼▼ Falling
Hepatology	8%	15%	▼▼▼ Consistently Under	▼-▼ Setback Recovery
Immunology	22%	16%	▼▼▼ Consistently Under	▲▼- Bouncing Back
Internal Medicine	15%	15%	▼▼▼ Consistently Under	-▼▲ Bouncing Back
Maternal Fetal Medicine	17%	21%	▼▼▼ Consistently Under	▼▲▲ Rising
Nephrology	36%	19%	▼▼▼ Consistently Under	▲▲- Rising
Neurology	16%	13%	▼▼▼ Consistently Under	▲▼▼ Turning Upward
Oncology	13%	11%	▼▼▼ Consistently Under	▲▼▼ Turning Upward
Ophthalmology	6%	9%	▼▼▼ Consistently Under	▼▼▲ Falling
Orthopedics	14%	9%	▼▼▼ Consistently Under	▲▼▼ Turning Upward
Otolaryngology	7%	5%	▼▼▼ Consistently Under	▲▼▲ Bouncing Back
Pain Management	18%	16%	▼▼▼ Consistently Under	▲▲▲ Rising
Podiatry	17%	4%	▼▼▼ Consistently Under	▲▼▼ Turning Upward
Pulmonology	16%	14%	▼▼▼ Consistently Under	▲▲▼ Rising Recovery
Rheumatology	0%	17%	▼▼▼ Consistently Under	▼▼▲ Falling
Sleep Disorders Laboratory	0%	17%	▼▼▼ Consistently Under	▼▲▼ Setback Recovery
Urology	29%	22%	▼▼▼ Consistently Under	▲▲▲ Rising

Specialty Clinics REFERRALS

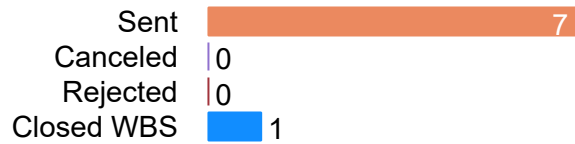
Report of the referral conversion process in the Audiology clinic for **February 2023**

Measures of conversion throughput for referrals sent to specialty clinics and aged to the date seen or to today's date

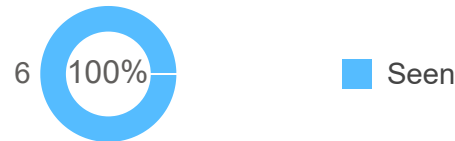
Urgent Referrals After 5d

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

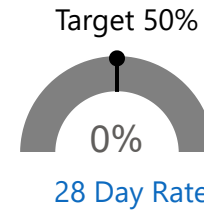
Referrals Sent



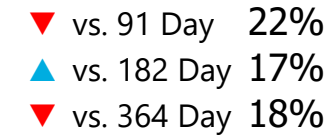
Percent Seen



Urgent Referrals Seen in 5d



Moving Rates



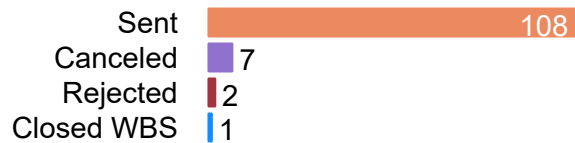
Moving Over/Under Target



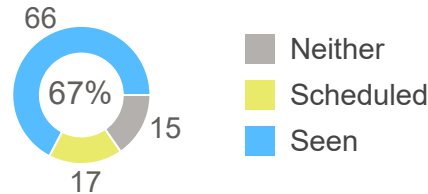
Routine Referrals After 30d

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

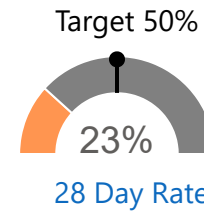
Referrals Sent



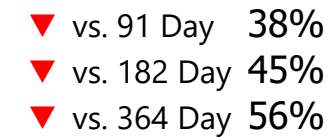
Percent Seen



Routine Referrals Seen in 30d



Moving Rates



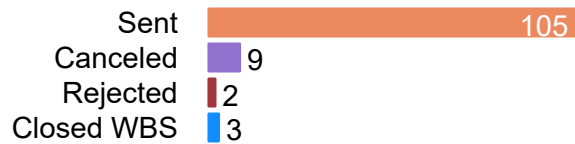
Moving Over/Under Target



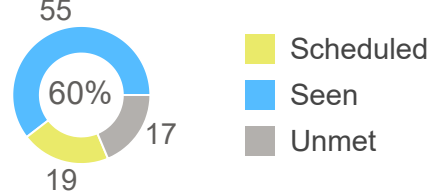
Referrals After 90d

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

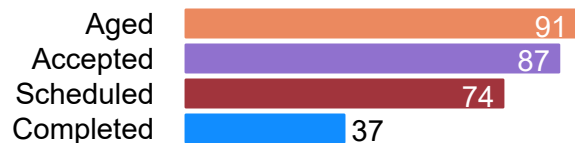
Referrals Sent



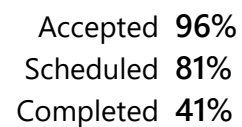
Percent Seen



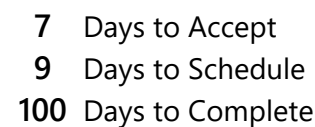
Process Milestones



Process Rates

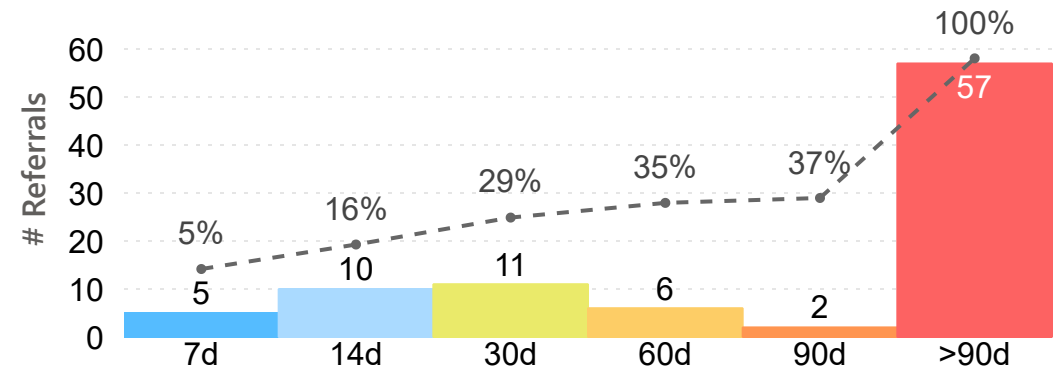


28 Day Median Times



Days to See All Referrals

Median 97 Days to Seen

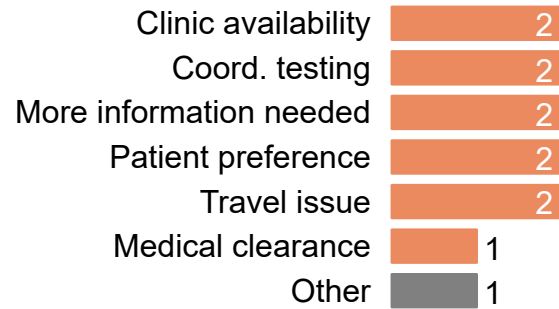


Specialty Clinics REFERRALS

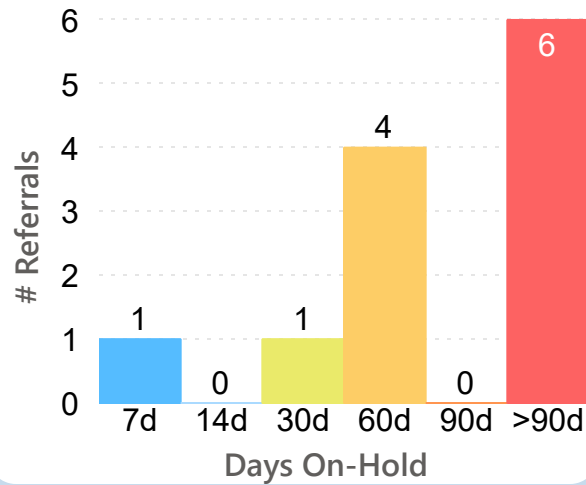
Report of the referral conversion process in the Audiology clinic for **February 2023**

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

Referrals On-Hold by Reason

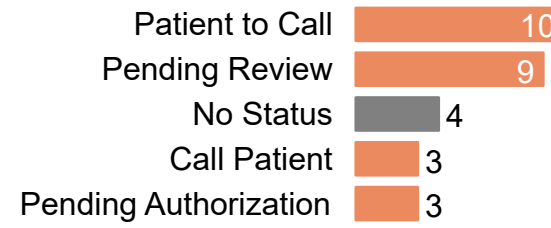


Referrals by Age of Hold

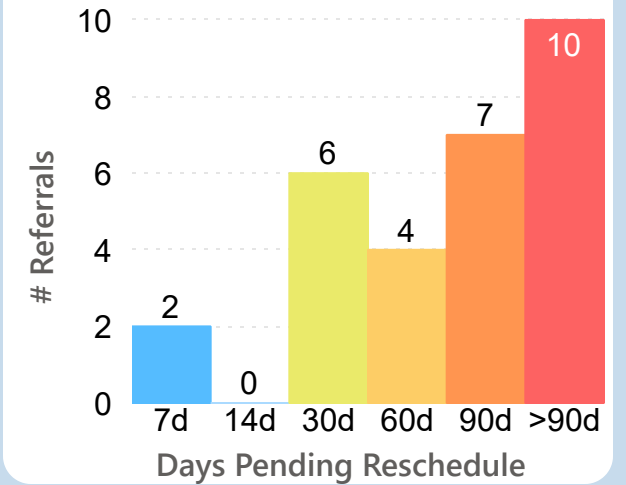


Referrals Pending Reschedule

By Sub-Status

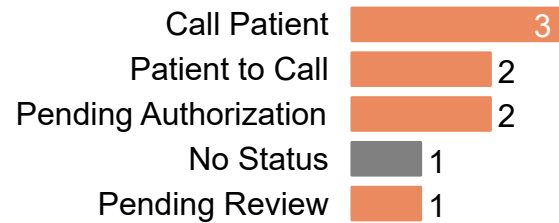


Referrals by Days Pending

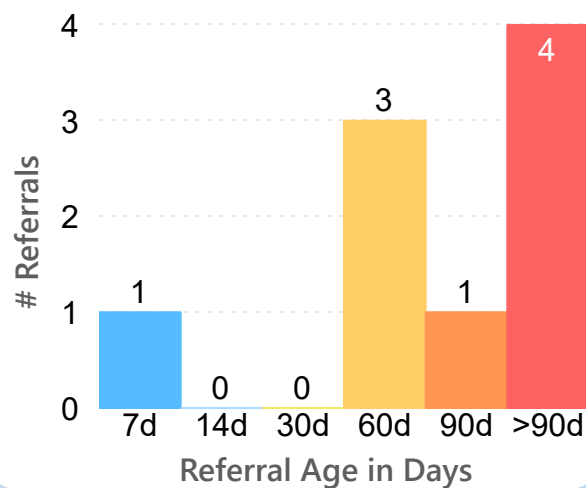


Referrals Pending Acceptance

By Sub-Status

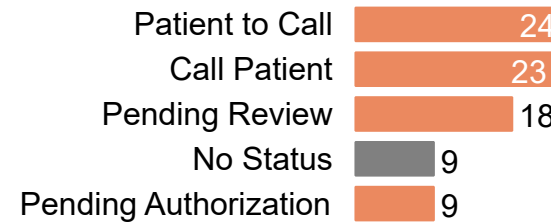


Pending Acceptance by Age

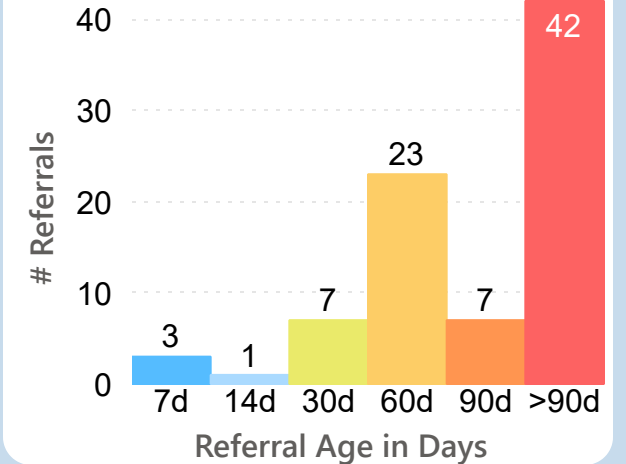


Referrals in Accepted Status

By Sub-Status



Accepted Status by Age



Specialty Clinics REFERRALS

Report of the referral conversion process in the Audiology clinic for February 2023

Referrals tracked using the Clinic Referral Management system versus the schedule book

Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



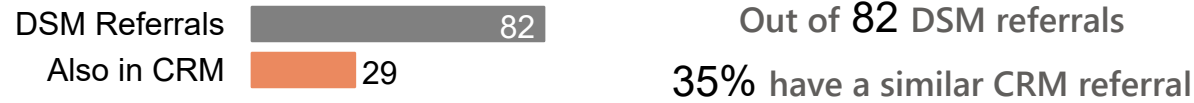
Appointments Linked in CRM after 90 Days

of Referrals



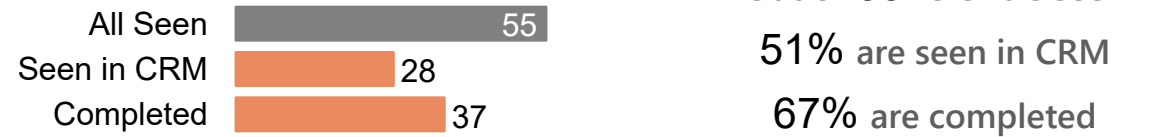
Direct Secure Message Referrals in CRM after 90 Days

of Referrals



Referrals Seen in CRM after 90 Days

of Referrals



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	96%	10	9.56
% of Scheduled Referrals with Linked Appt	58%	10	5.81
% of Seen Referrals Tagged as Seen	51%	10	5.09
% of Seen Referrals that are Completed	67%	10	6.73
% of DSM Referrals with CRM Referral	35%	5	1.77

28.96 points out of 45 points possible

64% clinic score for CRM use

Specialty Clinics REFERRALS

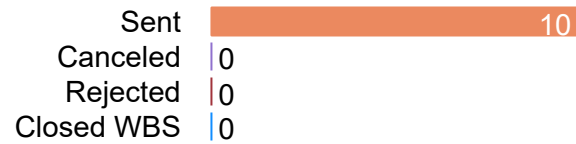
Report of the referral conversion process in the Cardiology clinic for **February 2023**

Measures of conversion throughput for referrals sent to specialty clinics and aged to the date seen or to today's date

Urgent Referrals After 5d

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

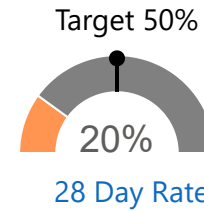
Referrals Sent



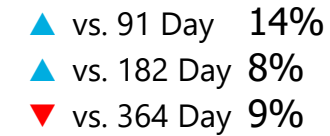
Percent Seen



Urgent Referrals Seen in 5d



Moving Rates



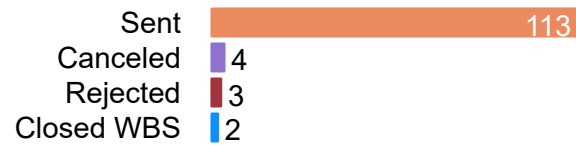
Moving Over/Under Target



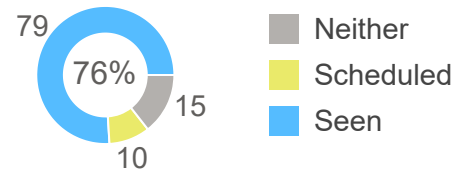
Routine Referrals After 30d

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

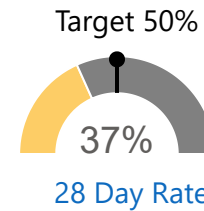
Referrals Sent



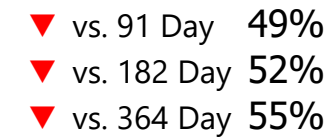
Percent Seen



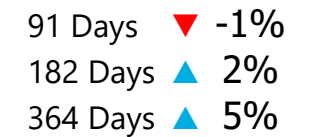
Routine Referrals Seen in 30d



Moving Rates



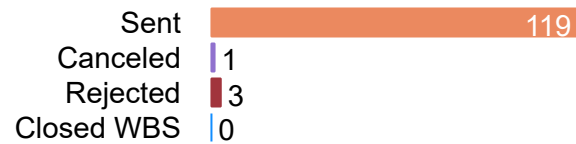
Moving Over/Under Target



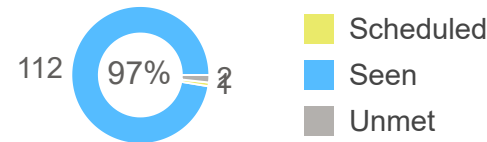
Referrals After 90d

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

Referrals Sent



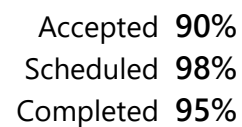
Percent Seen



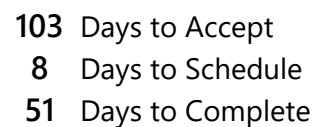
Process Milestones



Process Rates

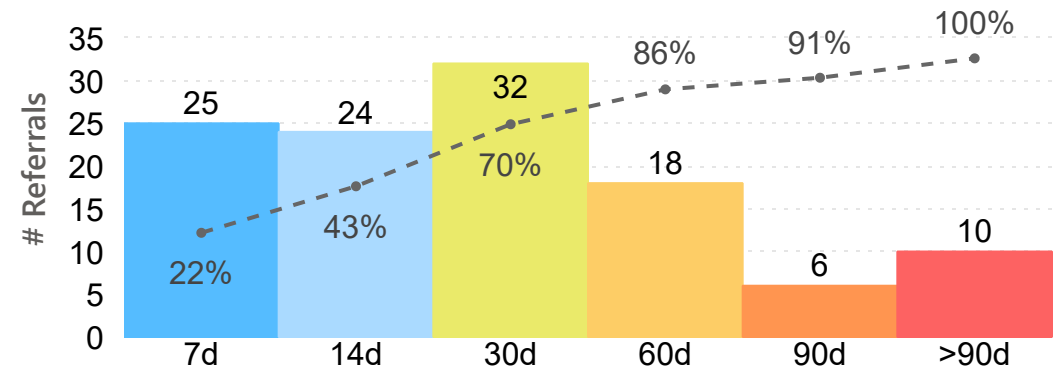


28 Day Median Times



Days to See All Referrals

Median 18 Days to Seen

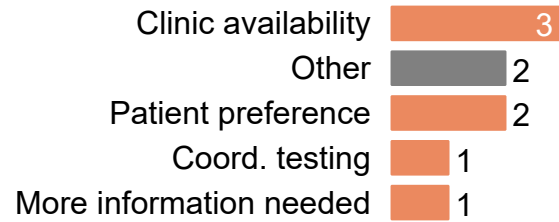


Specialty Clinics REFERRALS

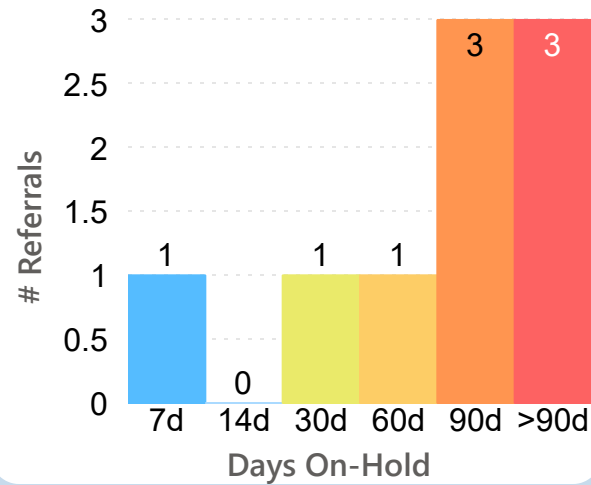
Report of the referral conversion process in the Cardiology clinic for **February 2023**

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

Referrals On-Hold by Reason

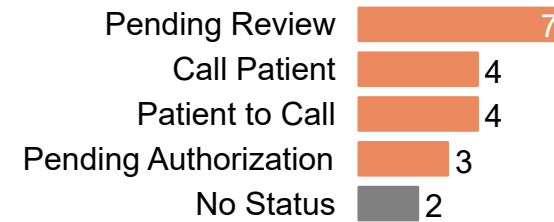


Referrals by Age of Hold

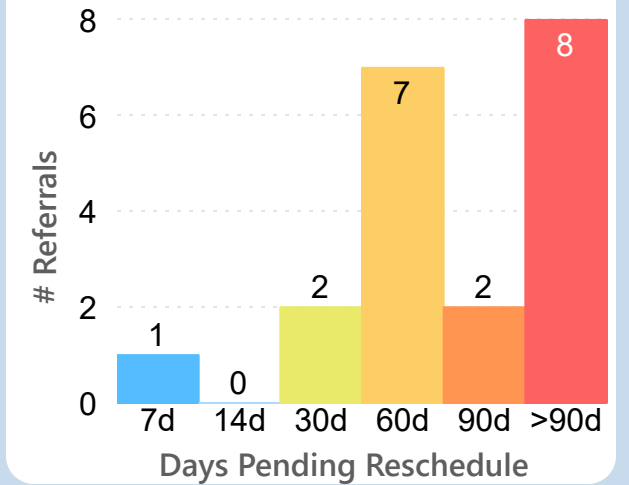


Referrals Pending Reschedule

By Sub-Status

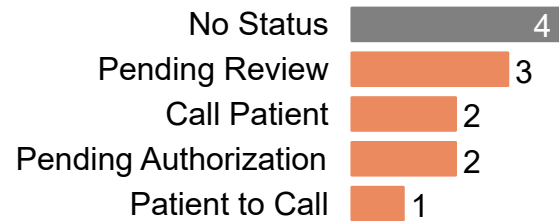


Referrals by Days Pending

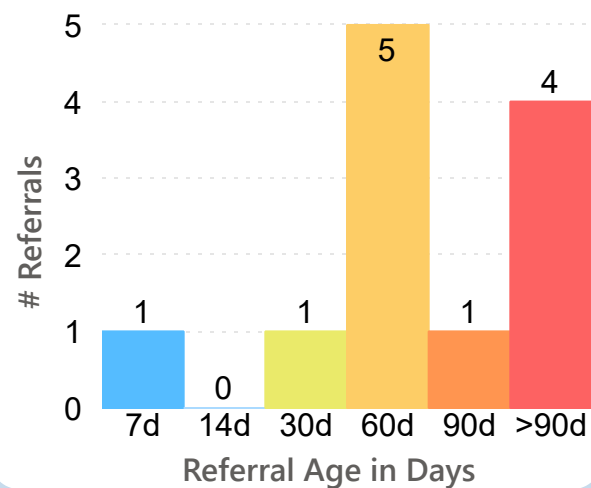


Referrals Pending Acceptance

By Sub-Status

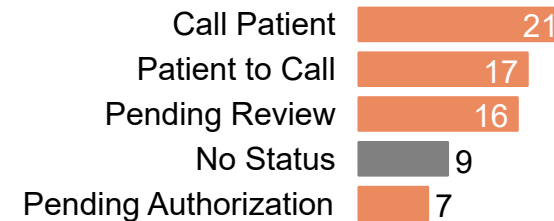


Pending Acceptance by Age

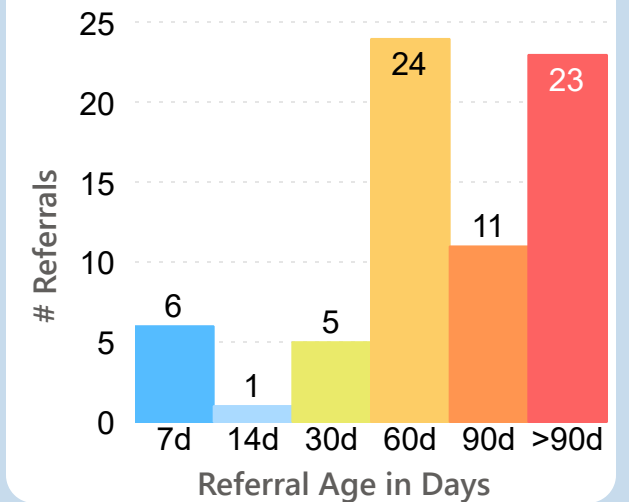


Referrals in Accepted Status

By Sub-Status



Accepted Status by Age



Specialty Clinics REFERRALS

Report of the referral conversion process in the Cardiology clinic for **February 2023**

Referrals tracked using the Clinic Referral Management system versus the schedule book

Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



Appointments Linked in CRM after 90 Days

of Referrals



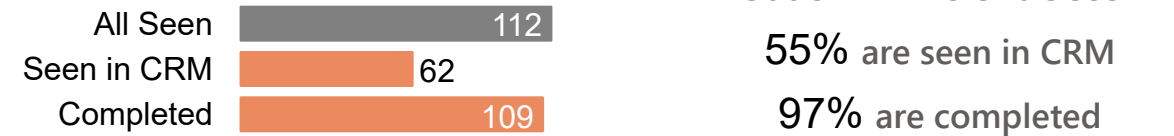
Direct Secure Message Referrals in CRM after 90 Days

of Referrals



Referrals Seen in CRM after 90 Days

of Referrals



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	90%	10	9.04
% of Scheduled Referrals with Linked Appt	62%	10	6.19
% of Seen Referrals Tagged as Seen	55%	10	5.54
% of Seen Referrals that are Completed	97%	10	9.73
% of DSM Referrals with CRM Referral	0%	5	0

30.5 points out of 45 points possible

68% clinic score for CRM use

Specialty Clinics REFERRALS

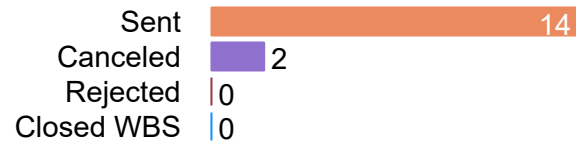
Report of the referral conversion process in the Dermatology clinic for **February 2023**

Measures of conversion throughput for referrals sent to specialty clinics and aged to the date seen or to today's date

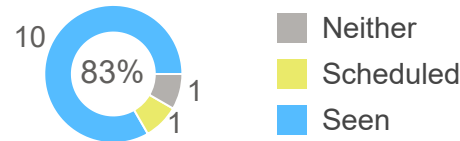
Urgent Referrals After 5d

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

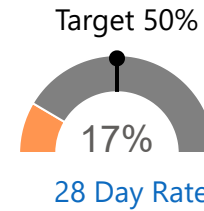
Referrals Sent



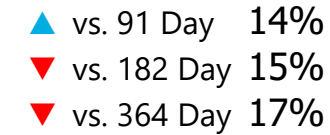
Percent Seen



Urgent Referrals Seen in 5d



Moving Rates



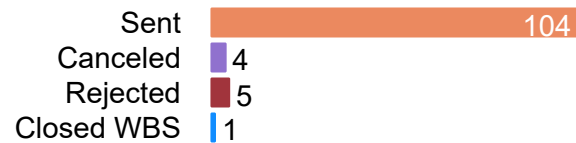
Moving Over/Under Target



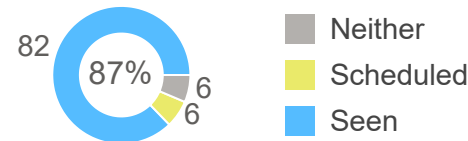
Routine Referrals After 30d

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

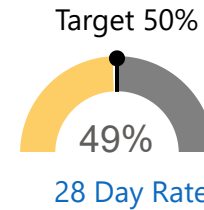
Referrals Sent



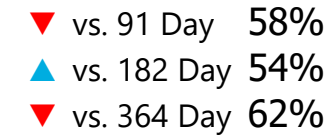
Percent Seen



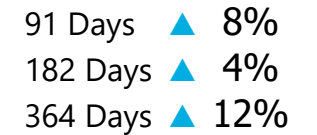
Routine Referrals Seen in 30d



Moving Rates



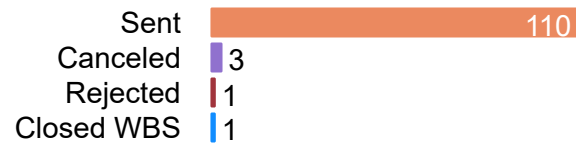
Moving Over/Under Target



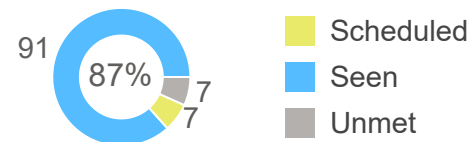
Referrals After 90d

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

Referrals Sent



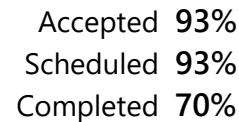
Percent Seen



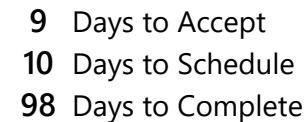
Process Milestones



Process Rates

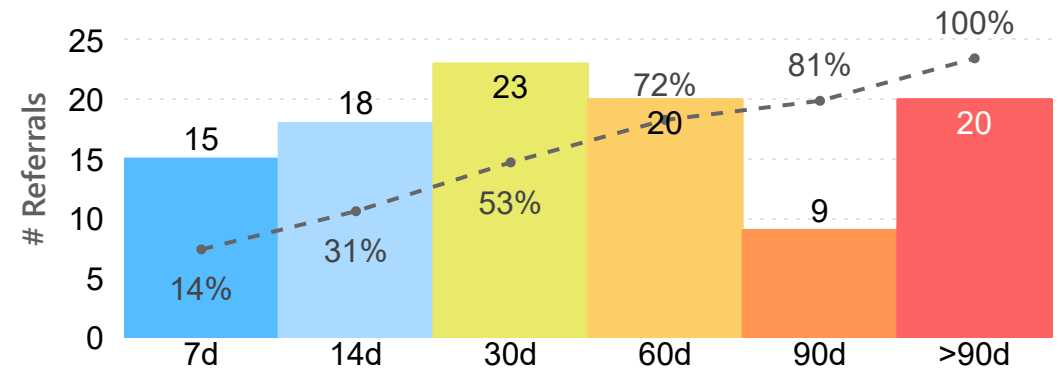


28 Day Median Times



Days to See All Referrals

Median 29 Days to Seen

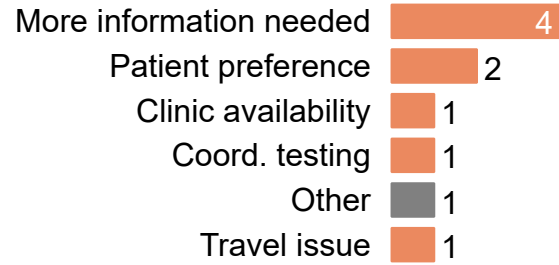


Specialty Clinics REFERRALS

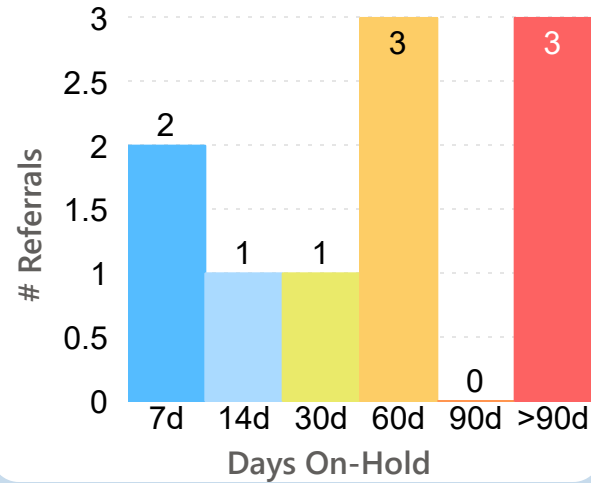
Report of the referral conversion process in the Dermatology clinic for **February 2023**

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

Referrals On-Hold by Reason

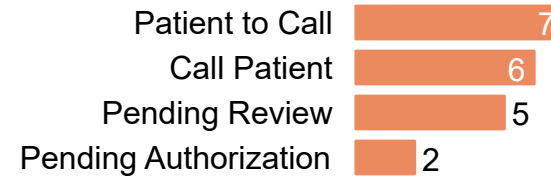


Referrals by Age of Hold

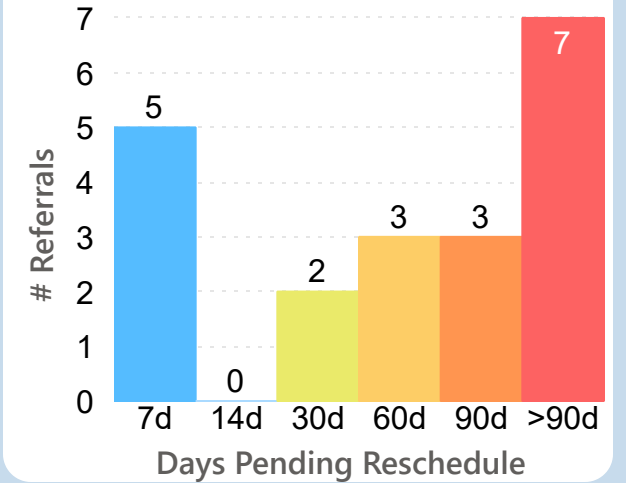


Referrals Pending Reschedule

By Sub-Status

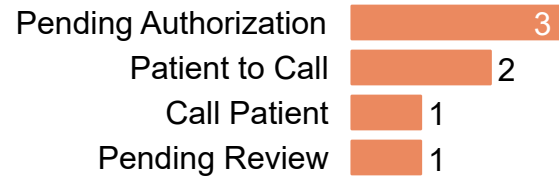


Referrals by Days Pending

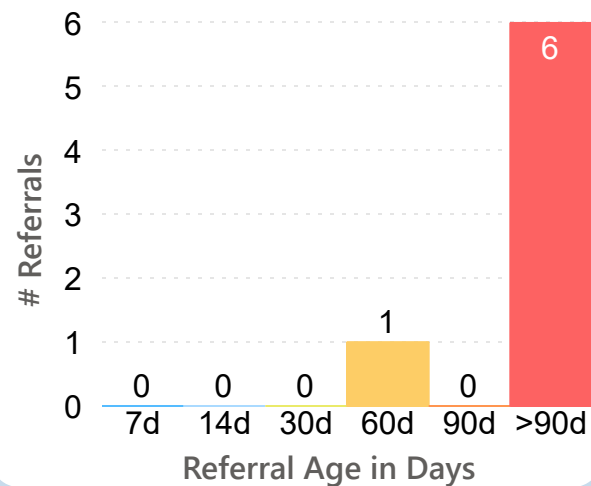


Referrals Pending Acceptance

By Sub-Status

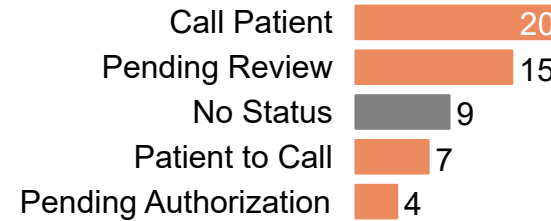


Pending Acceptance by Age

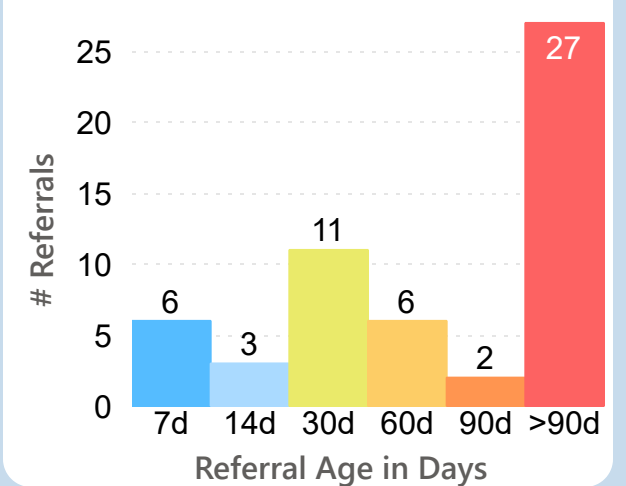


Referrals in Accepted Status

By Sub-Status



Accepted Status by Age



Specialty Clinics REFERRALS

Report of the referral conversion process in the Dermatology clinic for **February 2023**

Referrals tracked using the Clinic Referral Management system versus the schedule book

Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



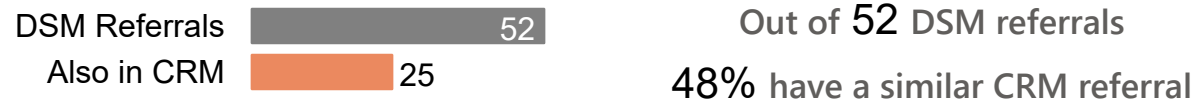
Appointments Linked in CRM after 90 Days

of Referrals



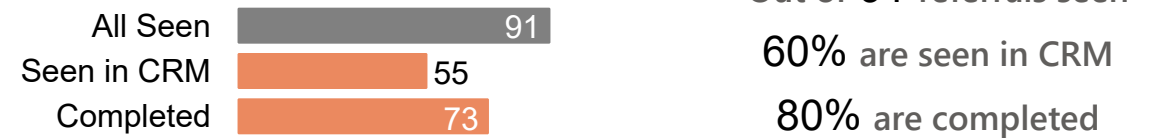
Direct Secure Message Referrals in CRM after 90 Days

of Referrals



Referrals Seen in CRM after 90 Days

of Referrals



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	93%	10	9.33
% of Scheduled Referrals with Linked Appt	69%	10	6.94
% of Seen Referrals Tagged as Seen	60%	10	6.04
% of Seen Referrals that are Completed	80%	10	8.02
% of DSM Referrals with CRM Referral	48%	5	2.4

32.73 points out of **45** points possible

73% clinic score for CRM use

Specialty Clinics REFERRALS

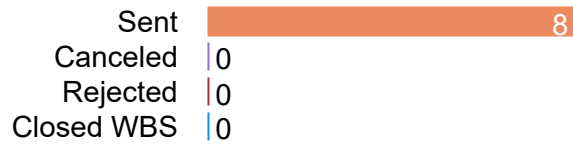
Report of the referral conversion process in the Endocrinology clinic for **February 2023**

Measures of conversion throughput for referrals sent to specialty clinics and aged to the date seen or to today's date

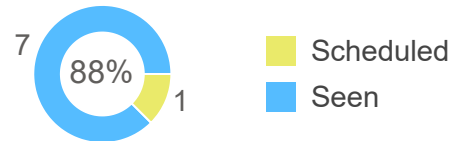
Urgent Referrals After 5d

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

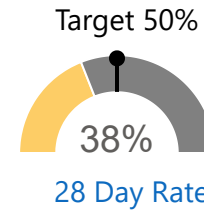
Referrals Sent



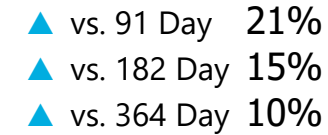
Percent Seen



Urgent Referrals Seen in 5d



Moving Rates



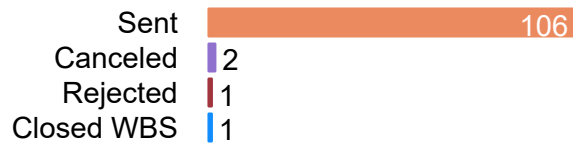
Moving Over/Under Target



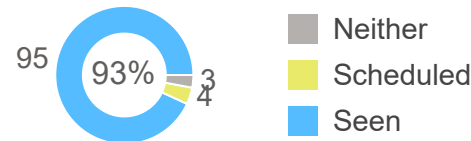
Routine Referrals After 30d

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

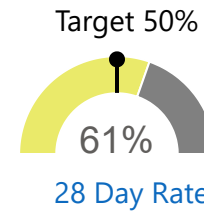
Referrals Sent



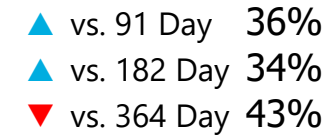
Percent Seen



Routine Referrals Seen in 30d



Moving Rates



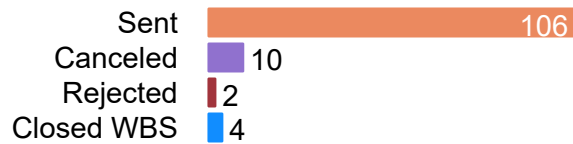
Moving Over/Under Target



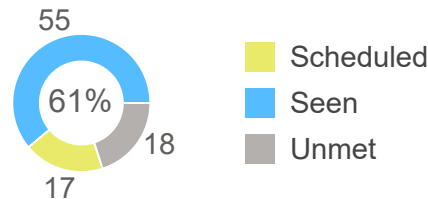
Referrals After 90d

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

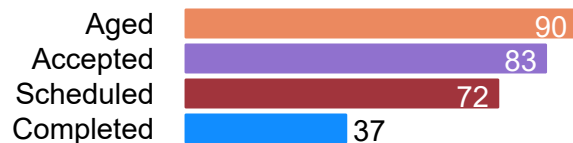
Referrals Sent



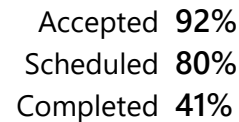
Percent Seen



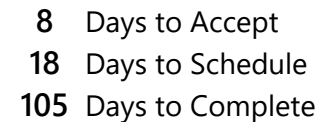
Process Milestones



Process Rates

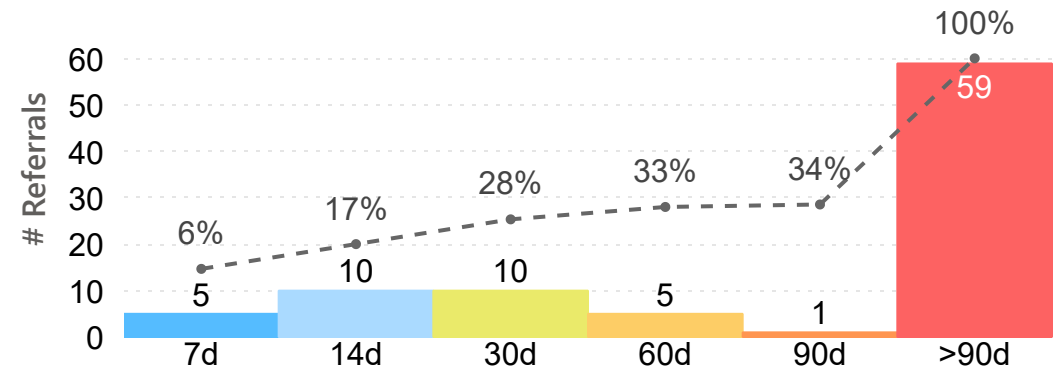


28 Day Median Times



Days to See All Referrals

Median 100 Days to Seen

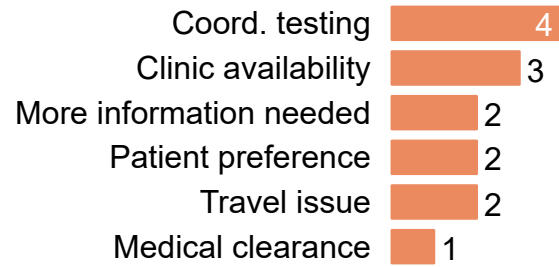


Specialty Clinics REFERRALS

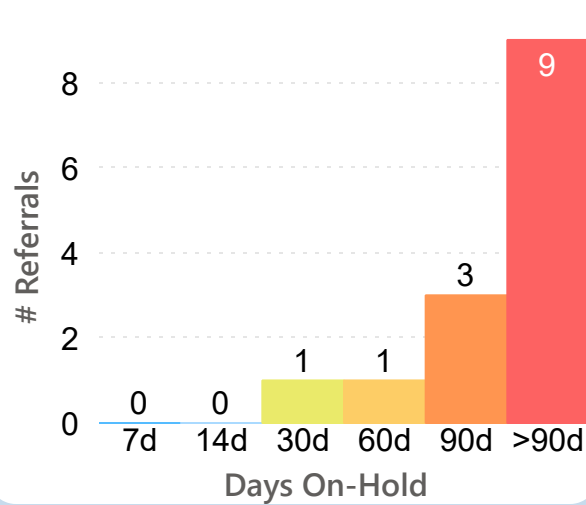
Report of the referral conversion process in the Endocrinology clinic for **February 2023**

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

Referrals On-Hold by Reason

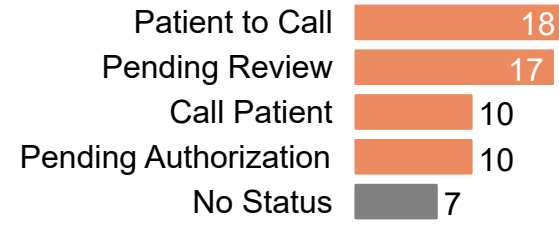


Referrals by Age of Hold

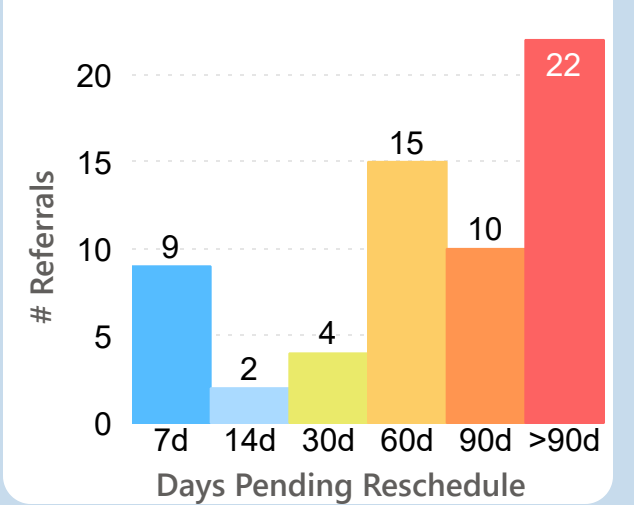


Referrals Pending Reschedule

By Sub-Status

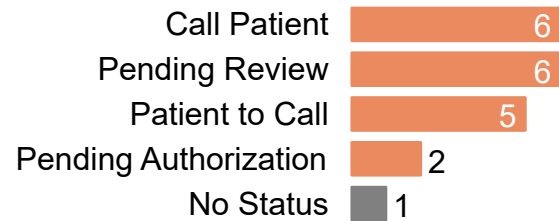


Referrals by Days Pending

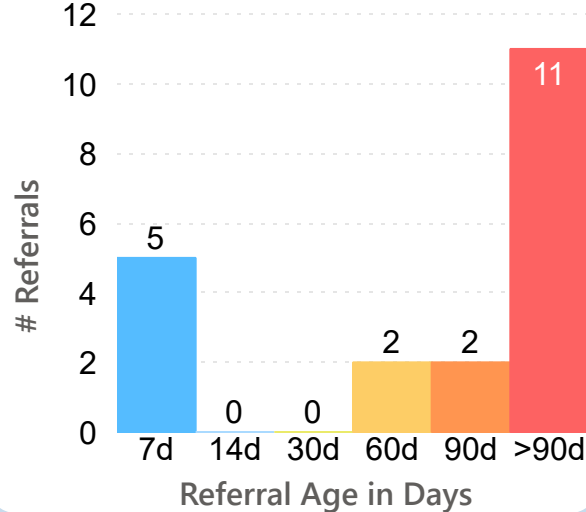


Referrals Pending Acceptance

By Sub-Status

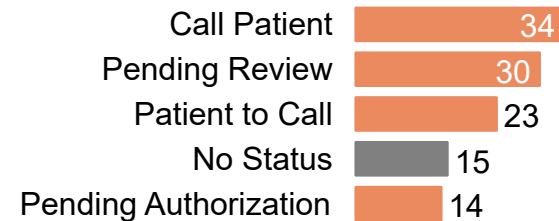


Pending Acceptance by Age

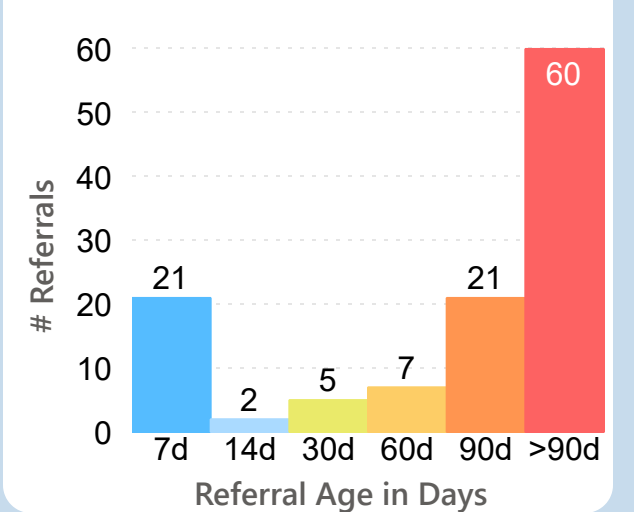


Referrals in Accepted Status

By Sub-Status



Accepted Status by Age



Specialty Clinics REFERRALS

Report of the referral conversion process in the Endocrinology clinic for **February 2023**

Referrals tracked using the Clinic Referral Management system versus the schedule book

Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



Appointments Linked in CRM after 90 Days

of Referrals



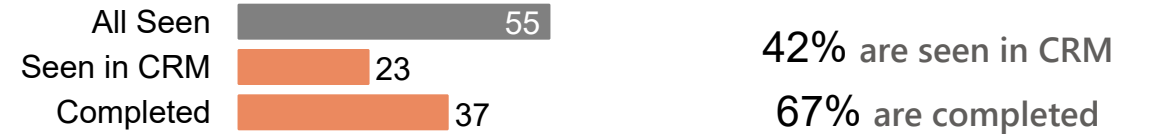
Direct Secure Message Referrals in CRM after 90 Days

of Referrals



Referrals Seen in CRM after 90 Days

of Referrals



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	92%	10	9.22
% of Scheduled Referrals with Linked Appt	51%	10	5.14
% of Seen Referrals Tagged as Seen	42%	10	4.18
% of Seen Referrals that are Completed	67%	10	6.73
% of DSM Referrals with CRM Referral	58%	5	2.92

28.19 points out of 45 points possible

63% clinic score for CRM use

Specialty Clinics REFERRALS

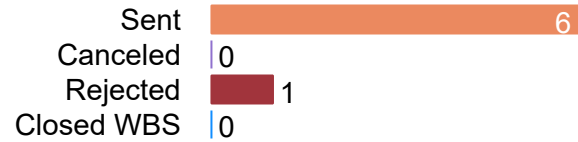
Report of the referral conversion process in the Gastroenterology clinic for **February 2023**

Measures of conversion throughput for referrals sent to specialty clinics and aged to the date seen or to today's date

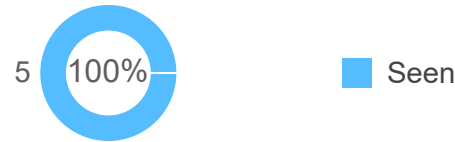
Urgent Referrals After 5d

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

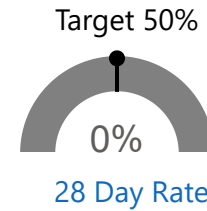
Referrals Sent



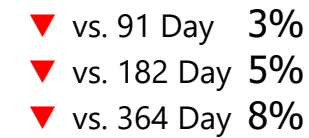
Percent Seen



Urgent Referrals Seen in 5d



Moving Rates



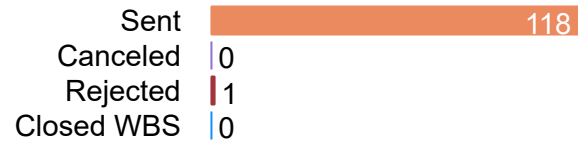
Moving Over/Under Target



Routine Referrals After 30d

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

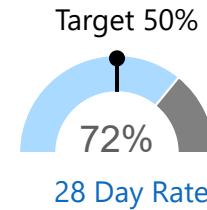
Referrals Sent



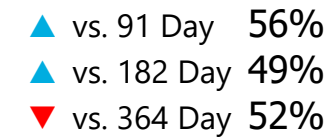
Percent Seen



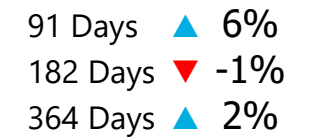
Routine Referrals Seen in 30d



Moving Rates



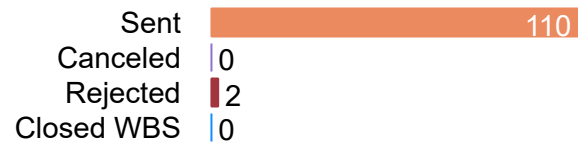
Moving Over/Under Target



Referrals After 90d

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

Referrals Sent



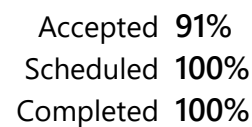
Percent Seen



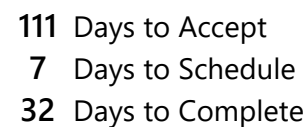
Process Milestones



Process Rates

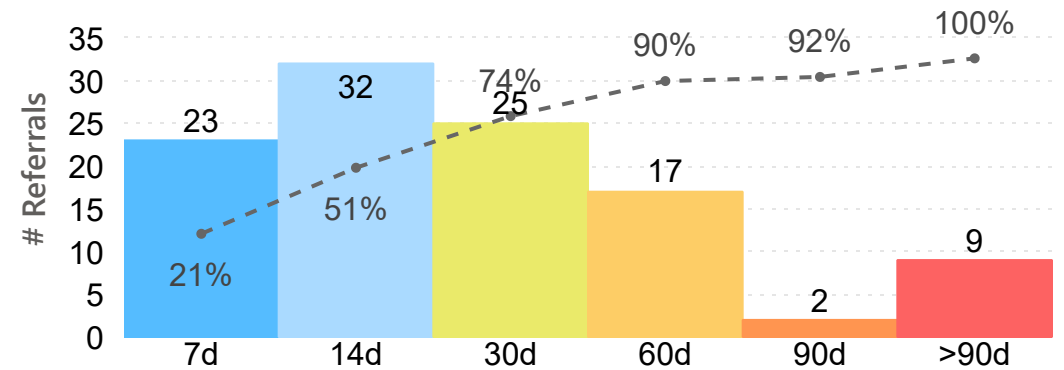


28 Day Median Times



Days to See All Referrals

Median 14 Days to Seen

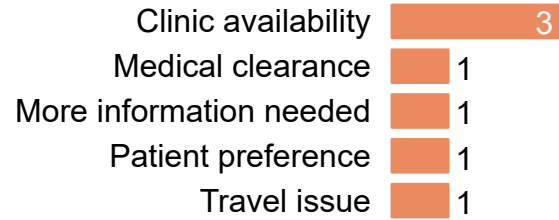


Specialty Clinics REFERRALS

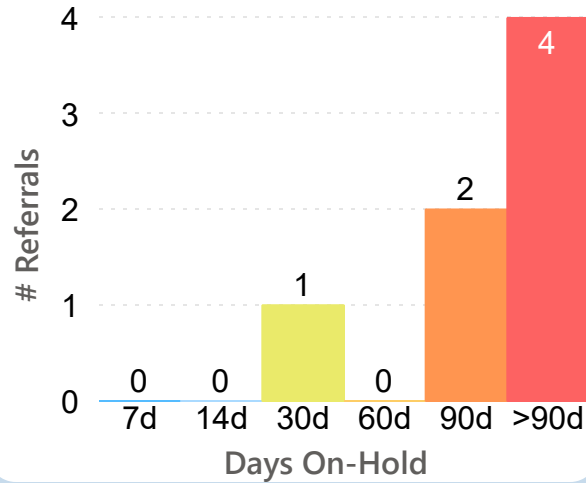
Report of the referral conversion process in the Gastroenterology clinic for **February 2023**

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

Referrals On-Hold by Reason

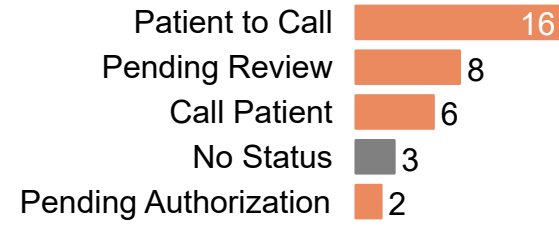


Referrals by Age of Hold

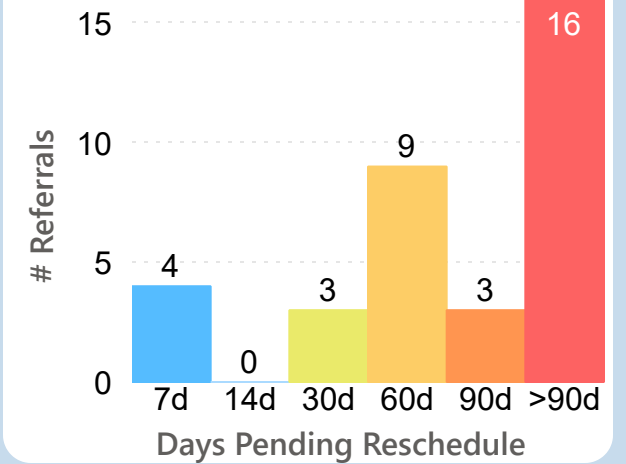


Referrals Pending Reschedule

By Sub-Status

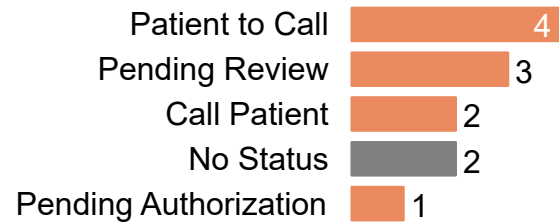


Referrals by Days Pending

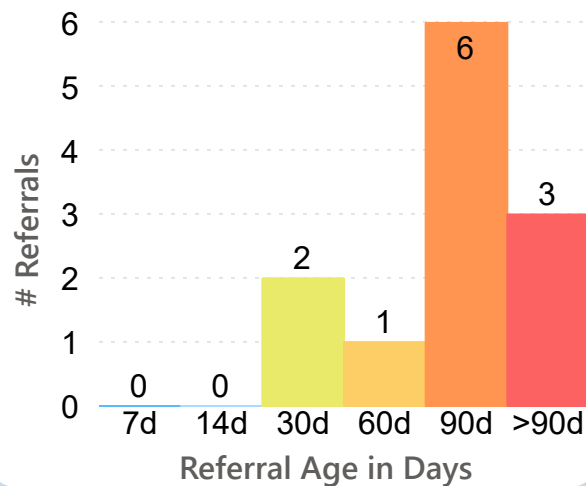


Referrals Pending Acceptance

By Sub-Status

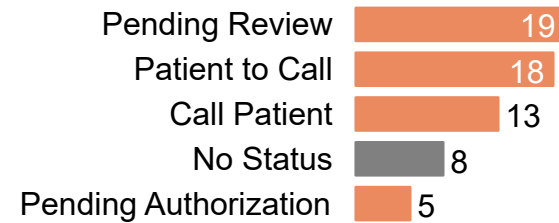


Pending Acceptance by Age

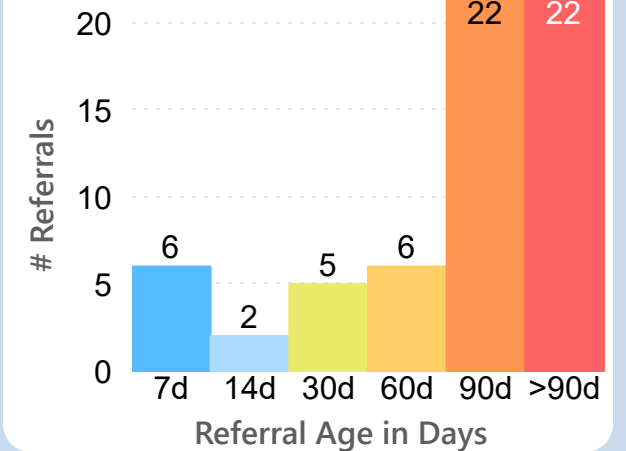


Referrals in Accepted Status

By Sub-Status



Accepted Status by Age



Specialty Clinics REFERRALS

Report of the referral conversion process in the Gastroenterology clinic for **February 2023**

Referrals tracked using the Clinic Referral Management system versus the schedule book

Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



Appointments Linked in CRM after 90 Days

of Referrals



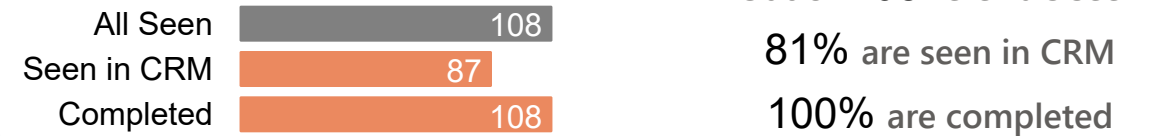
Direct Secure Message Referrals in CRM after 90 Days

of Referrals



Referrals Seen in CRM after 90 Days

of Referrals



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	91%	10	9.07
% of Scheduled Referrals with Linked Appt	81%	10	8.06
% of Seen Referrals Tagged as Seen	81%	10	8.06
% of Seen Referrals that are Completed	100%	10	10
% of DSM Referrals with CRM Referral	0%	5	0

35.19 points out of 45 points possible

78% clinic score for CRM use

Specialty Clinics REFERRALS

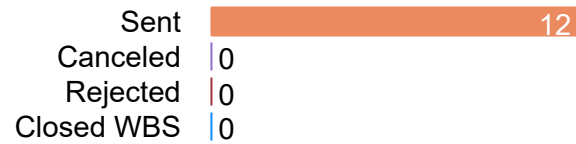
Report of the referral conversion process in the Hepatology clinic for **February 2023**

Measures of conversion throughput for referrals sent to specialty clinics and aged to the date seen or to today's date

Urgent Referrals After 5d

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

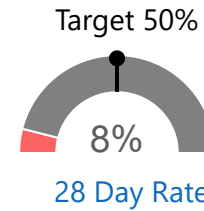
Referrals Sent



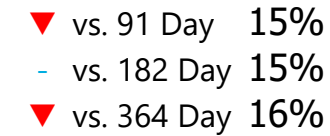
Percent Seen



Urgent Referrals Seen in 5d



Moving Rates



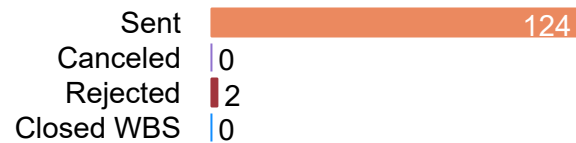
Moving Over/Under Target



Routine Referrals After 30d

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

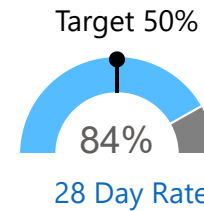
Referrals Sent



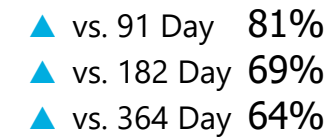
Percent Seen



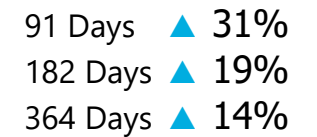
Routine Referrals Seen in 30d



Moving Rates



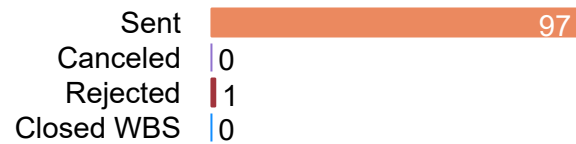
Moving Over/Under Target



Referrals After 90d

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

Referrals Sent



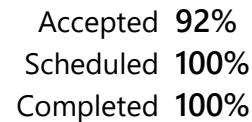
Percent Seen



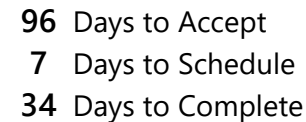
Process Milestones



Process Rates

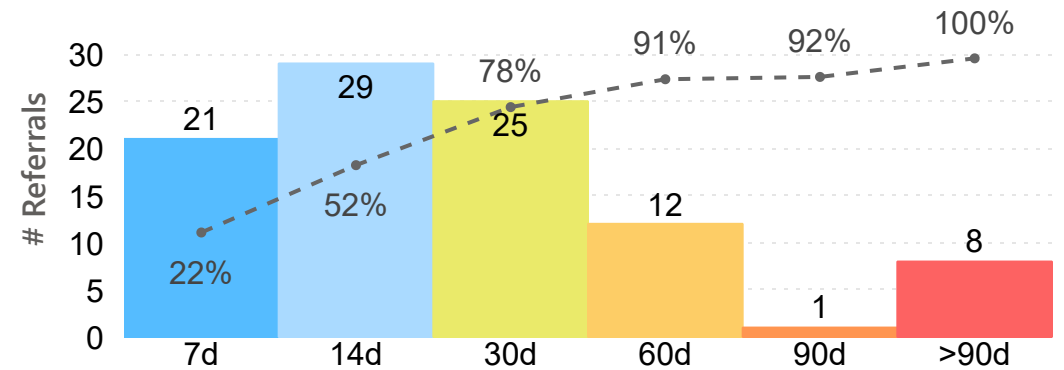


28 Day Median Times



Days to See All Referrals

Median **14** Days to Seen

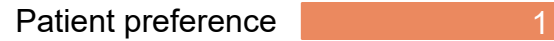


Specialty Clinics REFERRALS

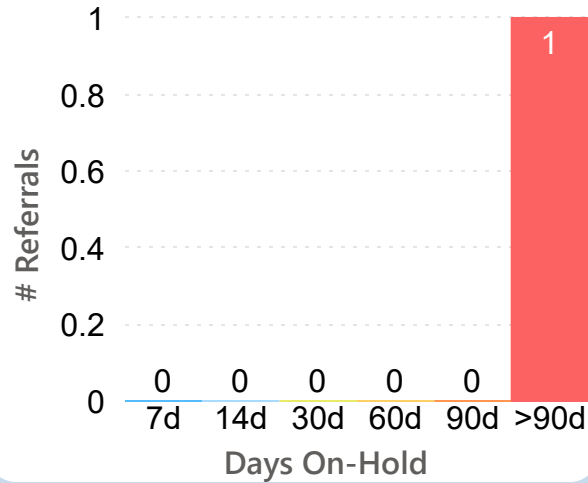
Report of the referral conversion process in the Hepatology clinic for **February 2023**

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

Referrals On-Hold by Reason

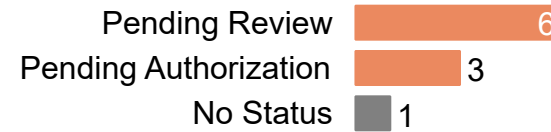


Referrals by Age of Hold

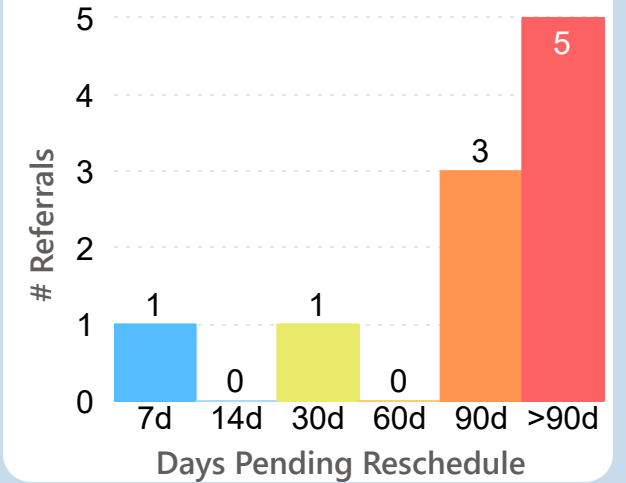


Referrals Pending Reschedule

By Sub-Status

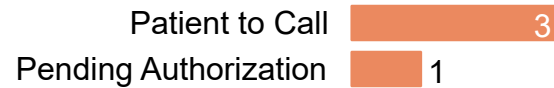


Referrals by Days Pending

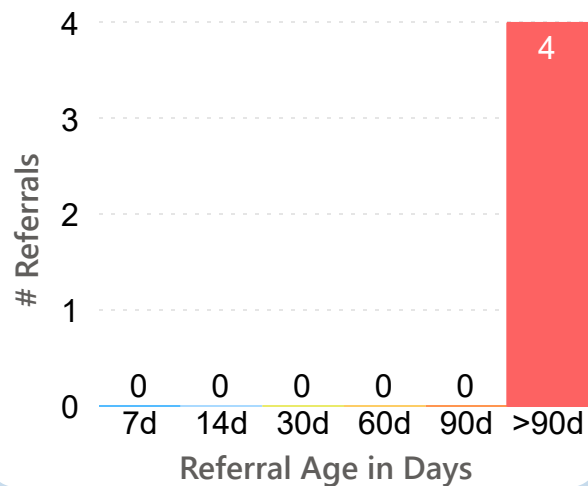


Referrals Pending Acceptance

By Sub-Status

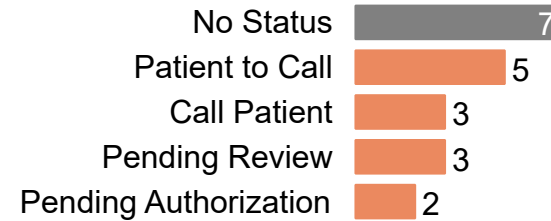


Pending Acceptance by Age

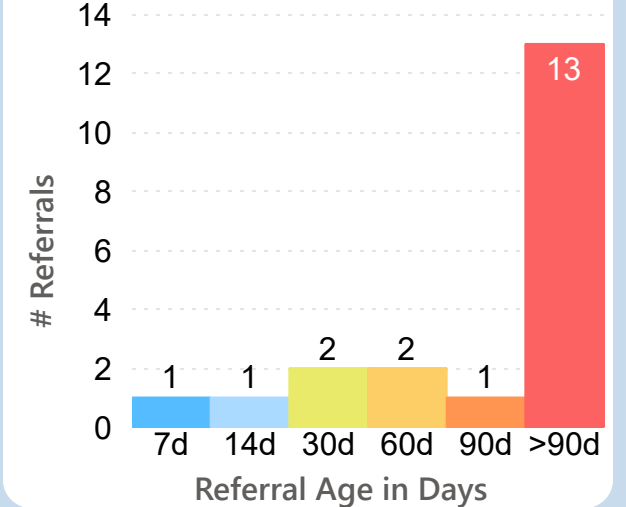


Referrals in Accepted Status

By Sub-Status



Accepted Status by Age



Specialty Clinics REFERRALS

Report of the referral conversion process in the Hepatology clinic for **February 2023**

Referrals tracked using the Clinic Referral Management system versus the schedule book

Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



Out of **96** referrals kept
92% are accepted in CRM

Appointments Linked in CRM after 90 Days

of Referrals



Out of **96** scheduled referrals
77% have appointments linked

Direct Secure Message Referrals in CRM after 90 Days

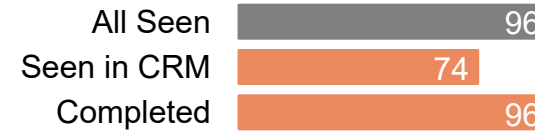
of Referrals



Out of **55** DSM referrals
65% have a similar CRM referral

Referrals Seen in CRM after 90 Days

of Referrals



Out of **96** referrals seen
77% 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	92%	10	9.17
% of Scheduled Referrals with Linked Appt	77%	10	7.71
% of Seen Referrals Tagged as Seen	77%	10	7.71
% of Seen Referrals that are Completed	100%	10	10
% of DSM Referrals with CRM Referral	65%	5	3.27

37.86 points out of **45** points possible

84% clinic score for CRM use

Specialty Clinics REFERRALS

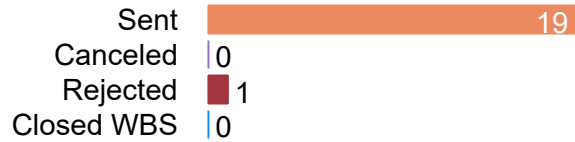
Report of the referral conversion process in the Immunology clinic for **February 2023**

Measures of conversion throughput for referrals sent to specialty clinics and aged to the date seen or to today's date

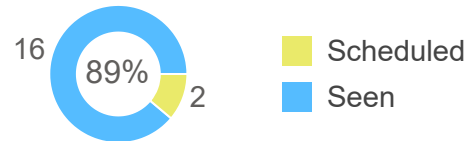
Urgent Referrals After 5d

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

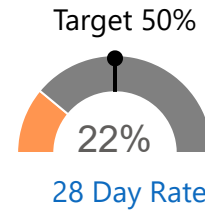
Referrals Sent



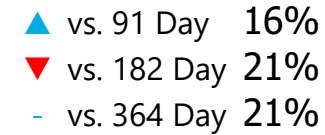
Percent Seen



Urgent Referrals Seen in 5d



Moving Rates



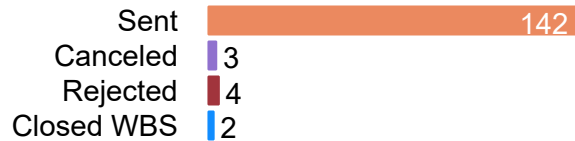
Moving Over/Under Target



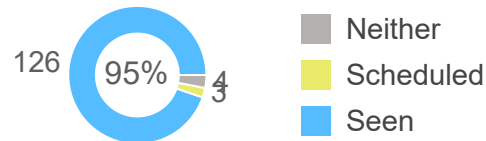
Routine Referrals After 30d

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

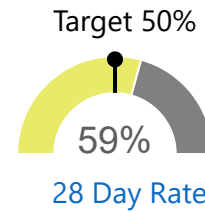
Referrals Sent



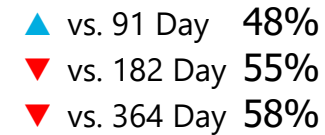
Percent Seen



Routine Referrals Seen in 30d



Moving Rates



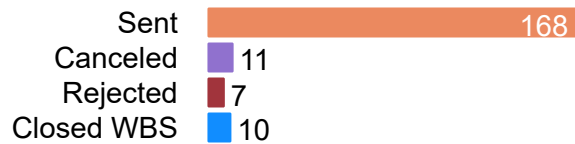
Moving Over/Under Target



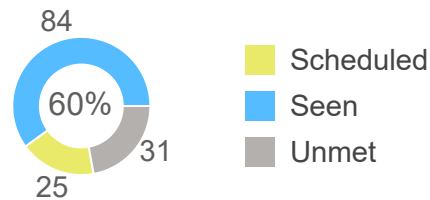
Referrals After 90d

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

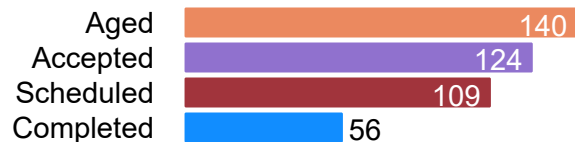
Referrals Sent



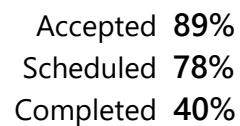
Percent Seen



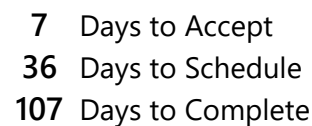
Process Milestones



Process Rates

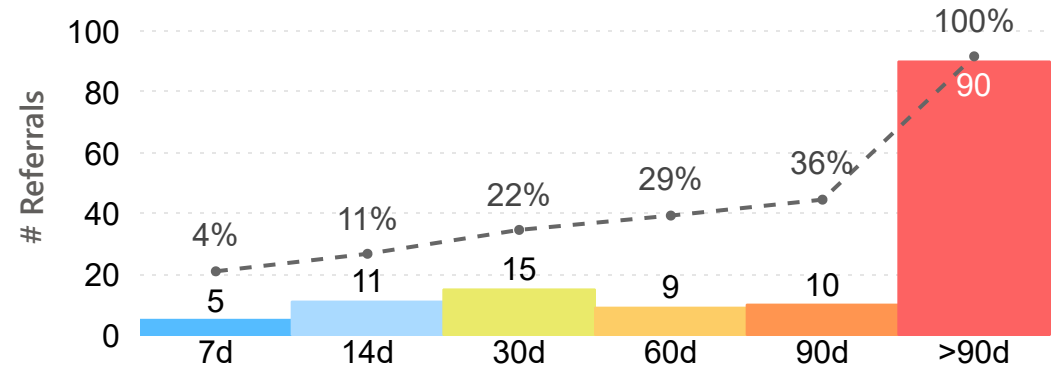


28 Day Median Times



Days to See All Referrals

Median 98 Days to Seen



Specialty Clinics REFERRALS

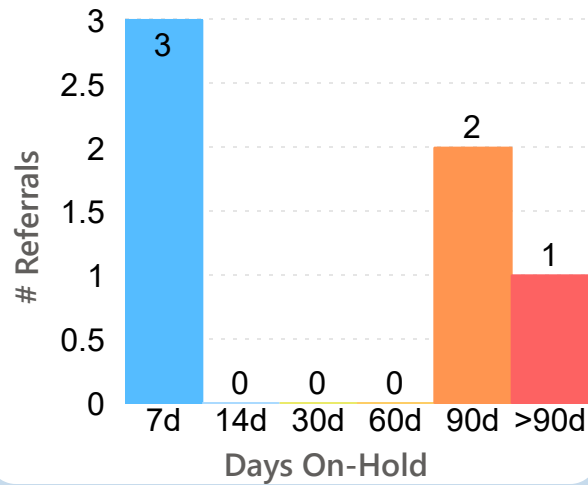
Report of the referral conversion process in the Immunology clinic for **February 2023**

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

Referrals On-Hold by Reason

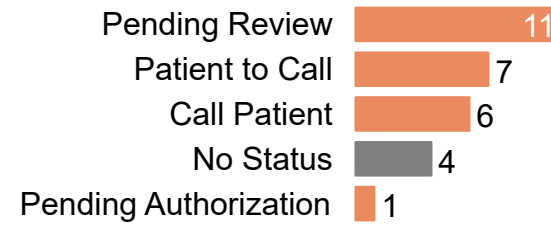


Referrals by Age of Hold

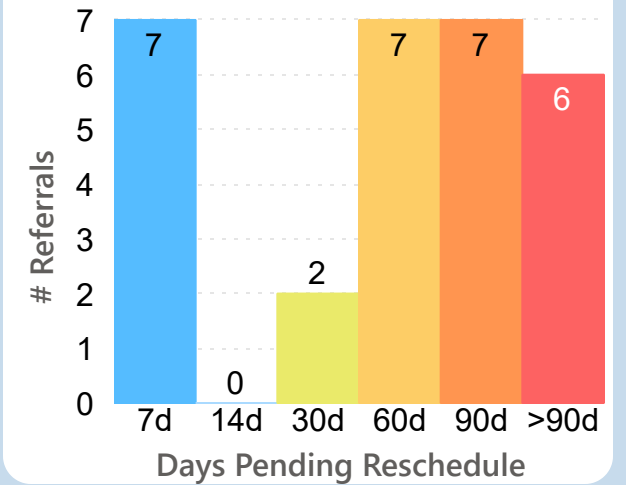


Referrals Pending Reschedule

By Sub-Status

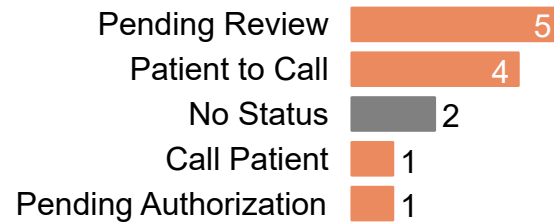


Referrals by Days Pending

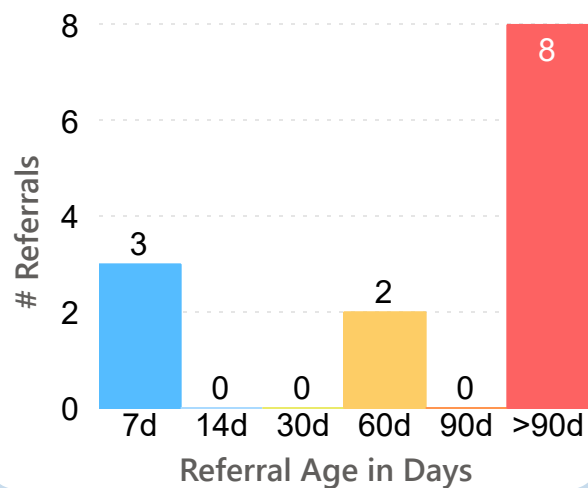


Referrals Pending Acceptance

By Sub-Status

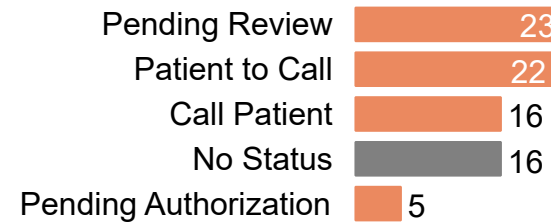


Pending Acceptance by Age

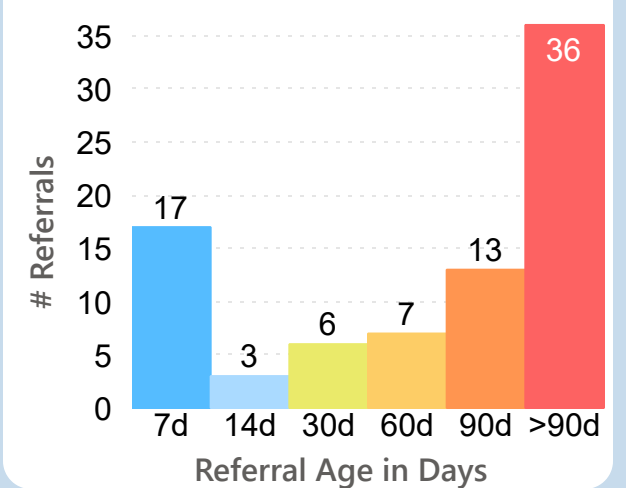


Referrals in Accepted Status

By Sub-Status



Accepted Status by Age



Specialty Clinics REFERRALS

Report of the referral conversion process in the Immunology clinic for **February 2023**

Referrals tracked using the Clinic Referral Management system versus the schedule book

Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



Appointments Linked in CRM after 90 Days

of Referrals



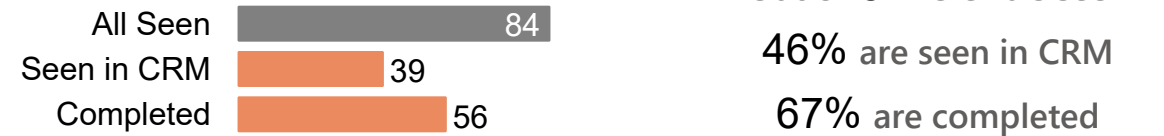
Direct Secure Message Referrals in CRM after 90 Days

of Referrals



Referrals Seen in CRM after 90 Days

of Referrals



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	89%	10	8.86
% of Scheduled Referrals with Linked Appt	50%	10	5.05
% of Seen Referrals Tagged as Seen	46%	10	4.64
% of Seen Referrals that are Completed	67%	10	6.67
% of DSM Referrals with CRM Referral	46%	5	2.3

27.52 points out of 45 points possible

61% clinic score for CRM use

Specialty Clinics REFERRALS

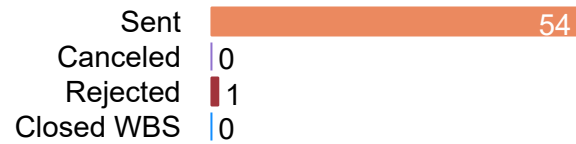
Report of the referral conversion process in the Internal Medicine clinic for **February 2023**

Measures of conversion throughput for referrals sent to specialty clinics and aged to the date seen or to today's date

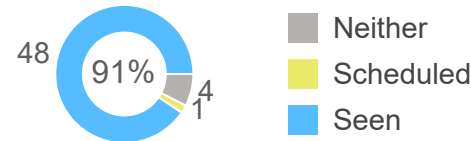
Urgent Referrals After 5d

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

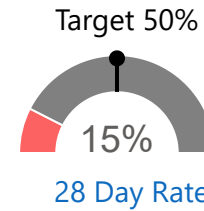
Referrals Sent



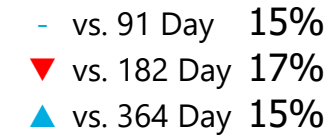
Percent Seen



Urgent Referrals Seen in 5d



Moving Rates



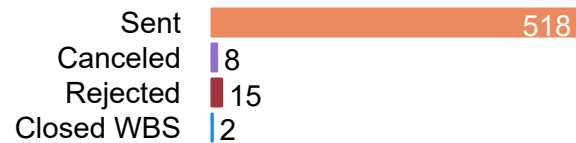
Moving Over/Under Target



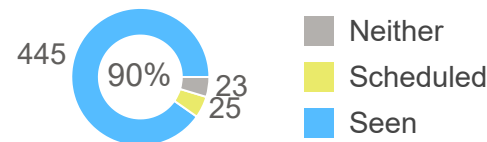
Routine Referrals After 30d

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

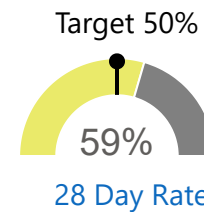
Referrals Sent



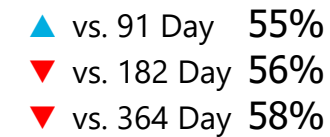
Percent Seen



Routine Referrals Seen in 30d



Moving Rates



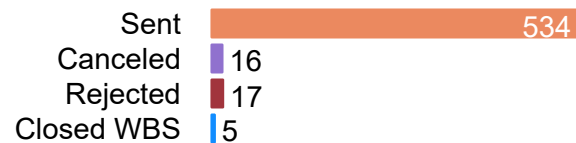
Moving Over/Under Target



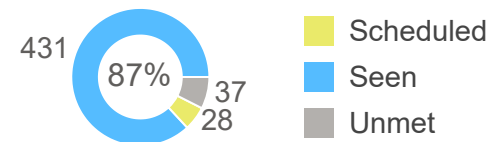
Referrals After 90d

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

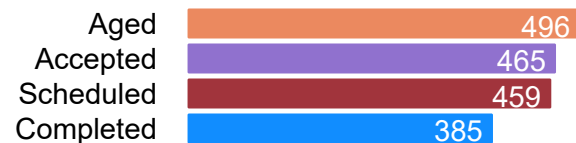
Referrals Sent



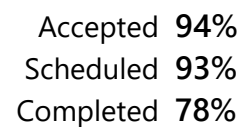
Percent Seen



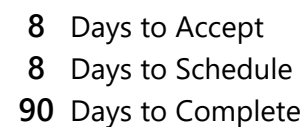
Process Milestones



Process Rates

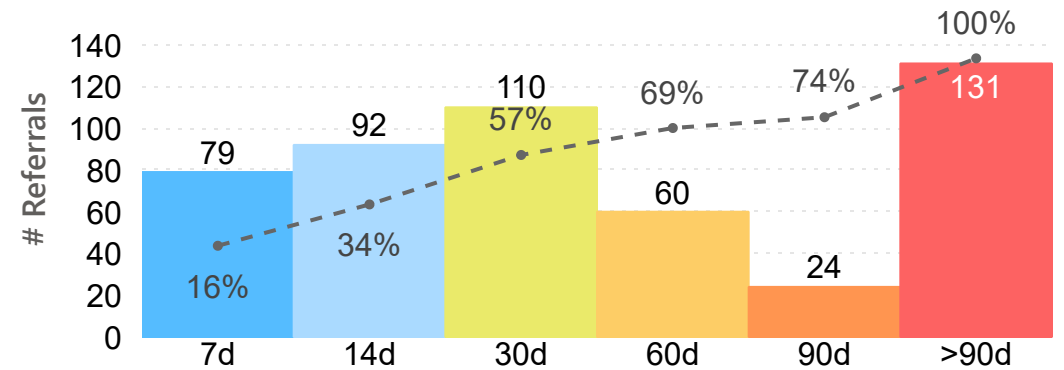


28 Day Median Times



Days to See All Referrals

Median 25 Days to Seen

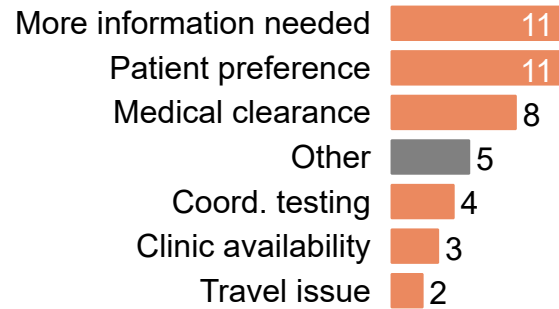


Specialty Clinics REFERRALS

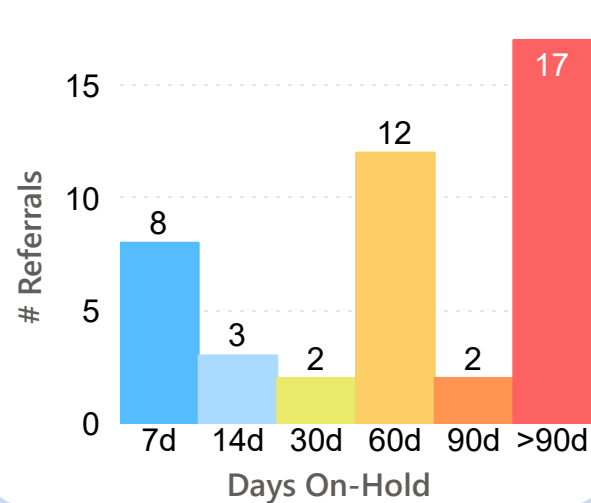
Report of the referral conversion process in the Internal Medicine clinic for **February 2023**

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

Referrals On-Hold by Reason

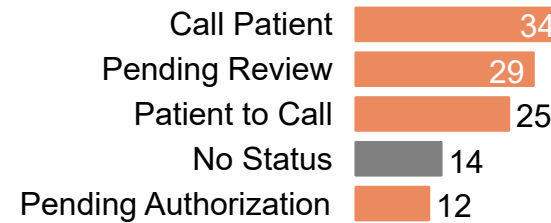


Referrals by Age of Hold

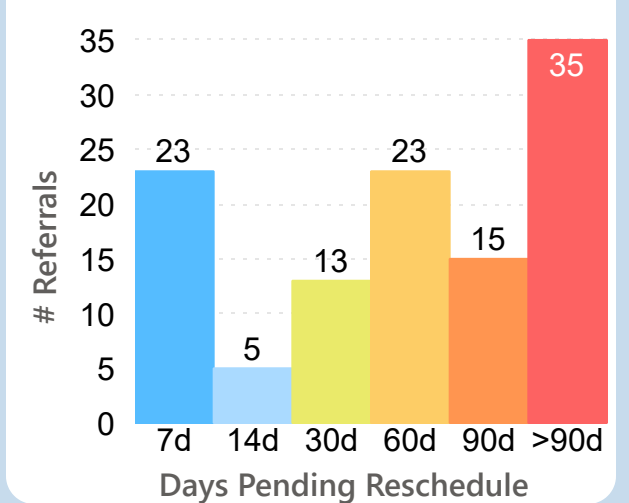


Referrals Pending Reschedule

By Sub-Status

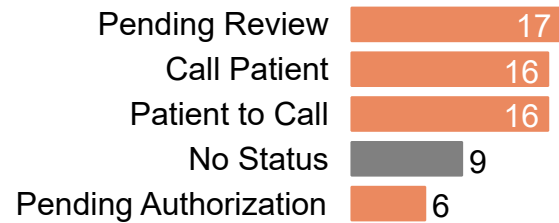


Referrals by Days Pending

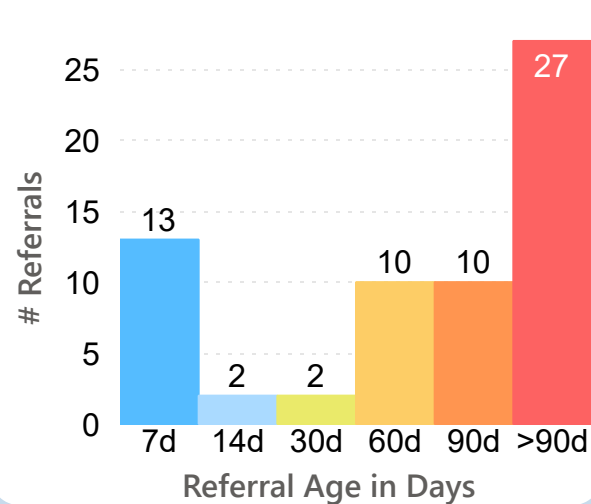


Referrals Pending Acceptance

By Sub-Status

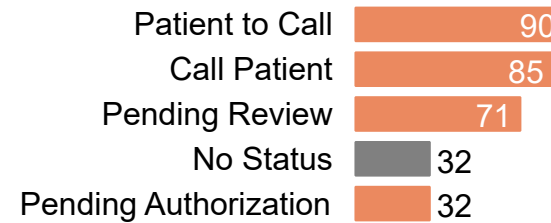


Pending Acceptance by Age

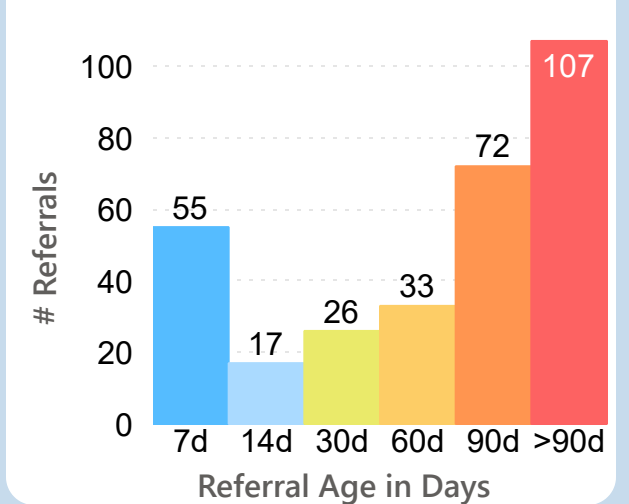


Referrals in Accepted Status

By Sub-Status



Accepted Status by Age



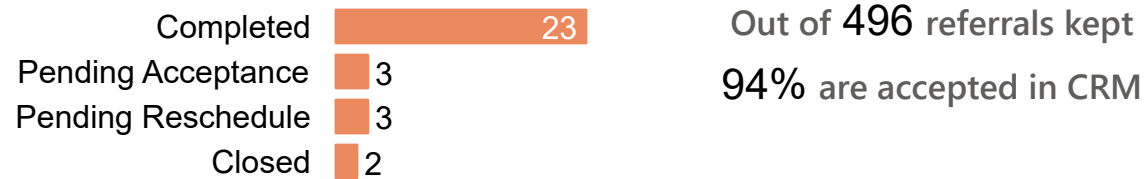
Specialty Clinics REFERRALS

Report of the referral conversion process in the Internal Medicine clinic for **February 2023**

Referrals tracked using the Clinic Referral Management system versus the schedule book

Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



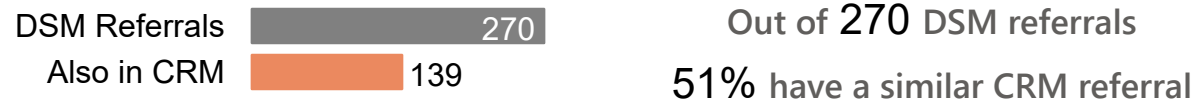
Appointments Linked in CRM after 90 Days

of Referrals



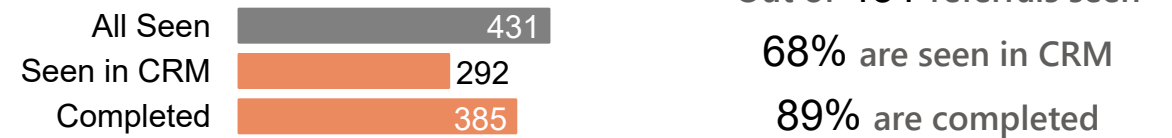
Direct Secure Message Referrals in CRM after 90 Days

of Referrals



Referrals Seen in CRM after 90 Days

of Referrals



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	94%	10	9.38
% of Scheduled Referrals with Linked Appt	74%	10	7.36
% of Seen Referrals Tagged as Seen	68%	10	6.77
% of Seen Referrals that are Completed	89%	10	8.93
% of DSM Referrals with CRM Referral	51%	5	2.57

35.01 points out of 45 points possible

78% clinic score for CRM use

Specialty Clinics REFERRALS

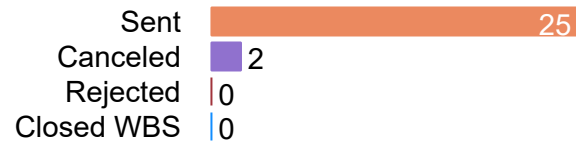
Report of the referral conversion process in the Maternal Fetal Medicine clinic for **February 2023**

Measures of conversion throughput for referrals sent to specialty clinics and aged to the date seen or to today's date

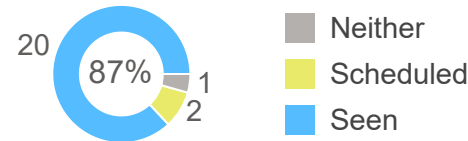
Urgent Referrals After 5d

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

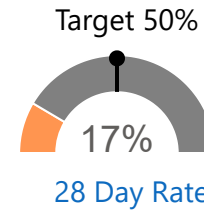
Referrals Sent



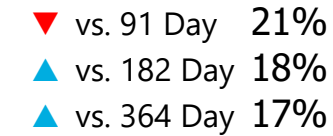
Percent Seen



Urgent Referrals Seen in 5d



Moving Rates



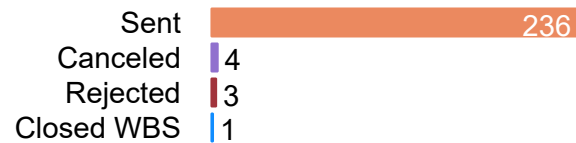
Moving Over/Under Target



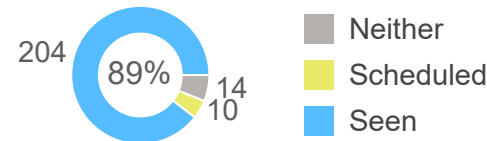
Routine Referrals After 30d

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

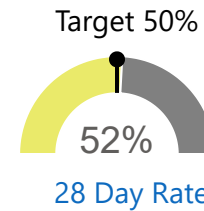
Referrals Sent



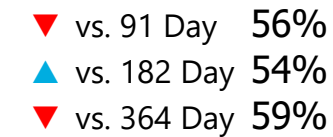
Percent Seen



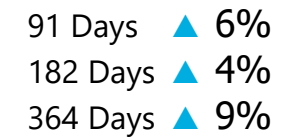
Routine Referrals Seen in 30d



Moving Rates



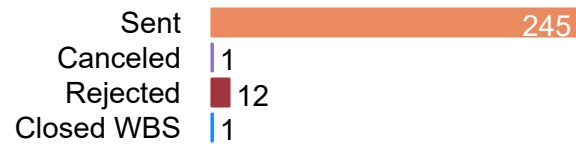
Moving Over/Under Target



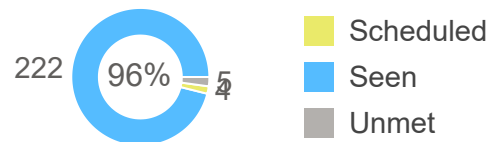
Referrals After 90d

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

Referrals Sent



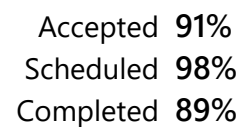
Percent Seen



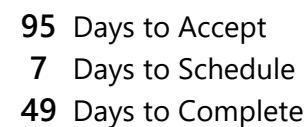
Process Milestones



Process Rates

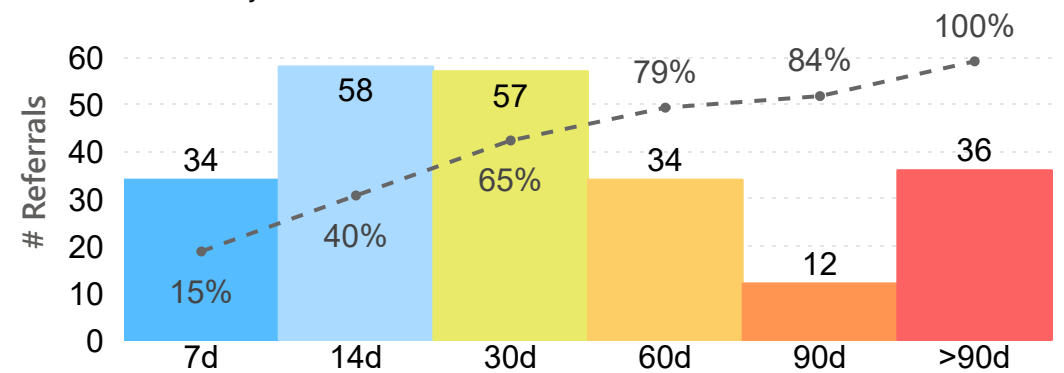


28 Day Median Times



Days to See All Referrals

Median 19 Days to Seen

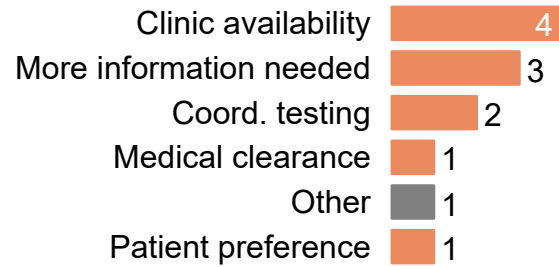


Specialty Clinics REFERRALS

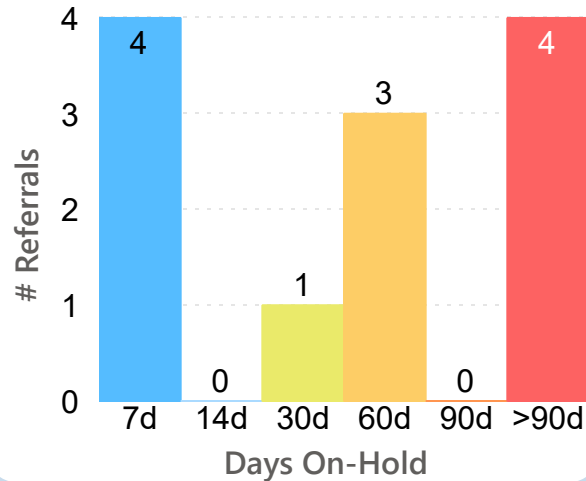
Report of the referral conversion process in the Maternal Fetal Medicine clinic for **February 2023**

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

Referrals On-Hold by Reason

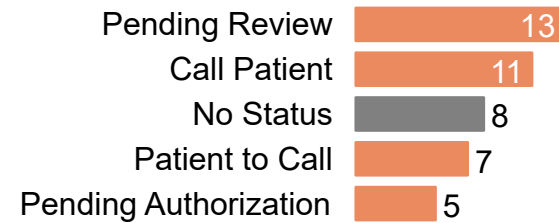


Referrals by Age of Hold

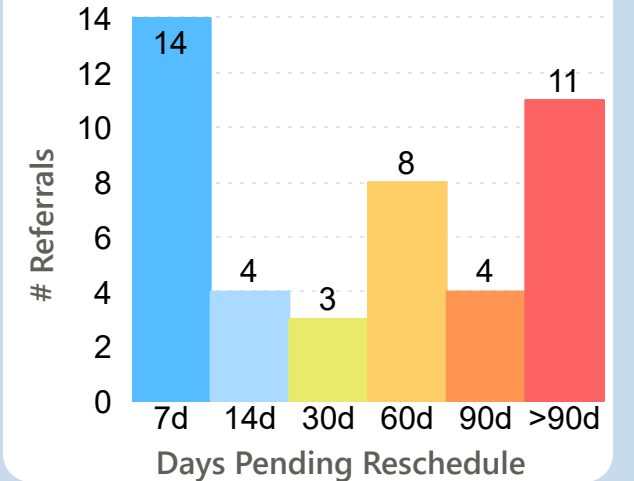


Referrals Pending Reschedule

By Sub-Status

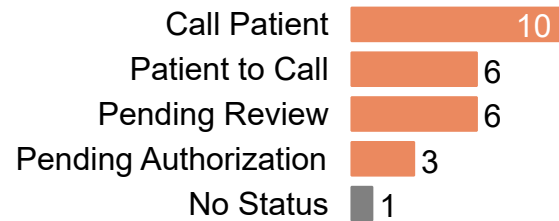


Referrals by Days Pending

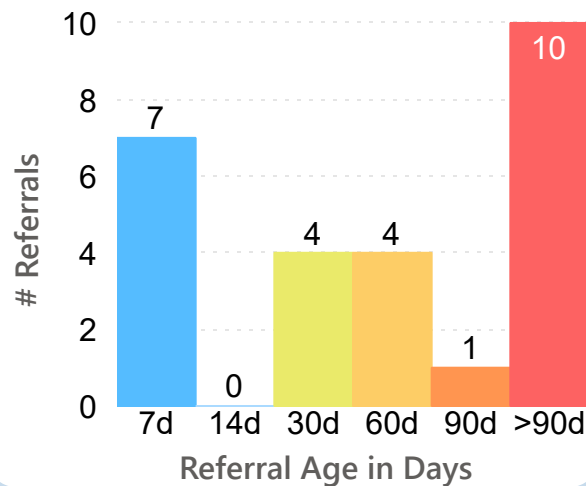


Referrals Pending Acceptance

By Sub-Status

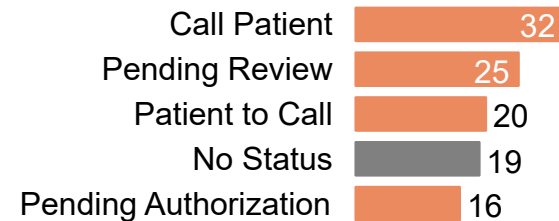


Pending Acceptance by Age

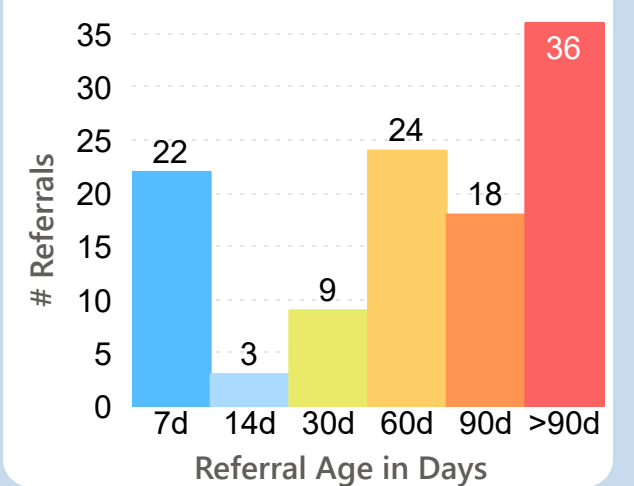


Referrals in Accepted Status

By Sub-Status



Accepted Status by Age



Specialty Clinics REFERRALS

Report of the referral conversion process in the Maternal Fetal Medicine clinic for **February 2023**

Referrals tracked using the Clinic Referral Management system versus the schedule book

Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



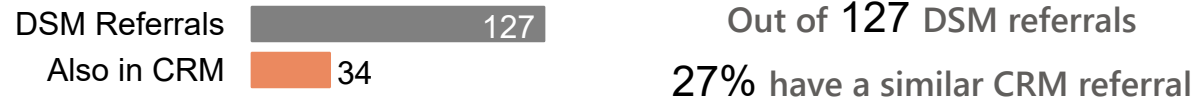
Appointments Linked in CRM after 90 Days

of Referrals



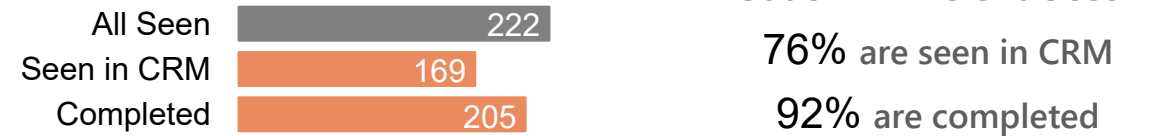
Direct Secure Message Referrals in CRM after 90 Days

of Referrals



Referrals Seen in CRM after 90 Days

of Referrals



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	91%	10	9.13
% of Scheduled Referrals with Linked Appt	77%	10	7.74
% of Seen Referrals Tagged as Seen	76%	10	7.61
% of Seen Referrals that are Completed	92%	10	9.23
% of DSM Referrals with CRM Referral	27%	5	1.34

35.05 points out of 45 points possible

78% clinic score for CRM use

Specialty Clinics REFERRALS

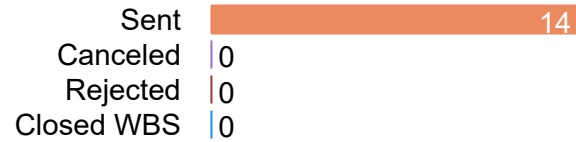
Report of the referral conversion process in the Nephrology clinic for **February 2023**

Measures of conversion throughput for referrals sent to specialty clinics and aged to the date seen or to today's date

Urgent Referrals After 5d

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

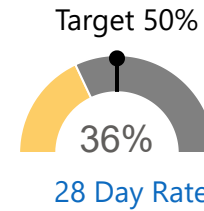
Referrals Sent



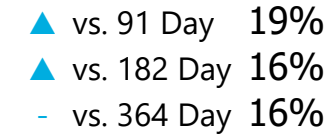
Percent Seen



Urgent Referrals Seen in 5d



Moving Rates



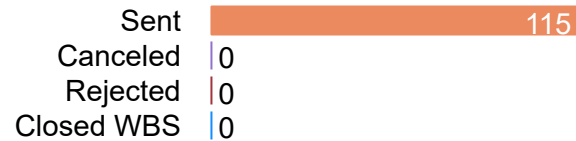
Moving Over/Under Target



Routine Referrals After 30d

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

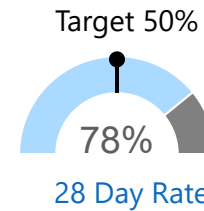
Referrals Sent



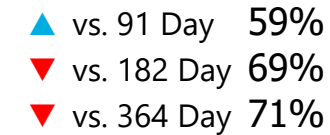
Percent Seen



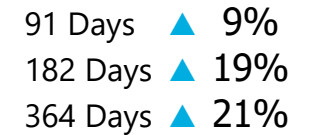
Routine Referrals Seen in 30d



Moving Rates



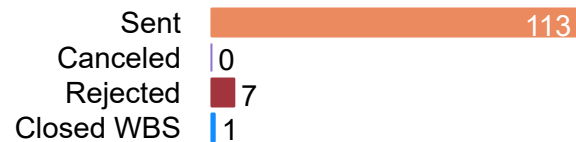
Moving Over/Under Target



Referrals After 90d

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

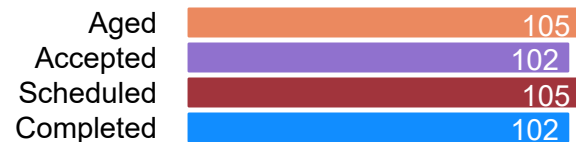
Referrals Sent



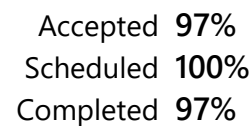
Percent Seen



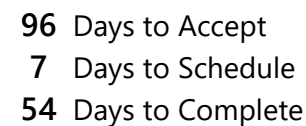
Process Milestones



Process Rates

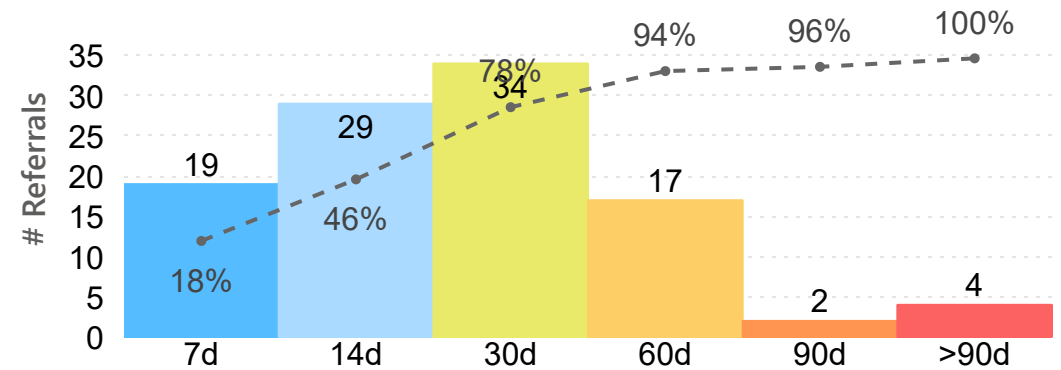


28 Day Median Times



Days to See All Referrals

Median 15 Days to Seen

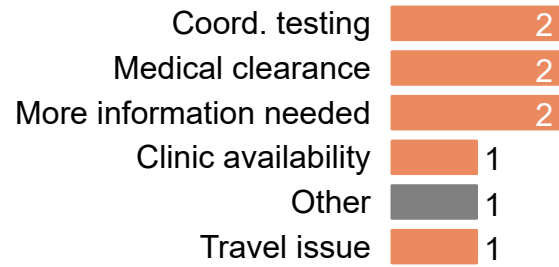


Specialty Clinics REFERRALS

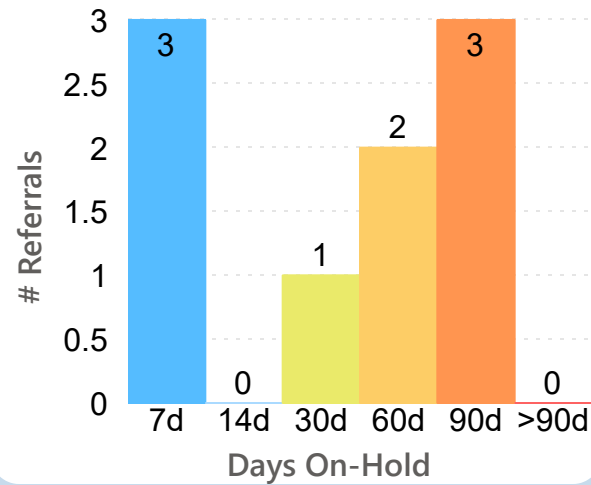
Report of the referral conversion process in the Nephrology clinic for **February 2023**

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

Referrals On-Hold by Reason

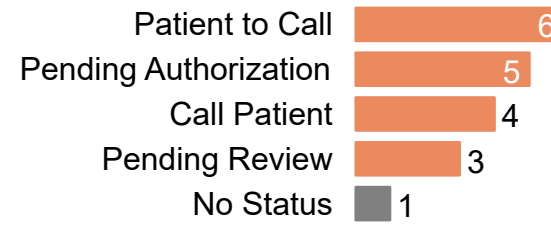


Referrals by Age of Hold

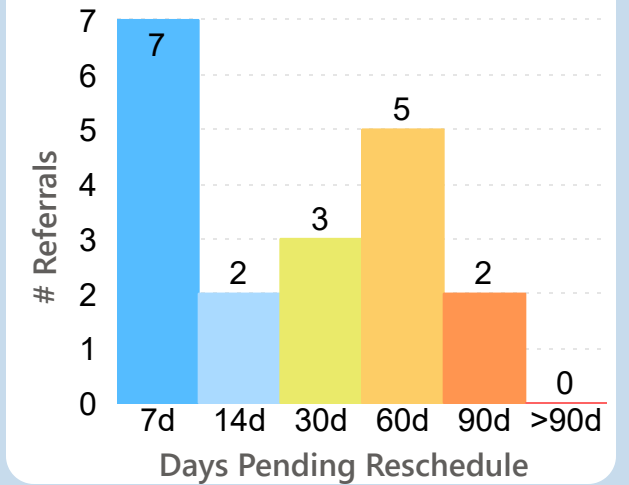


Referrals Pending Reschedule

By Sub-Status

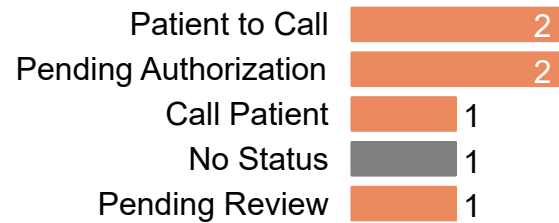


Referrals by Days Pending

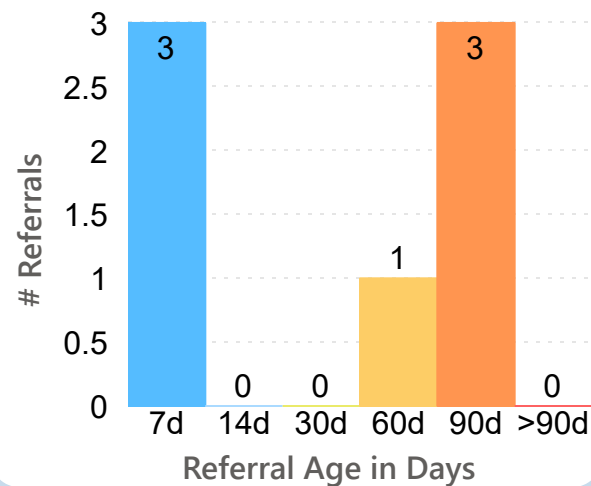


Referrals Pending Acceptance

By Sub-Status

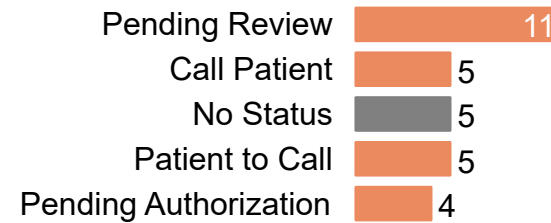


Pending Acceptance by Age

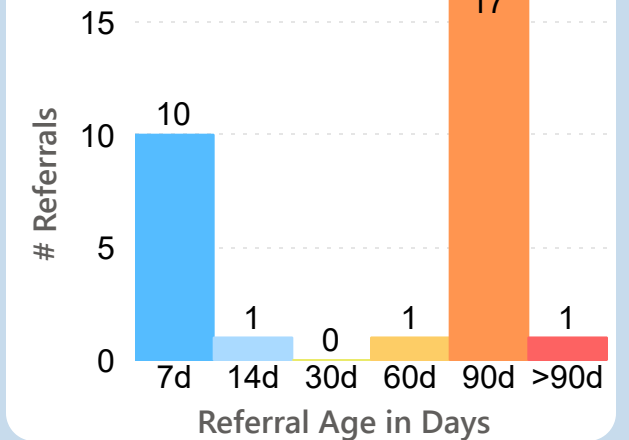


Referrals in Accepted Status

By Sub-Status



Accepted Status by Age



Specialty Clinics REFERRALS

Report of the referral conversion process in the Nephrology clinic for **February 2023**

Referrals tracked using the Clinic Referral Management system versus the schedule book

Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



Appointments Linked in CRM after 90 Days

of Referrals



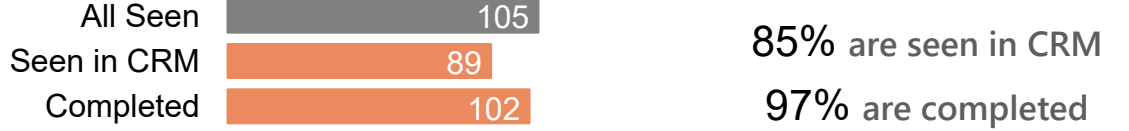
Direct Secure Message Referrals in CRM after 90 Days

of Referrals



Referrals Seen in CRM after 90 Days

of Referrals



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	97%	10	9.71
% of Scheduled Referrals with Linked Appt	85%	10	8.48
% of Seen Referrals Tagged as Seen	85%	10	8.48
% of Seen Referrals that are Completed	97%	10	9.71
% of DSM Referrals with CRM Referral	46%	5	2.29

38.67 points out of **45** points possible
86% clinic score for CRM use

Specialty Clinics REFERRALS

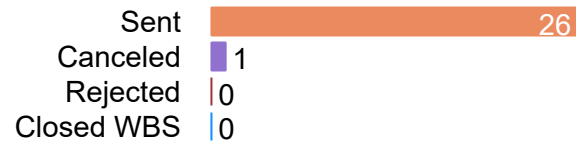
Report of the referral conversion process in the Neurology clinic for **February 2023**

Measures of conversion throughput for referrals sent to specialty clinics and aged to the date seen or to today's date

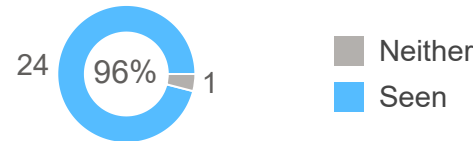
Urgent Referrals After 5d

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

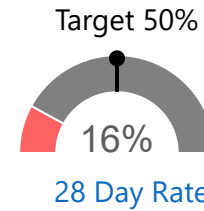
Referrals Sent



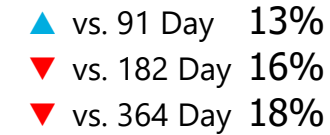
Percent Seen



Urgent Referrals Seen in 5d



Moving Rates



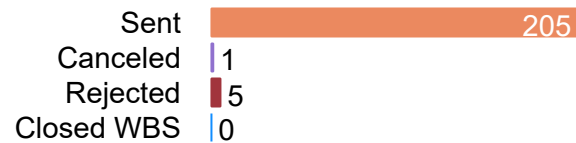
Moving Over/Under Target



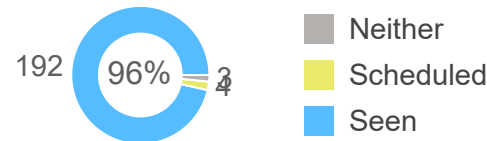
Routine Referrals After 30d

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

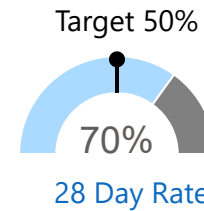
Referrals Sent



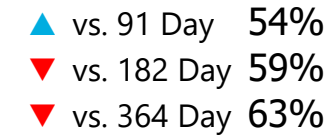
Percent Seen



Routine Referrals Seen in 30d



Moving Rates



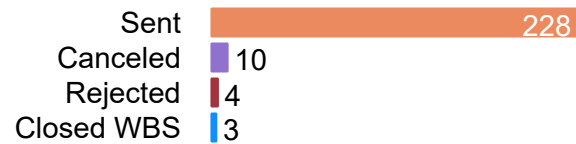
Moving Over/Under Target



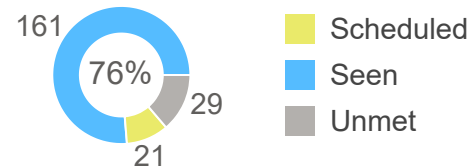
Referrals After 90d

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

Referrals Sent



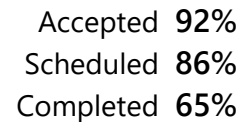
Percent Seen



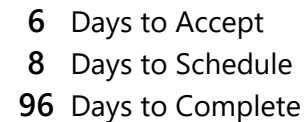
Process Milestones



Process Rates

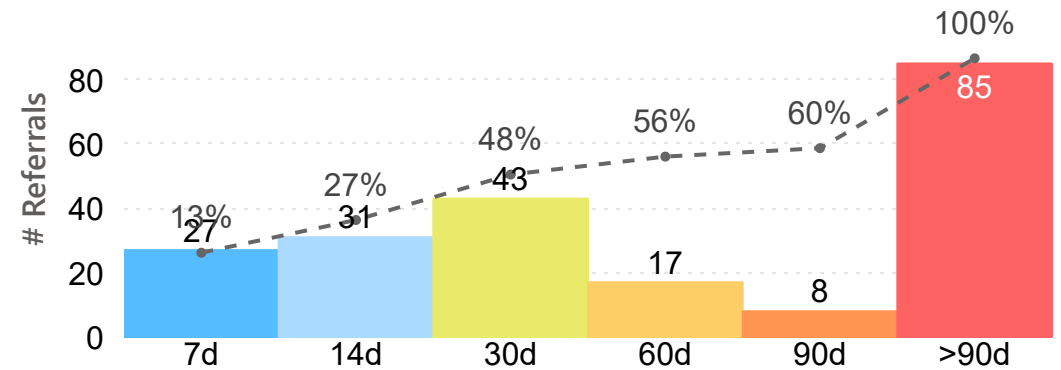


28 Day Median Times



Days to See All Referrals

Median 34 Days to Seen

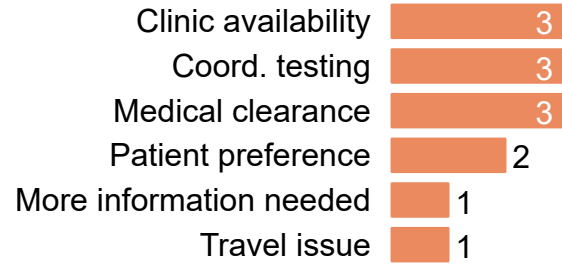


Specialty Clinics REFERRALS

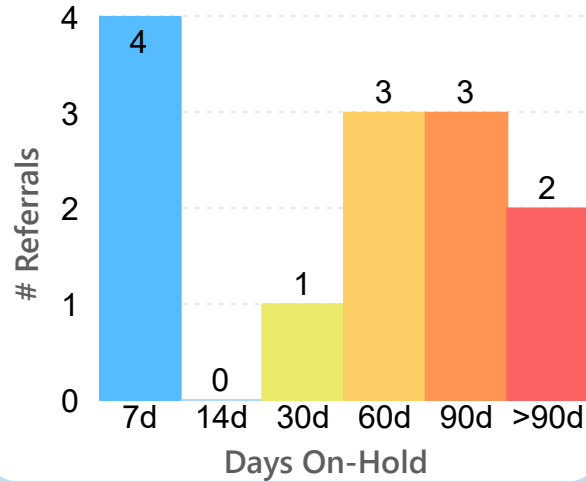
Report of the referral conversion process in the Neurology clinic for **February 2023**

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

Referrals On-Hold by Reason

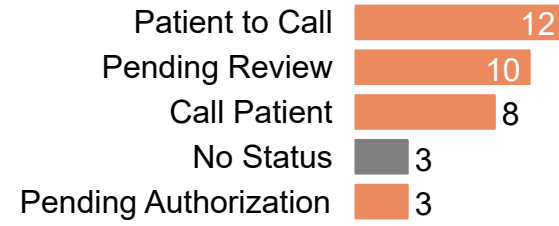


Referrals by Age of Hold

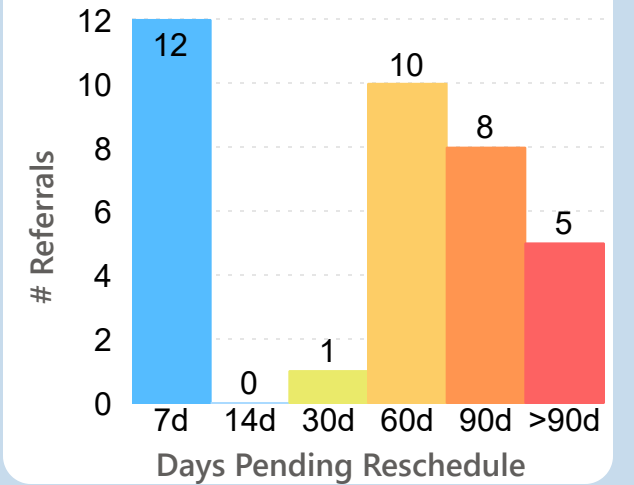


Referrals Pending Reschedule

By Sub-Status

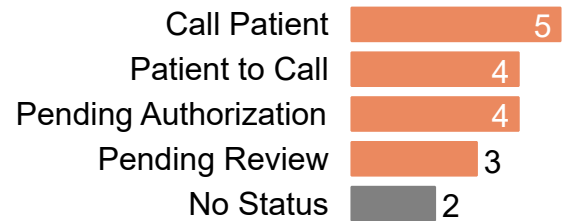


Referrals by Days Pending

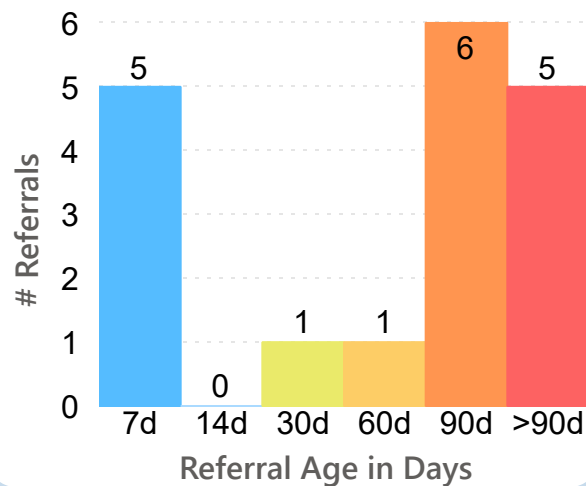


Referrals Pending Acceptance

By Sub-Status

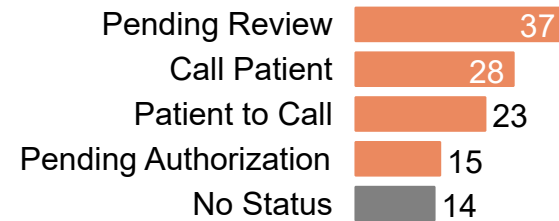


Pending Acceptance by Age

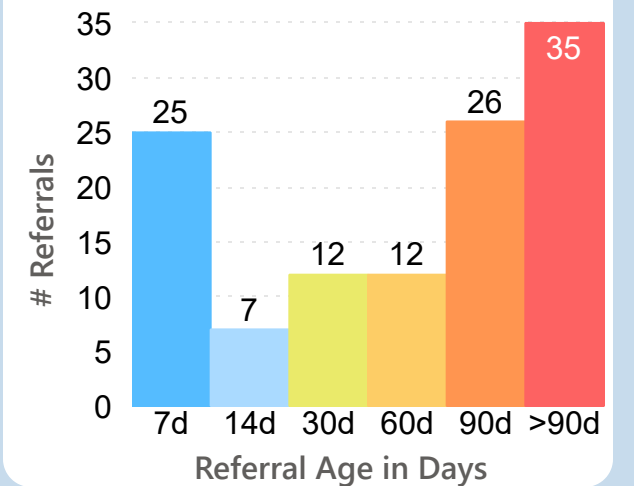


Referrals in Accepted Status

By Sub-Status



Accepted Status by Age



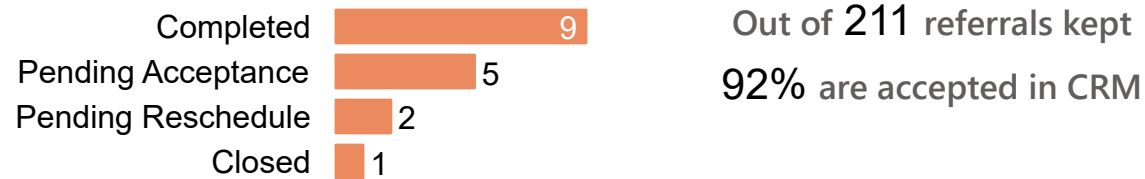
Specialty Clinics REFERRALS

Report of the referral conversion process in the Neurology clinic for **February 2023**

Referrals tracked using the Clinic Referral Management system versus the schedule book

Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



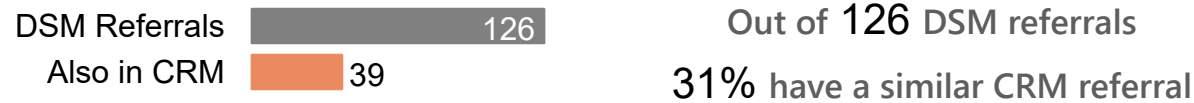
Appointments Linked in CRM after 90 Days

of Referrals



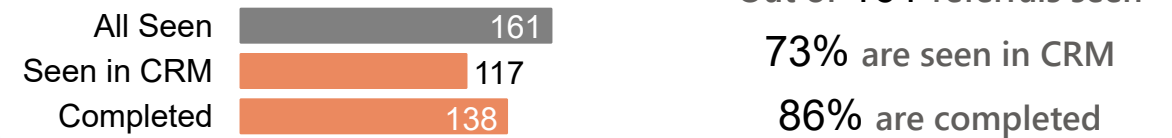
Direct Secure Message Referrals in CRM after 90 Days

of Referrals



Referrals Seen in CRM after 90 Days

of Referrals



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	92%	10	9.19
% of Scheduled Referrals with Linked Appt	76%	10	7.58
% of Seen Referrals Tagged as Seen	73%	10	7.27
% of Seen Referrals that are Completed	86%	10	8.57
% of DSM Referrals with CRM Referral	31%	5	1.55

34.16 points out of 45 points possible

76% clinic score for CRM use

Specialty Clinics REFERRALS

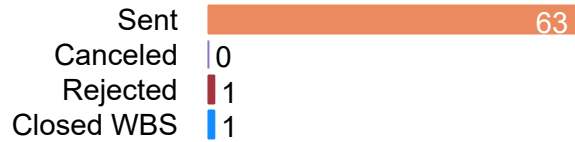
Report of the referral conversion process in the Oncology clinic for **February 2023**

Measures of conversion throughput for referrals sent to specialty clinics and aged to the date seen or to today's date

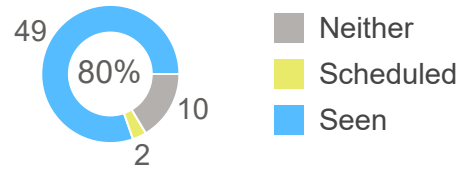
Urgent Referrals After 5d

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

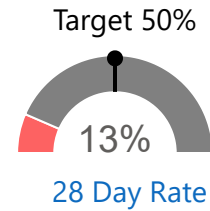
Referrals Sent



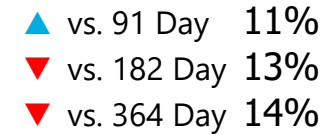
Percent Seen



Urgent Referrals Seen in 5d



Moving Rates



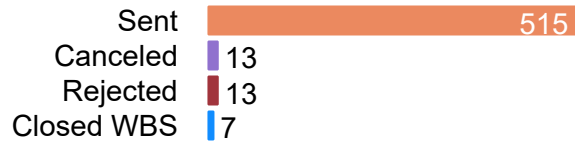
Moving Over/Under Target



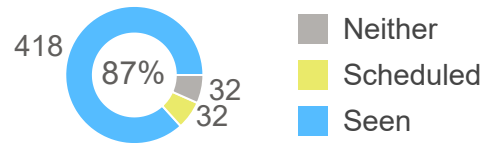
Routine Referrals After 30d

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

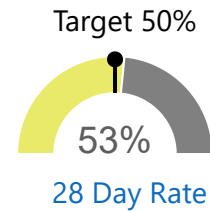
Referrals Sent



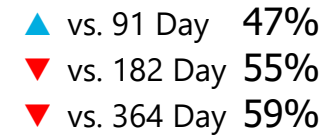
Percent Seen



Routine Referrals Seen in 30d



Moving Rates



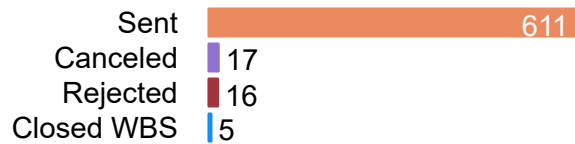
Moving Over/Under Target



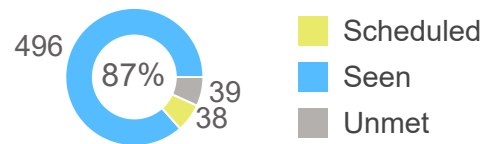
Referrals After 90d

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

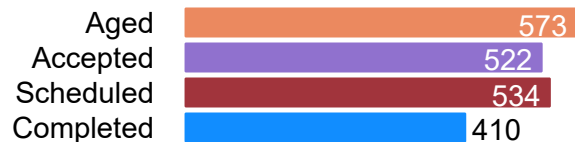
Referrals Sent



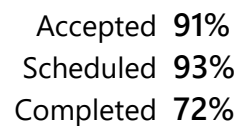
Percent Seen



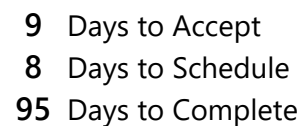
Process Milestones



Process Rates

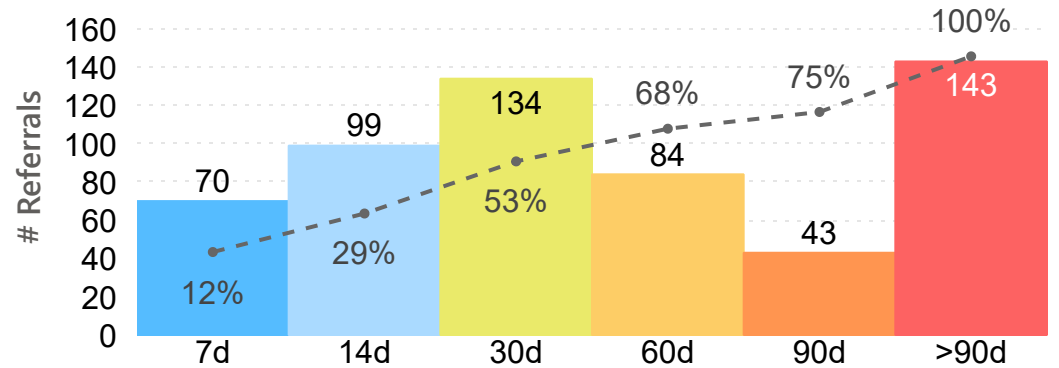


28 Day Median Times



Days to See All Referrals

Median 27 Days to Seen

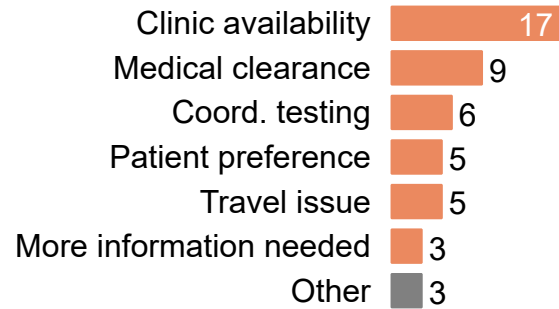


Specialty Clinics REFERRALS

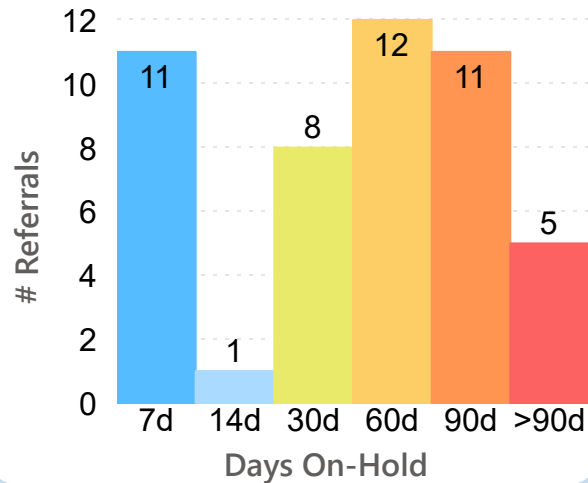
Report of the referral conversion process in the Oncology clinic for February 2023

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

Referrals On-Hold by Reason

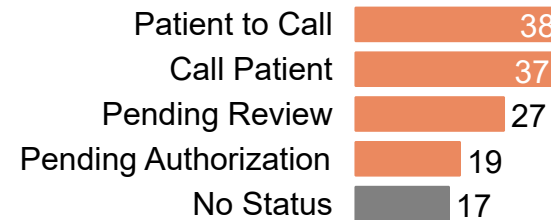


Referrals by Age of Hold

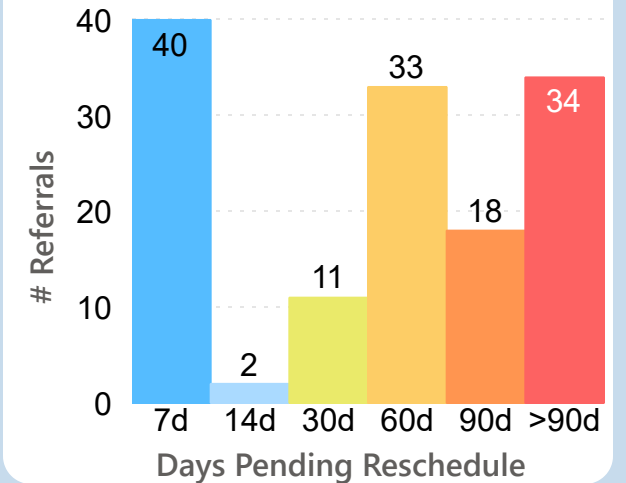


Referrals Pending Reschedule

By Sub-Status

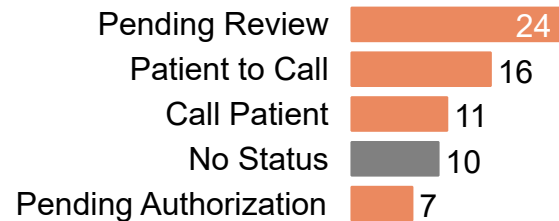


Referrals by Days Pending

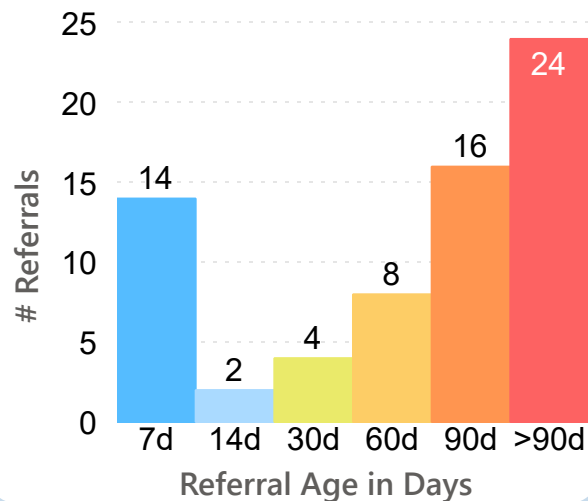


Referrals Pending Acceptance

By Sub-Status

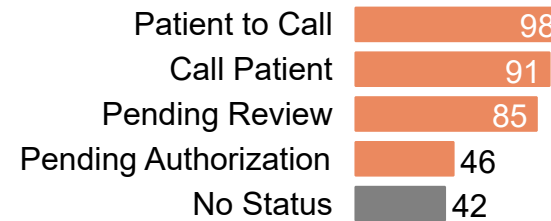


Pending Acceptance by Age

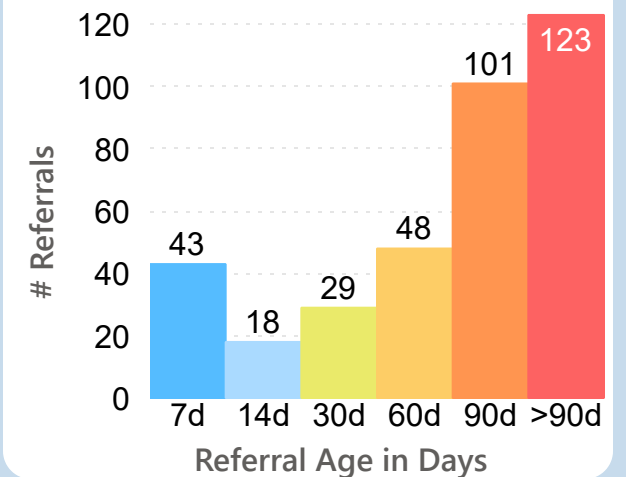


Referrals in Accepted Status

By Sub-Status



Accepted Status by Age



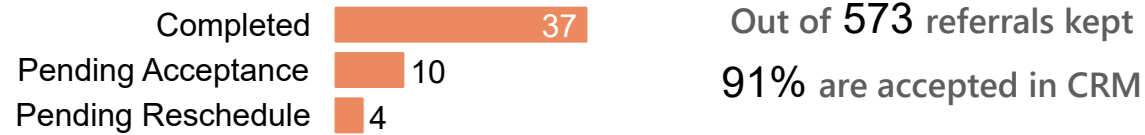
Specialty Clinics REFERRALS

Report of the referral conversion process in the Oncology clinic for **February 2023**

Referrals tracked using the Clinic Referral Management system versus the schedule book

Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



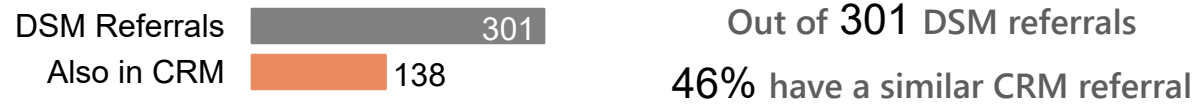
Appointments Linked in CRM after 90 Days

of Referrals



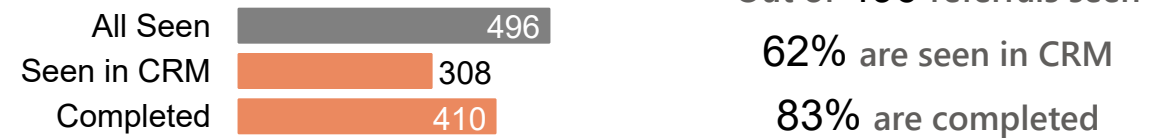
Direct Secure Message Referrals in CRM after 90 Days

of Referrals



Referrals Seen in CRM after 90 Days

of Referrals



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	91%	10	9.11
% of Scheduled Referrals with Linked Appt	66%	10	6.65
% of Seen Referrals Tagged as Seen	62%	10	6.21
% of Seen Referrals that are Completed	83%	10	8.27
% of DSM Referrals with CRM Referral	46%	5	2.29

32.53 points out of **45** points possible

72% clinic score for CRM use

Specialty Clinics REFERRALS

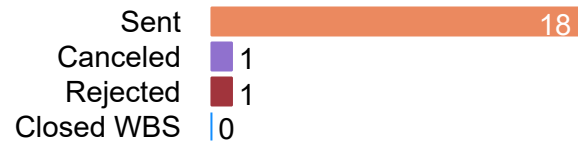
Report of the referral conversion process in the Ophthalmology clinic for **February 2023**

Measures of conversion throughput for referrals sent to specialty clinics and aged to the date seen or to today's date

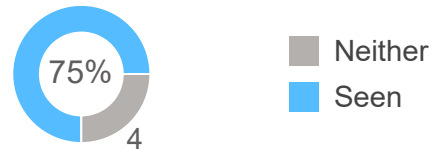
Urgent Referrals After 5d

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

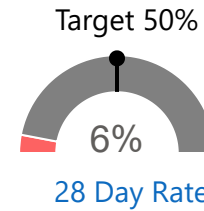
Referrals Sent



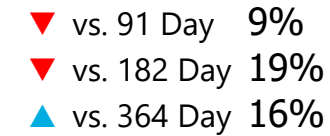
Percent Seen



Urgent Referrals Seen in 5d



Moving Rates



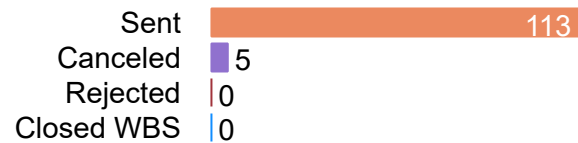
Moving Over/Under Target



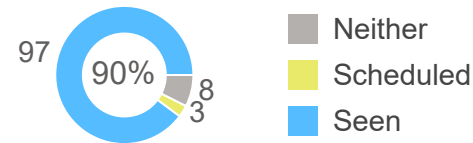
Routine Referrals After 30d

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

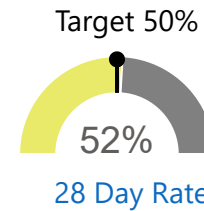
Referrals Sent



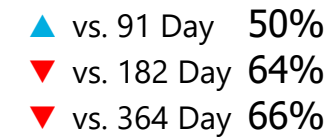
Percent Seen



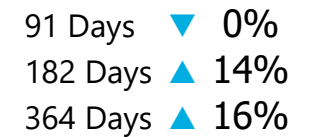
Routine Referrals Seen in 30d



Moving Rates



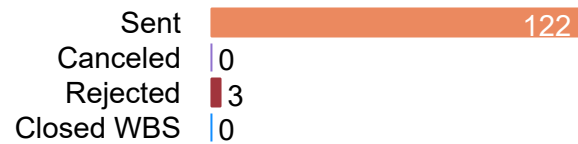
Moving Over/Under Target



Referrals After 90d

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

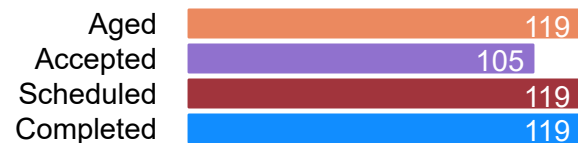
Referrals Sent



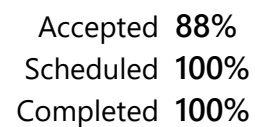
Percent Seen



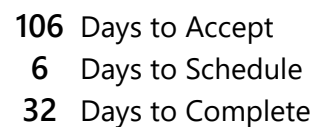
Process Milestones



Process Rates

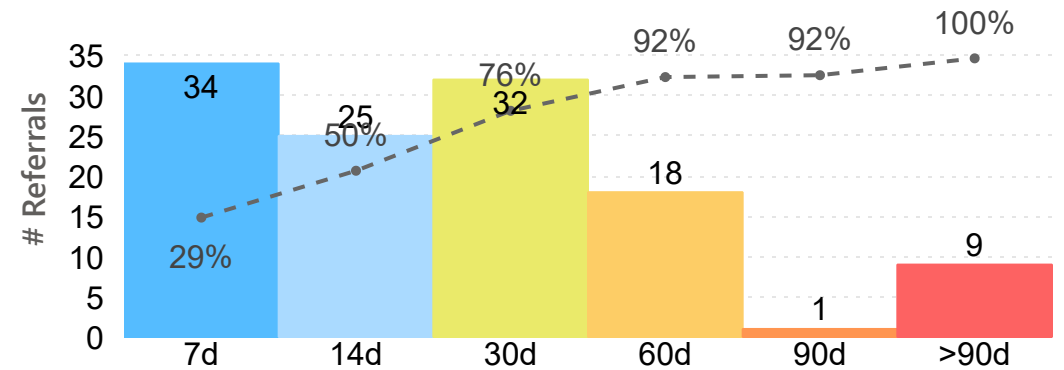


28 Day Median Times



Days to See All Referrals

Median 15 Days to Seen



Specialty Clinics REFERRALS

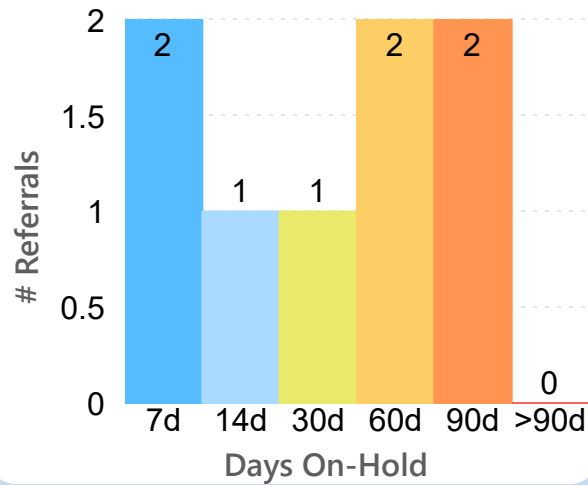
Report of the referral conversion process in the Ophthalmology clinic for **February 2023**

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

Referrals On-Hold by Reason

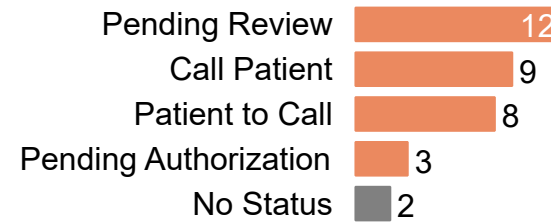


Referrals by Age of Hold

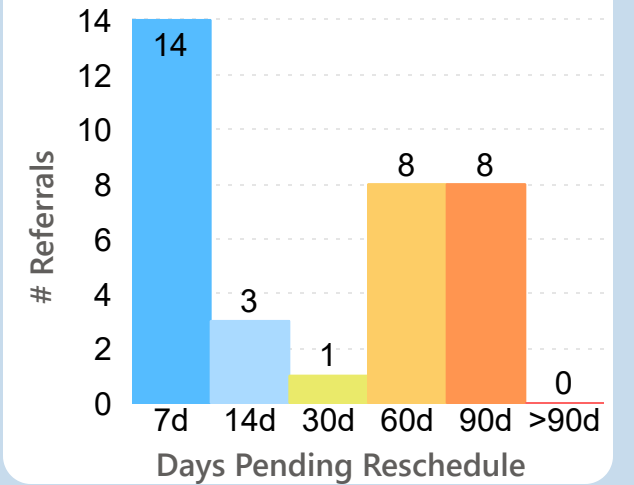


Referrals Pending Reschedule

By Sub-Status

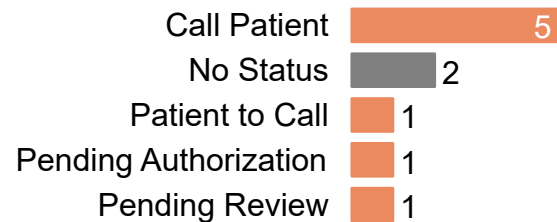


Referrals by Days Pending

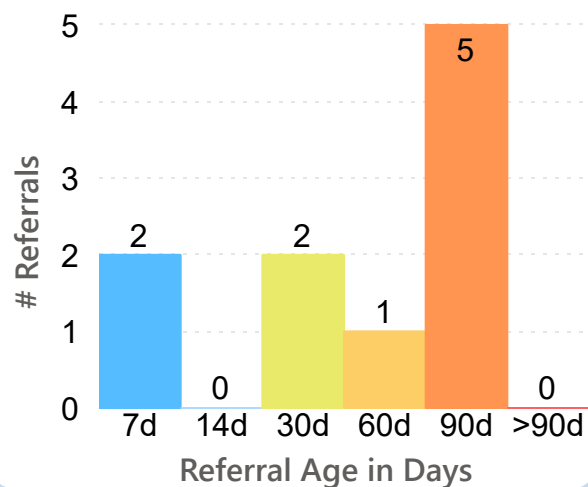


Referrals Pending Acceptance

By Sub-Status

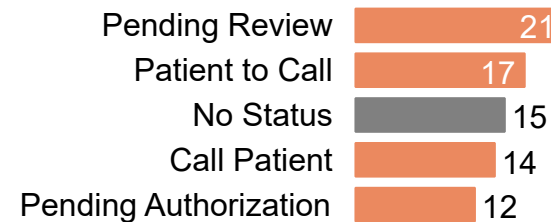


Pending Acceptance by Age

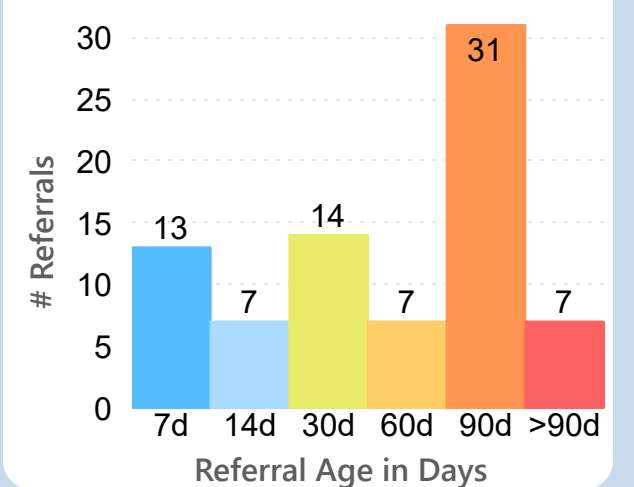


Referrals in Accepted Status

By Sub-Status



Accepted Status by Age



Specialty Clinics REFERRALS

Report of the referral conversion process in the Ophthalmology clinic for **February 2023**

Referrals tracked using the Clinic Referral Management system versus the schedule book

Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



Appointments Linked in CRM after 90 Days

of Referrals



Direct Secure Message Referrals in CRM after 90 Days

of Referrals



Referrals Seen in CRM after 90 Days

of Referrals



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	88%	10	8.82
% of Scheduled Referrals with Linked Appt	79%	10	7.9
% of Seen Referrals Tagged as Seen	79%	10	7.9
% of Seen Referrals that are Completed	100%	10	10
% of DSM Referrals with CRM Referral	63%	5	3.15

37.77 points out of **45** points possible

84% clinic score for CRM use

Specialty Clinics REFERRALS

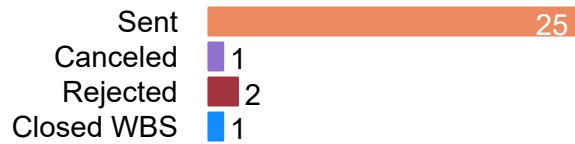
Report of the referral conversion process in the Orthopedics clinic for **February 2023**

Measures of conversion throughput for referrals sent to specialty clinics and aged to the date seen or to today's date

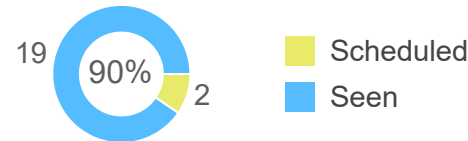
Urgent Referrals After 5d

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

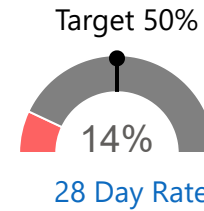
Referrals Sent



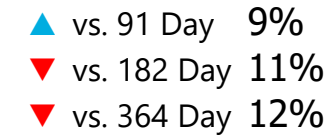
Percent Seen



Urgent Referrals Seen in 5d



Moving Rates



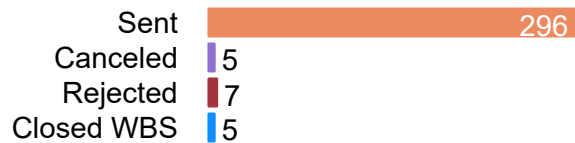
Moving Over/Under Target



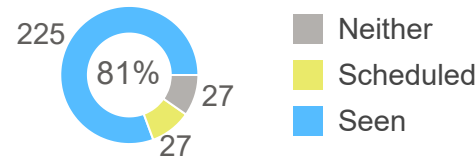
Routine Referrals After 30d

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

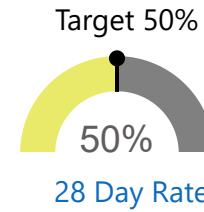
Referrals Sent



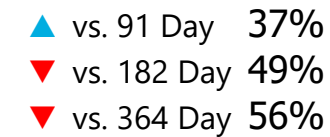
Percent Seen



Routine Referrals Seen in 30d



Moving Rates



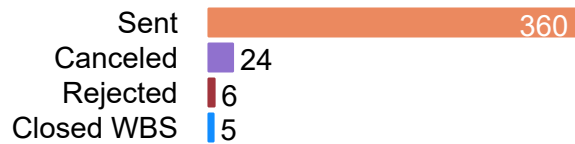
Moving Over/Under Target



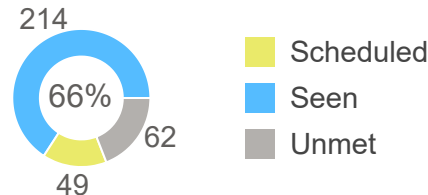
Referrals After 90d

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

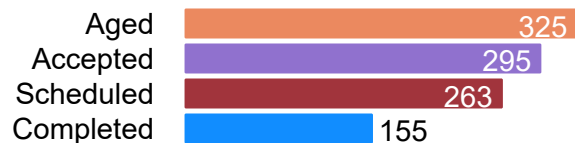
Referrals Sent



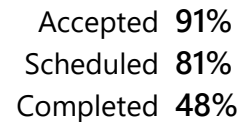
Percent Seen



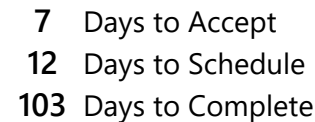
Process Milestones



Process Rates

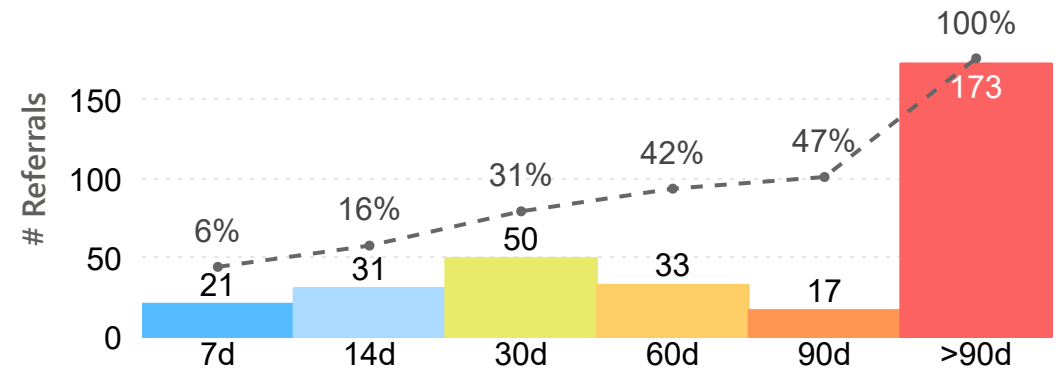


28 Day Median Times



Days to See All Referrals

Median 93 Days to Seen

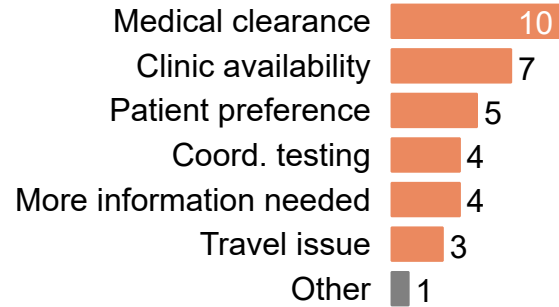


Specialty Clinics REFERRALS

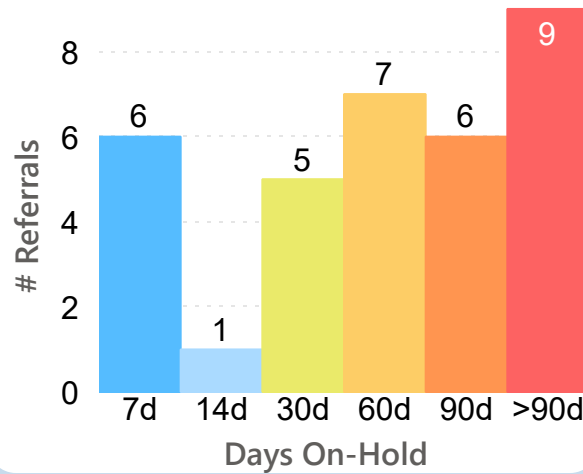
Report of the referral conversion process in the Orthopedics clinic for **February 2023**

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

Referrals On-Hold by Reason

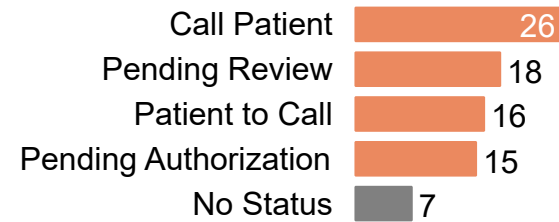


Referrals by Age of Hold

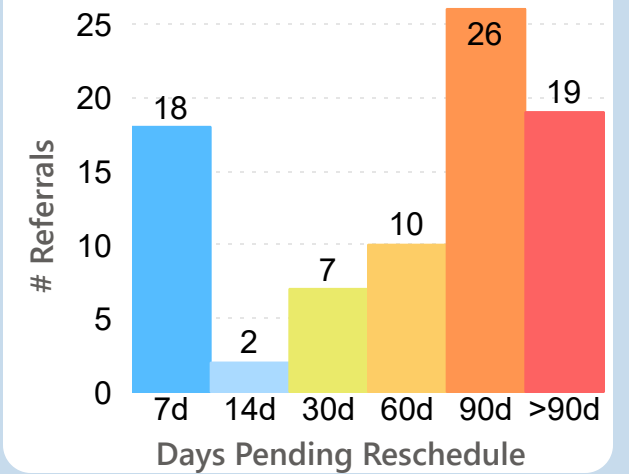


Referrals Pending Reschedule

By Sub-Status

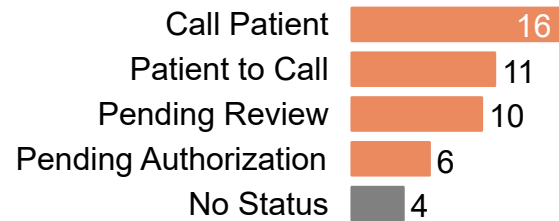


Referrals by Days Pending

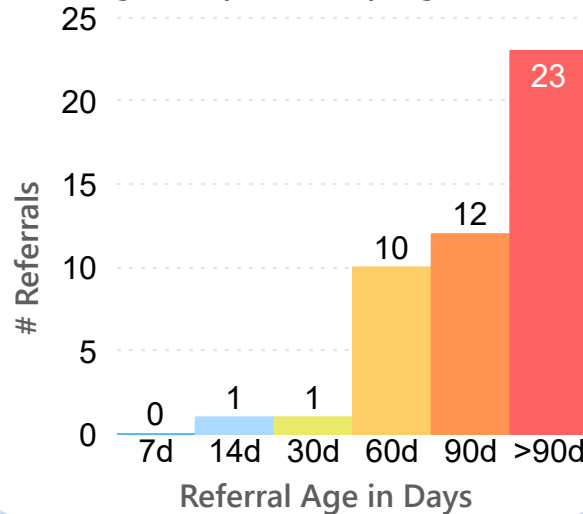


Referrals Pending Acceptance

By Sub-Status



Pending Acceptance by Age

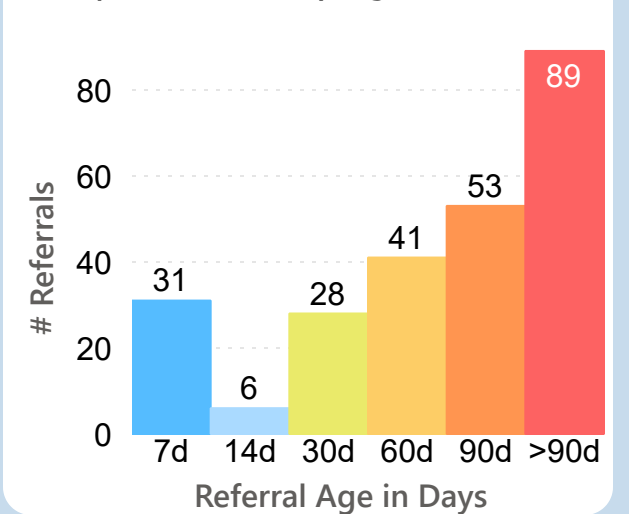


Referrals in Accepted Status

By Sub-Status



Accepted Status by Age



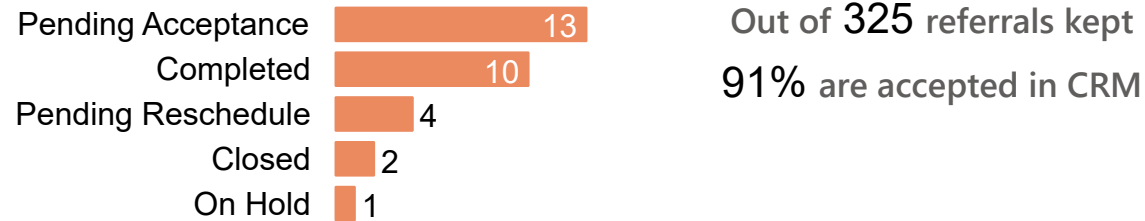
Specialty Clinics REFERRALS

Report of the referral conversion process in the Orthopedics clinic for **February 2023**

Referrals tracked using the Clinic Referral Management system versus the schedule book

Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



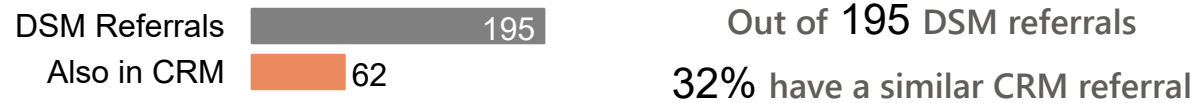
Appointments Linked in CRM after 90 Days

of Referrals



Direct Secure Message Referrals in CRM after 90 Days

of Referrals



Referrals Seen in CRM after 90 Days

of Referrals



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	91%	10	9.08
% of Scheduled Referrals with Linked Appt	57%	10	5.7
% of Seen Referrals Tagged as Seen	53%	10	5.28
% of Seen Referrals that are Completed	72%	10	7.24
% of DSM Referrals with CRM Referral	32%	5	1.59

28.89 points out of 45 points possible

64% clinic score for CRM use

Specialty Clinics REFERRALS

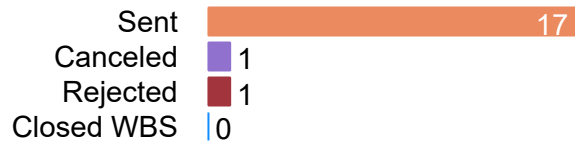
Report of the referral conversion process in the Otolaryngology clinic for **February 2023**

Measures of conversion throughput for referrals sent to specialty clinics and aged to the date seen or to today's date

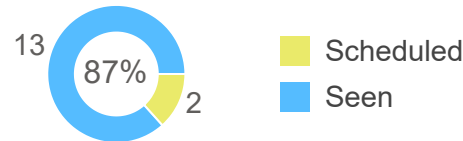
Urgent Referrals After 5d

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

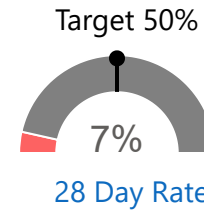
Referrals Sent



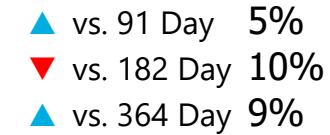
Percent Seen



Urgent Referrals Seen in 5d



Moving Rates



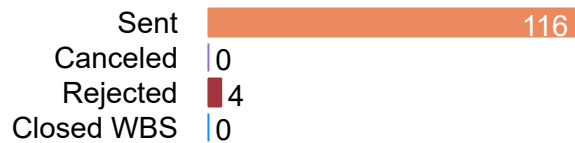
Moving Over/Under Target



Routine Referrals After 30d

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

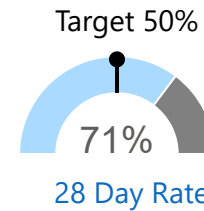
Referrals Sent



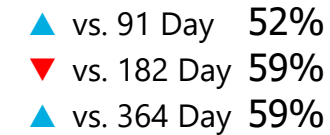
Percent Seen



Routine Referrals Seen in 30d



Moving Rates



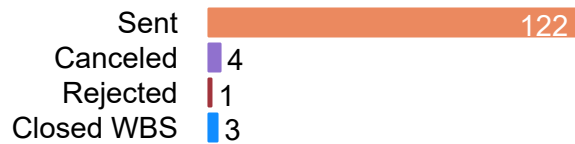
Moving Over/Under Target



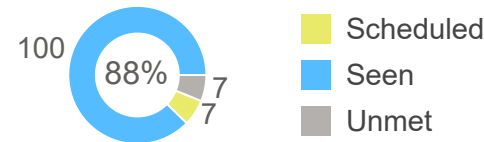
Referrals After 90d

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

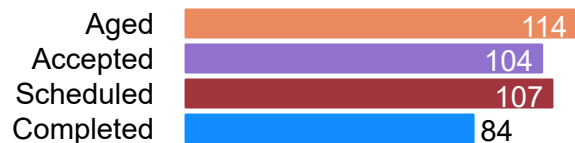
Referrals Sent



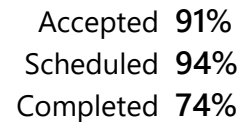
Percent Seen



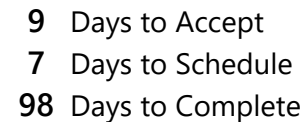
Process Milestones



Process Rates

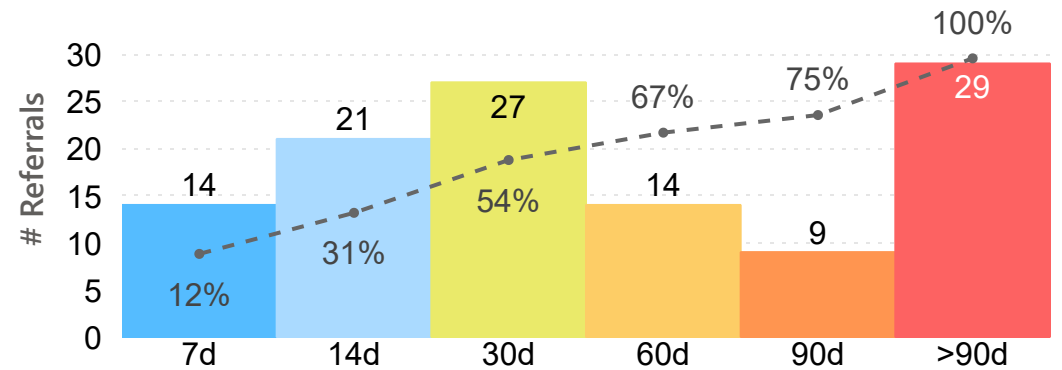


28 Day Median Times



Days to See All Referrals

Median 24 Days to Seen

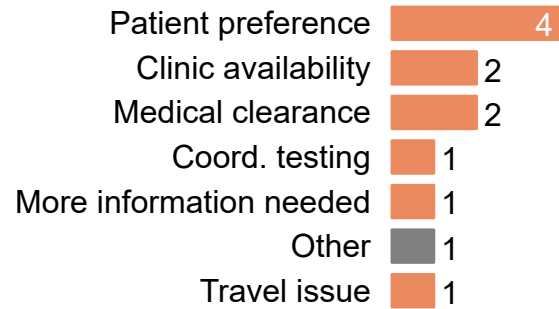


Specialty Clinics REFERRALS

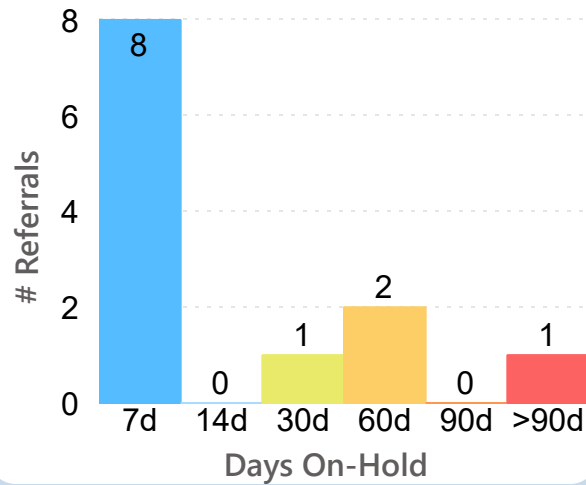
Report of the referral conversion process in the Otolaryngology clinic for **February 2023**

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

Referrals On-Hold by Reason

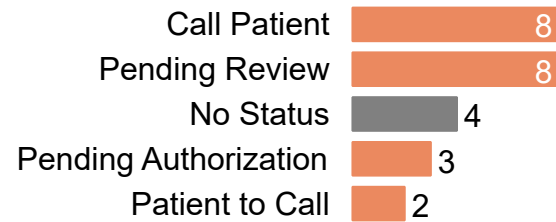


Referrals by Age of Hold

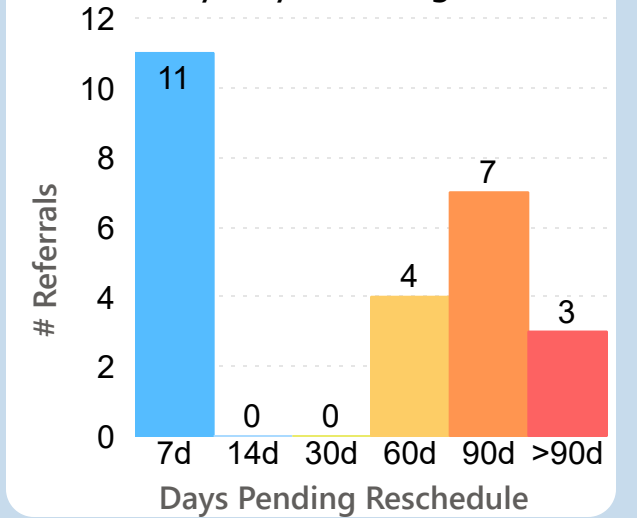


Referrals Pending Reschedule

By Sub-Status

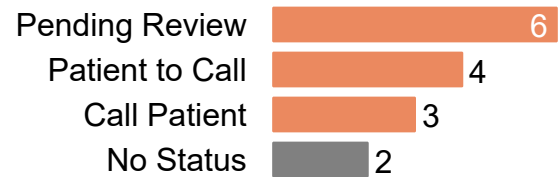


Referrals by Days Pending

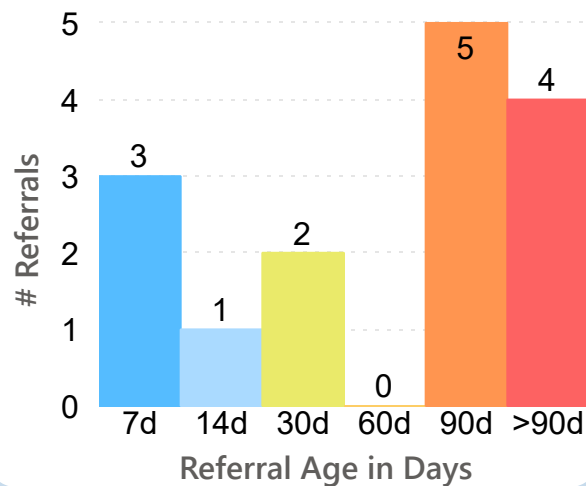


Referrals Pending Acceptance

By Sub-Status

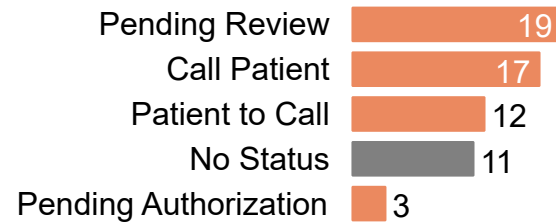


Pending Acceptance by Age

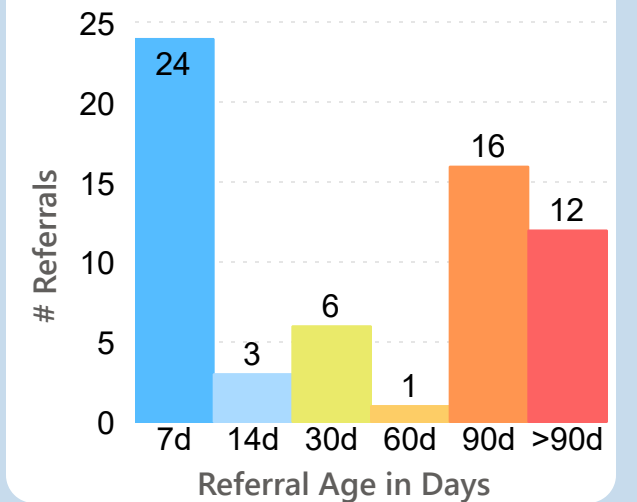


Referrals in Accepted Status

By Sub-Status



Accepted Status by Age



Specialty Clinics REFERRALS

Report of the referral conversion process in the Otolaryngology clinic for **February 2023**

Referrals tracked using the Clinic Referral Management system versus the schedule book

Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



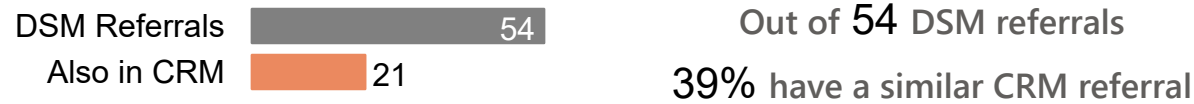
Appointments Linked in CRM after 90 Days

of Referrals



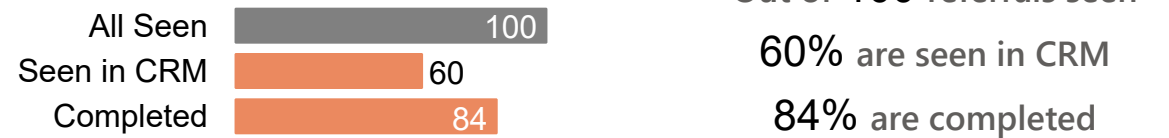
Direct Secure Message Referrals in CRM after 90 Days

of Referrals



Referrals Seen in CRM after 90 Days

of Referrals



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	91%	10	9.12
% of Scheduled Referrals with Linked Appt	65%	10	6.54
% of Seen Referrals Tagged as Seen	60%	10	6
% of Seen Referrals that are Completed	84%	10	8.4
% of DSM Referrals with CRM Referral	39%	5	1.94

32.0 points out of 45 points possible

71% clinic score for CRM use

Specialty Clinics REFERRALS

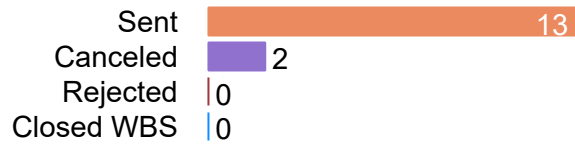
Report of the referral conversion process in the Pain Management clinic for **February 2023**

Measures of conversion throughput for referrals sent to specialty clinics and aged to the date seen or to today's date

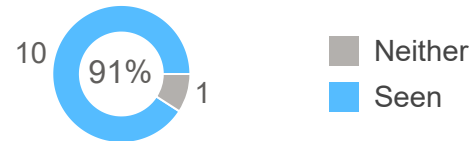
Urgent Referrals After 5d

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

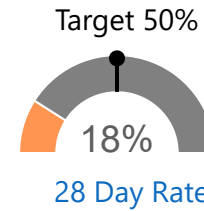
Referrals Sent



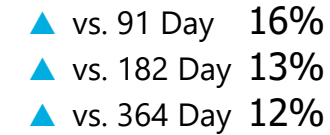
Percent Seen



Urgent Referrals Seen in 5d



Moving Rates



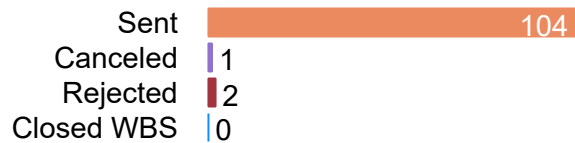
Moving Over/Under Target



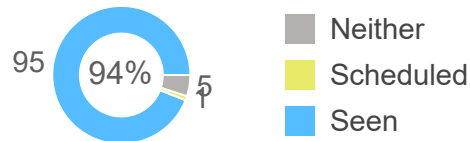
Routine Referrals After 30d

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

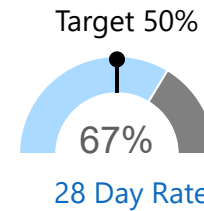
Referrals Sent



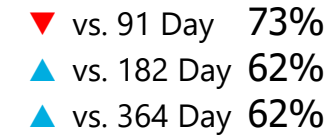
Percent Seen



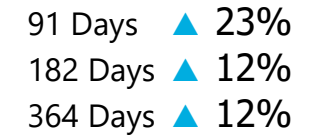
Routine Referrals Seen in 30d



Moving Rates



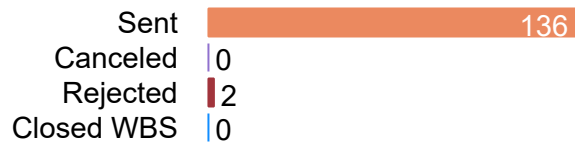
Moving Over/Under Target



Referrals After 90d

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

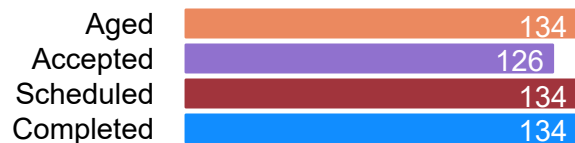
Referrals Sent



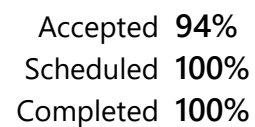
Percent Seen



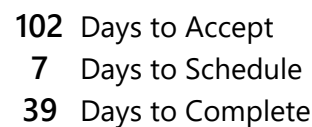
Process Milestones



Process Rates

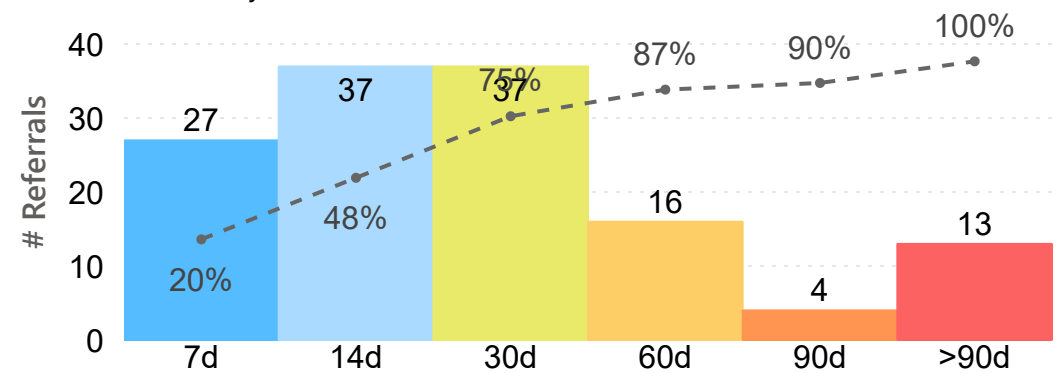


28 Day Median Times



Days to See All Referrals

Median 15 Days to Seen

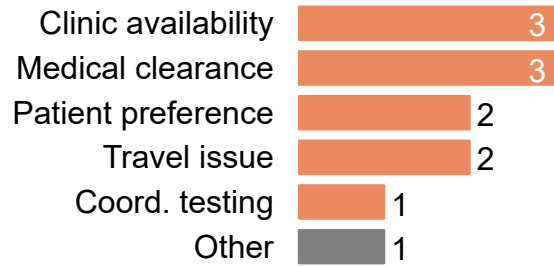


Specialty Clinics REFERRALS

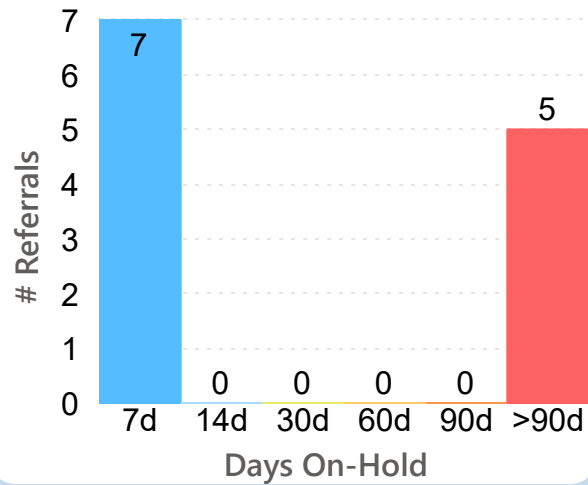
Report of the referral conversion process in the Pain Management clinic for **February 2023**

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

Referrals On-Hold by Reason

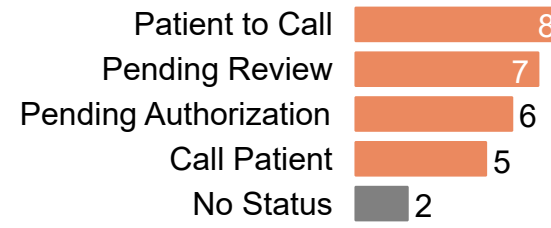


Referrals by Age of Hold

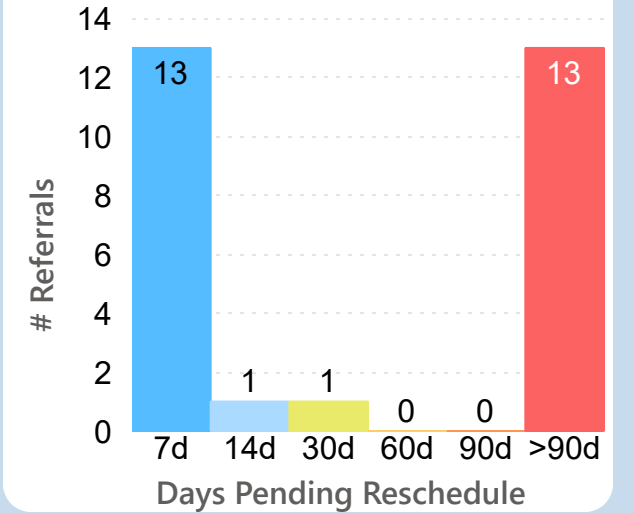


Referrals Pending Reschedule

By Sub-Status

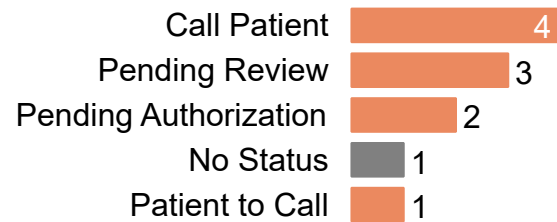


Referrals by Days Pending

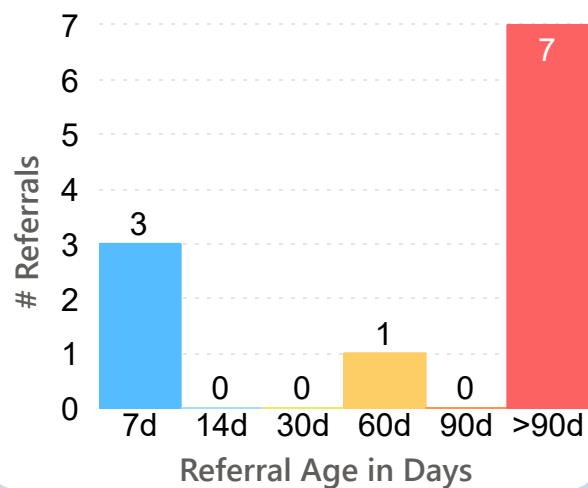


Referrals Pending Acceptance

By Sub-Status

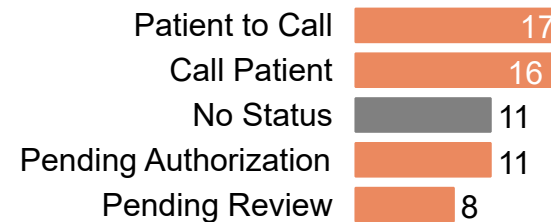


Pending Acceptance by Age

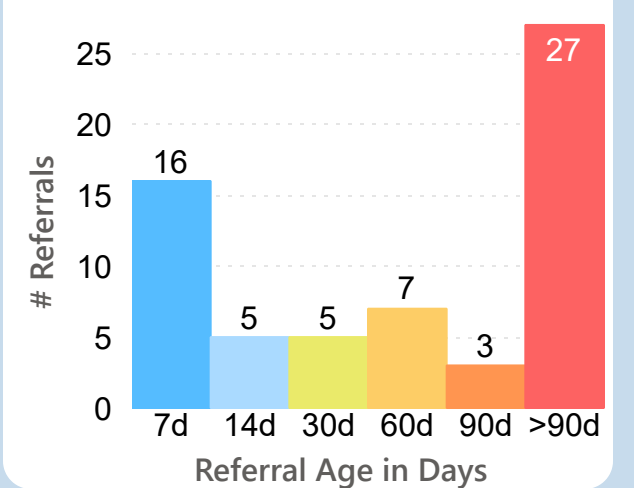


Referrals in Accepted Status

By Sub-Status



Accepted Status by Age



Specialty Clinics REFERRALS

Report of the referral conversion process in the Pain Management clinic for **February 2023**

Referrals tracked using the Clinic Referral Management system versus the schedule book

Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



Appointments Linked in CRM after 90 Days

of Referrals



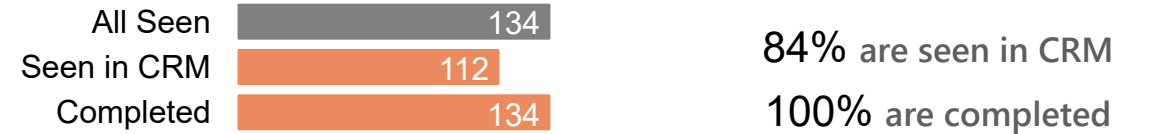
Direct Secure Message Referrals in CRM after 90 Days

of Referrals



Referrals Seen in CRM after 90 Days

of Referrals



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	94%	10	9.4
% of Scheduled Referrals with Linked Appt	84%	10	8.36
% of Seen Referrals Tagged as Seen	84%	10	8.36
% of Seen Referrals that are Completed	100%	10	10
% of DSM Referrals with CRM Referral	55%	5	2.73

38.85 points out of **45** points possible

86% clinic score for CRM use

Specialty Clinics REFERRALS

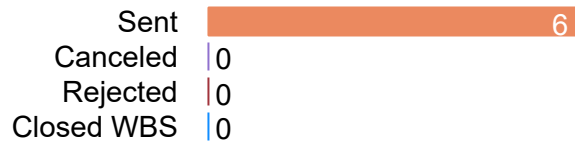
Report of the referral conversion process in the Podiatry clinic for **February 2023**

Measures of conversion throughput for referrals sent to specialty clinics and aged to the date seen or to today's date

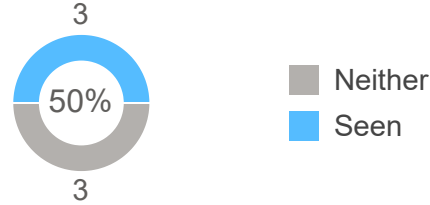
Urgent Referrals After 5d

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

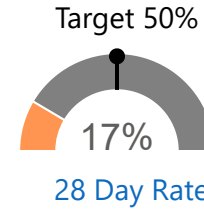
Referrals Sent



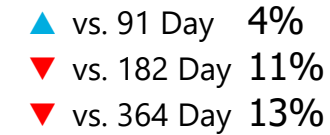
Percent Seen



Urgent Referrals Seen in 5d



Moving Rates



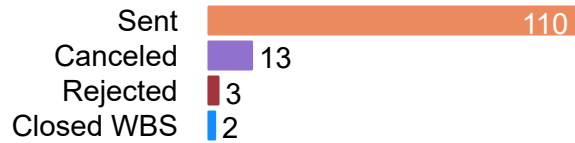
Moving Over/Under Target



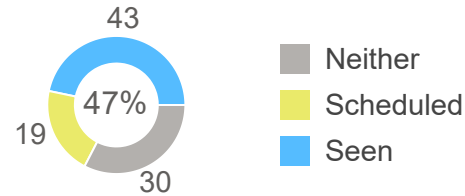
Routine Referrals After 30d

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

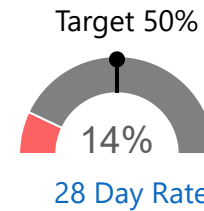
Referrals Sent



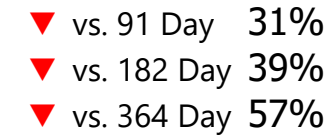
Percent Seen



Routine Referrals Seen in 30d



Moving Rates



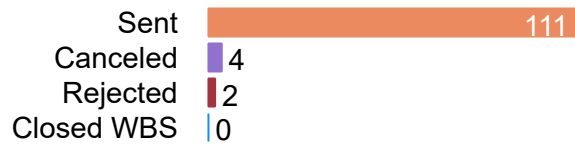
Moving Over/Under Target



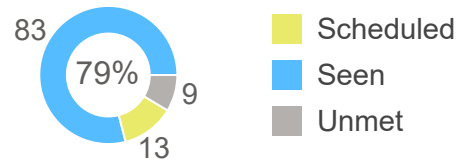
Referrals After 90d

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

Referrals Sent



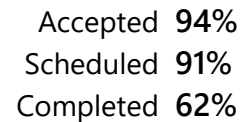
Percent Seen



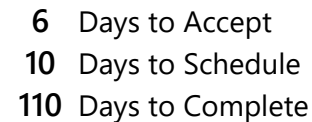
Process Milestones



Process Rates

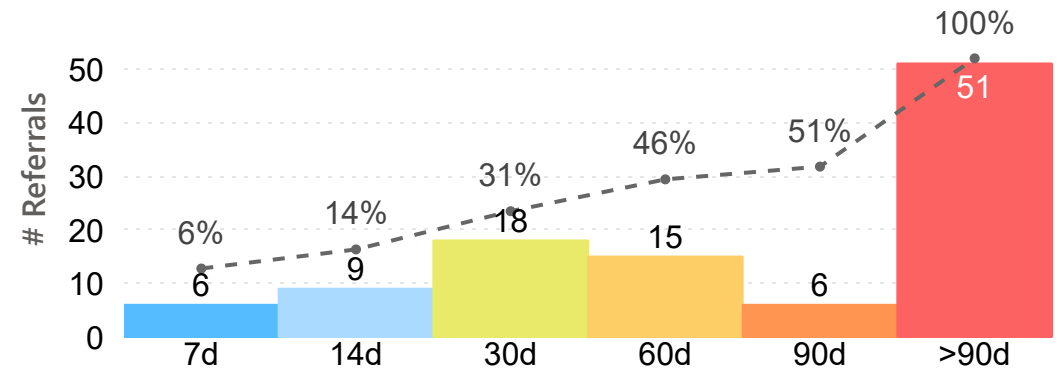


28 Day Median Times



Days to See All Referrals

Median 86 Days to Seen

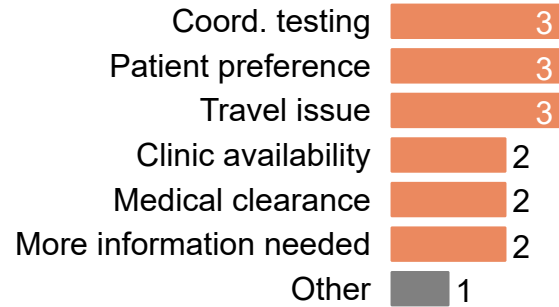


Specialty Clinics REFERRALS

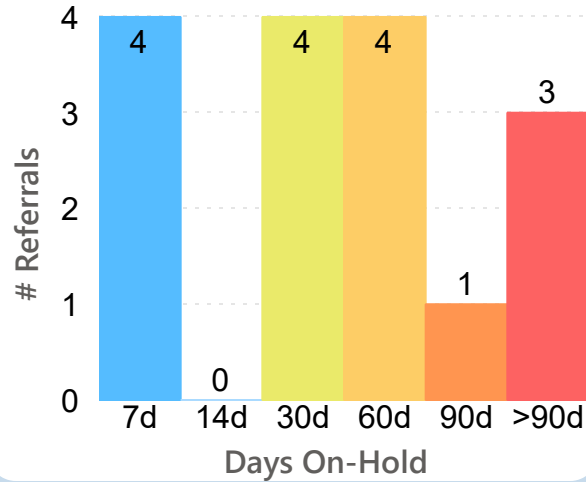
Report of the referral conversion process in the Podiatry clinic for **February 2023**

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

Referrals On-Hold by Reason

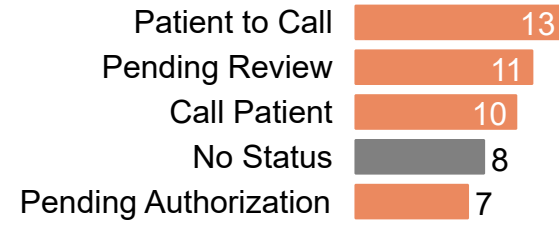


Referrals by Age of Hold

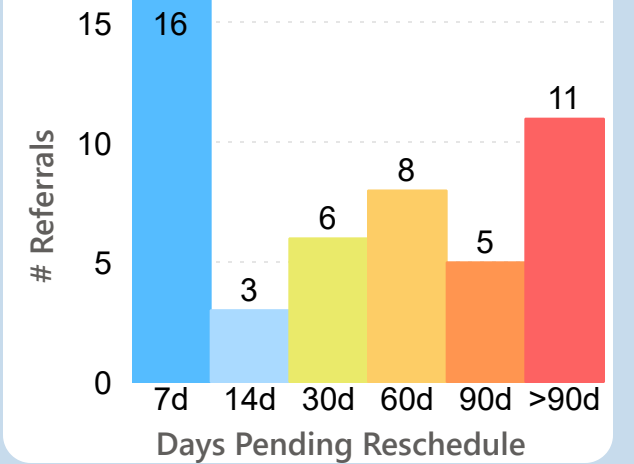


Referrals Pending Reschedule

By Sub-Status

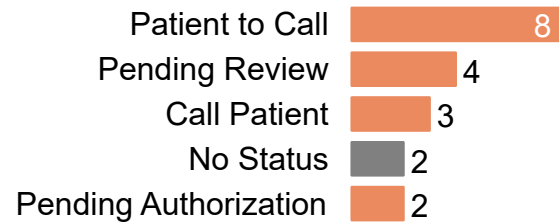


Referrals by Days Pending

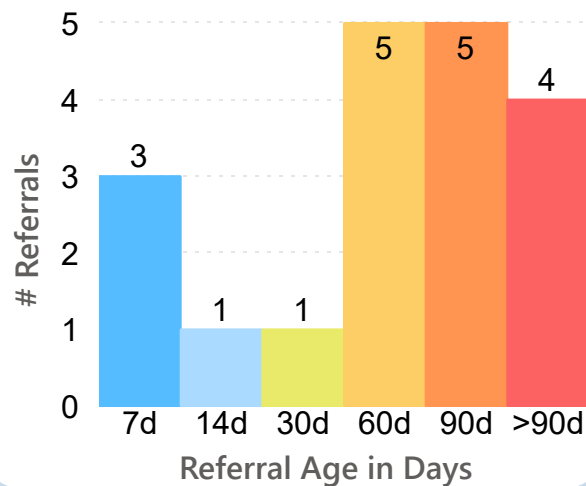


Referrals Pending Acceptance

By Sub-Status

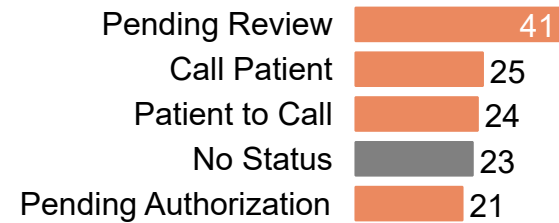


Pending Acceptance by Age

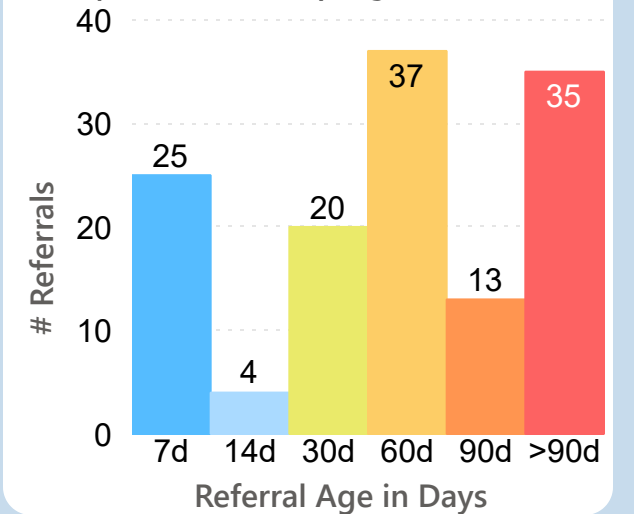


Referrals in Accepted Status

By Sub-Status



Accepted Status by Age



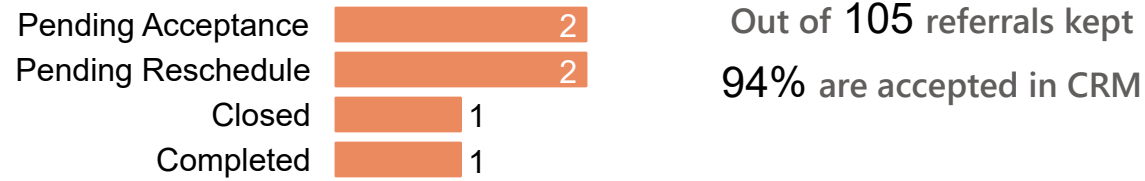
Specialty Clinics REFERRALS

Report of the referral conversion process in the Podiatry clinic for **February 2023**

Referrals tracked using the Clinic Referral Management system versus the schedule book

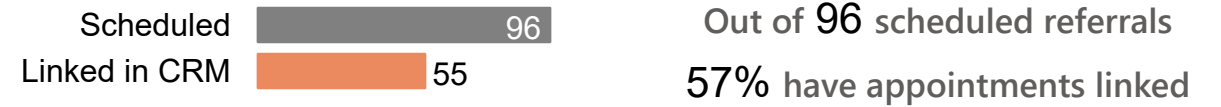
Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



Appointments Linked in CRM after 90 Days

of Referrals



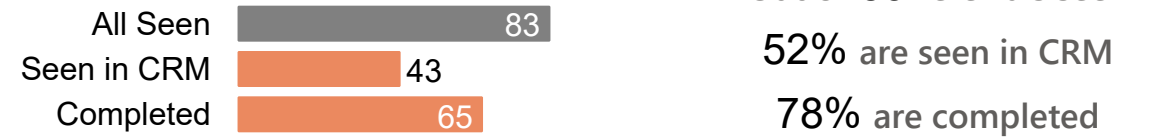
Direct Secure Message Referrals in CRM after 90 Days

of Referrals



Referrals Seen in CRM after 90 Days

of Referrals



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	94%	10	9.43
% of Scheduled Referrals with Linked Appt	57%	10	5.73
% of Seen Referrals Tagged as Seen	52%	10	5.18
% of Seen Referrals that are Completed	78%	10	7.83
% of DSM Referrals with CRM Referral	77%	5	3.85

32.02 points out of 45 points possible

71% clinic score for CRM use

Specialty Clinics REFERRALS

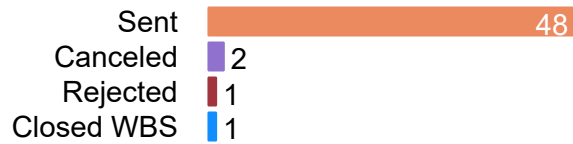
Report of the referral conversion process in the Pulmonology clinic for **February 2023**

Measures of conversion throughput for referrals sent to specialty clinics and aged to the date seen or to today's date

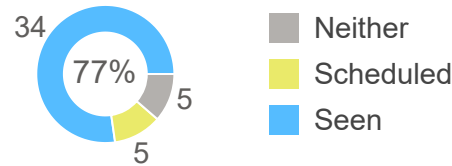
Urgent Referrals After 5d

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

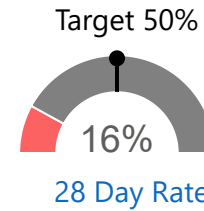
Referrals Sent



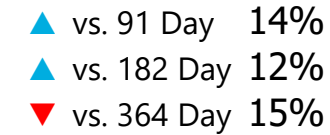
Percent Seen



Urgent Referrals Seen in 5d



Moving Rates



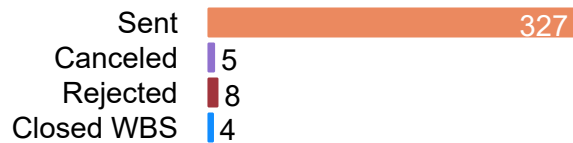
Moving Over/Under Target



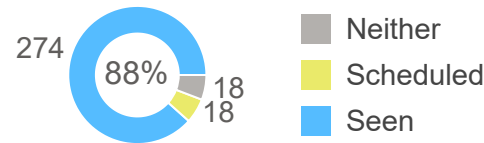
Routine Referrals After 30d

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

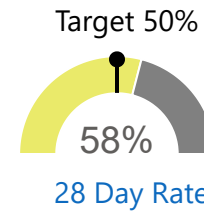
Referrals Sent



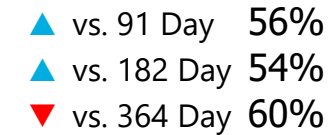
Percent Seen



Routine Referrals Seen in 30d



Moving Rates



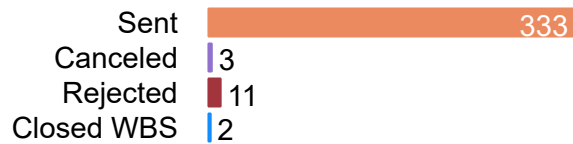
Moving Over/Under Target



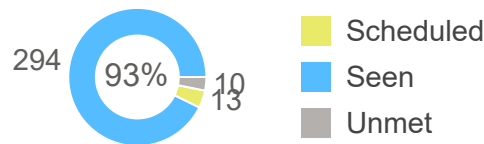
Referrals After 90d

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

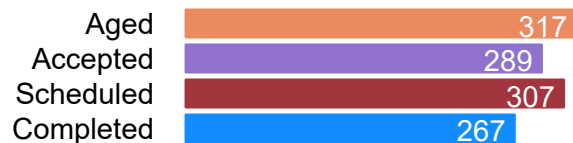
Referrals Sent



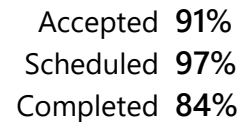
Percent Seen



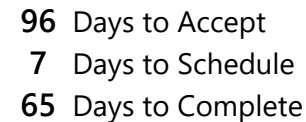
Process Milestones



Process Rates

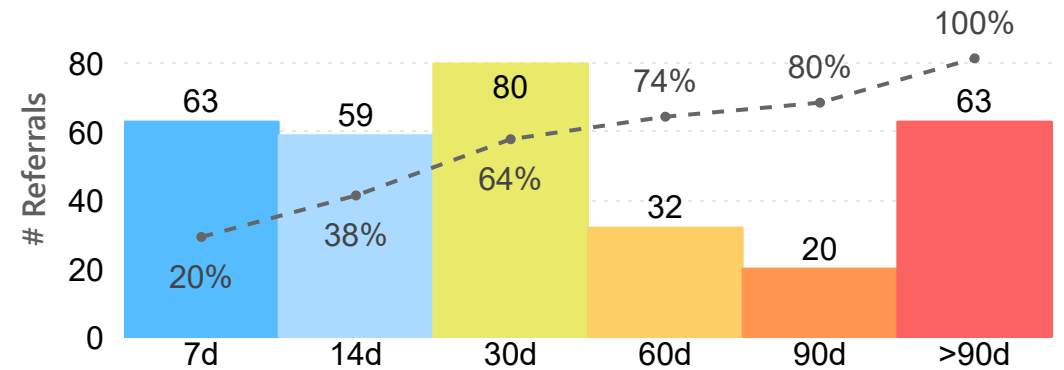


28 Day Median Times



Days to See All Referrals

Median 20 Days to Seen

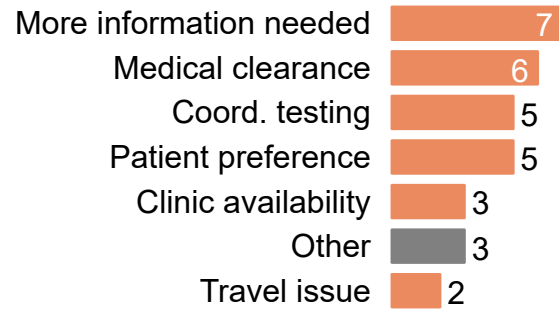


Specialty Clinics REFERRALS

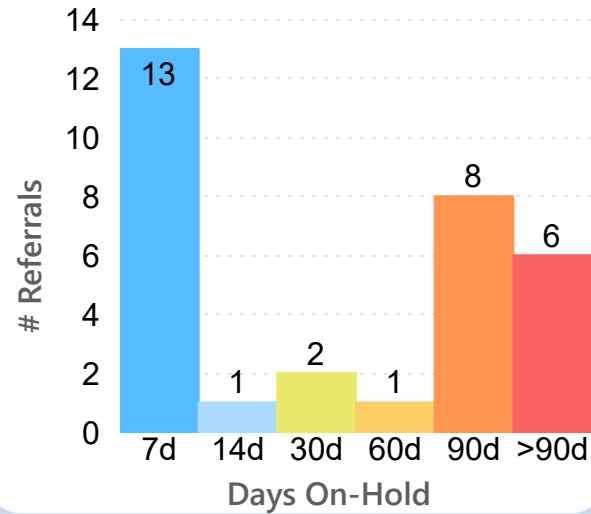
Report of the referral conversion process in the Pulmonology clinic for **February 2023**

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

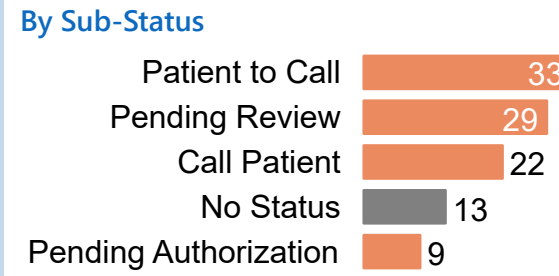
Referrals On-Hold by Reason



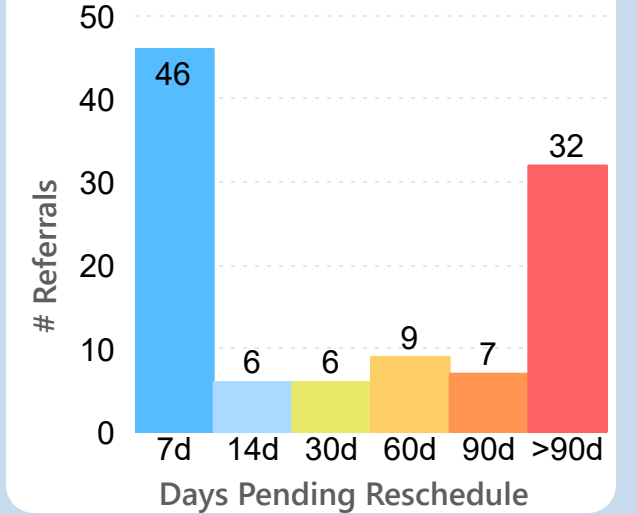
Referrals by Age of Hold



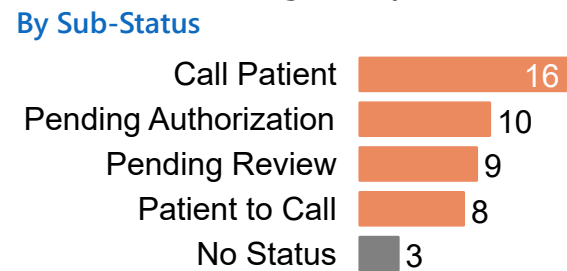
Referrals Pending Reschedule



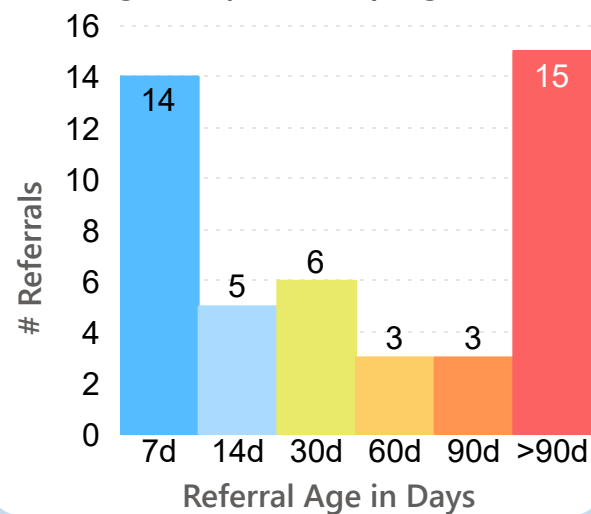
Referrals by Days Pending



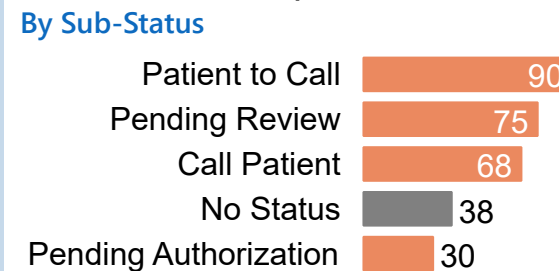
Referrals Pending Acceptance



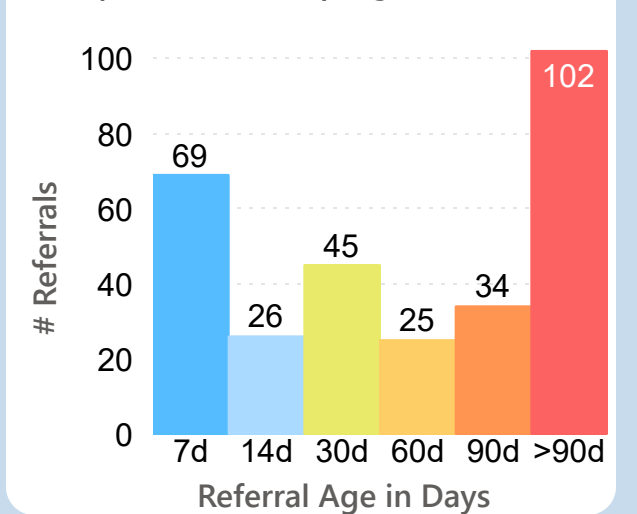
Pending Acceptance by Age



Referrals in Accepted Status



Accepted Status by Age



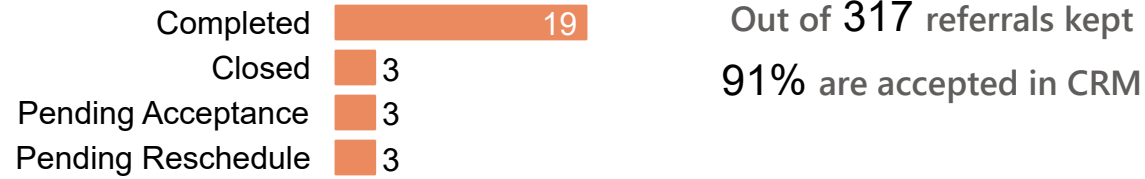
Specialty Clinics REFERRALS

Report of the referral conversion process in the Pulmonology clinic for **February 2023**

Referrals tracked using the Clinic Referral Management system versus the schedule book

Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



Appointments Linked in CRM after 90 Days

of Referrals



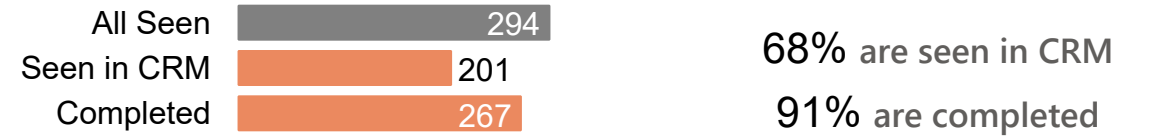
Direct Secure Message Referrals in CRM after 90 Days

of Referrals



Referrals Seen in CRM after 90 Days

of Referrals



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	91%	10	9.12
% of Scheduled Referrals with Linked Appt	74%	10	7.39
% of Seen Referrals Tagged as Seen	68%	10	6.84
% of Seen Referrals that are Completed	91%	10	9.08
% of DSM Referrals with CRM Referral	25%	5	1.26

33.69 points out of 45 points possible

75% clinic score for CRM use

Specialty Clinics REFERRALS

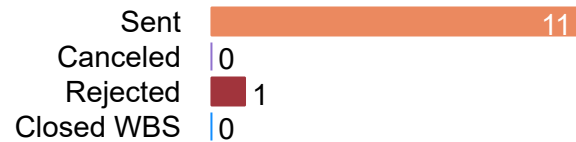
Report of the referral conversion process in the Rheumatology clinic for **February 2023**

Measures of conversion throughput for referrals sent to specialty clinics and aged to the date seen or to today's date

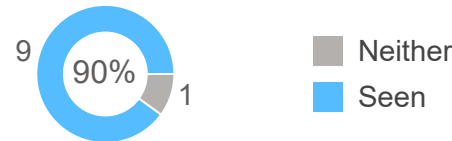
Urgent Referrals After 5d

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

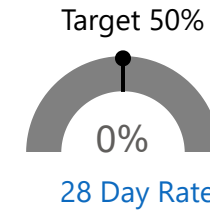
Referrals Sent



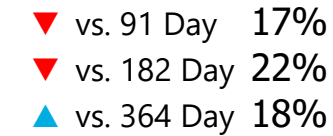
Percent Seen



Urgent Referrals Seen in 5d



Moving Rates



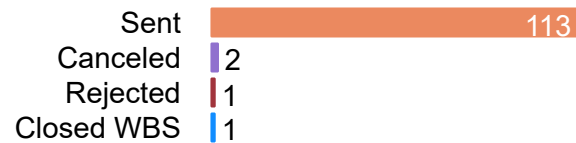
Moving Over/Under Target



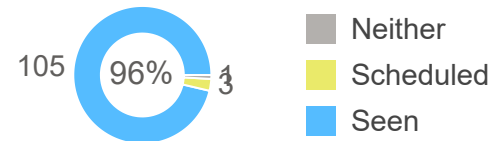
Routine Referrals After 30d

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

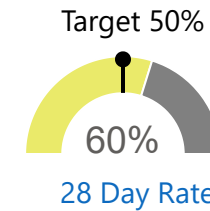
Referrals Sent



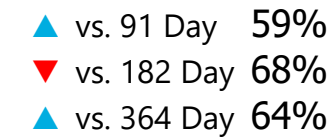
Percent Seen



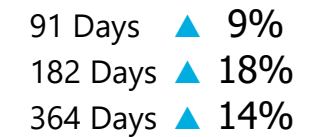
Routine Referrals Seen in 30d



Moving Rates



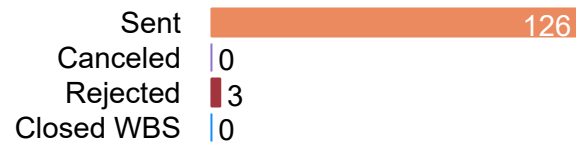
Moving Over/Under Target



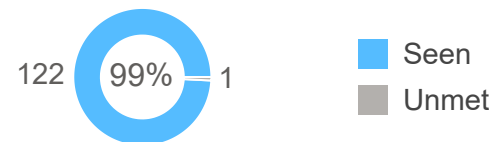
Referrals After 90d

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

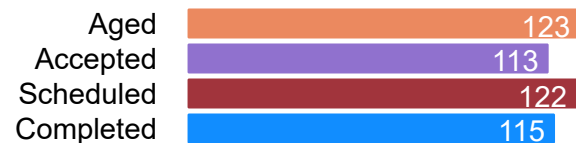
Referrals Sent



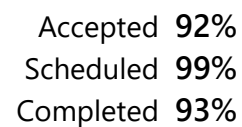
Percent Seen



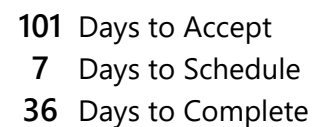
Process Milestones



Process Rates

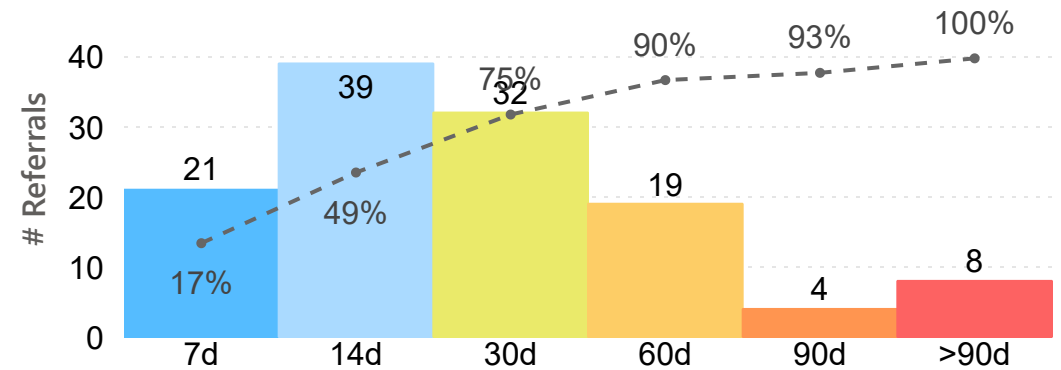


28 Day Median Times



Days to See All Referrals

Median 15 Days to Seen

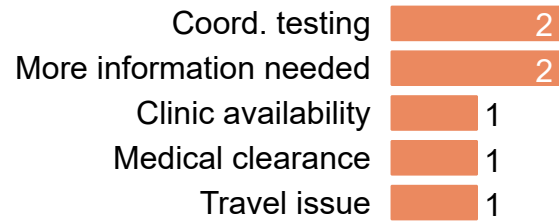


Specialty Clinics REFERRALS

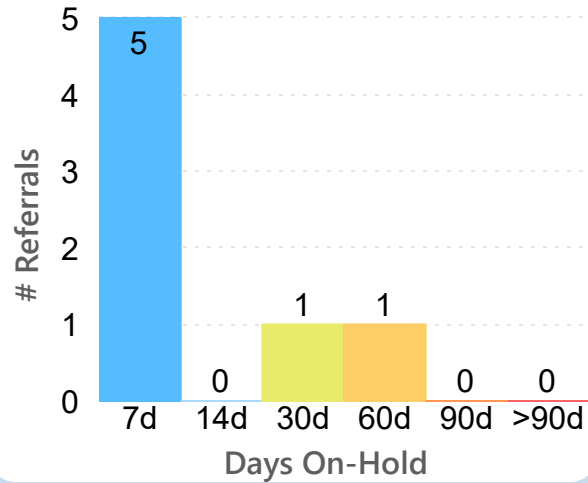
Report of the referral conversion process in the Rheumatology clinic for **February 2023**

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

Referrals On-Hold by Reason

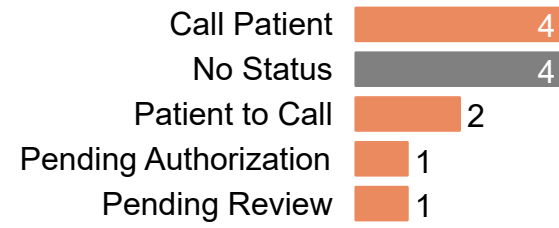


Referrals by Age of Hold

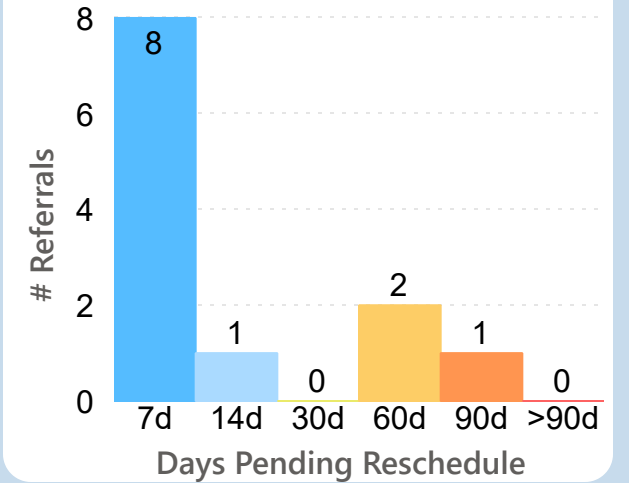


Referrals Pending Reschedule

By Sub-Status

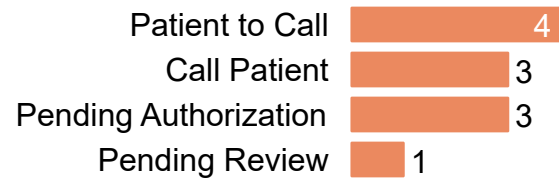


Referrals by Days Pending

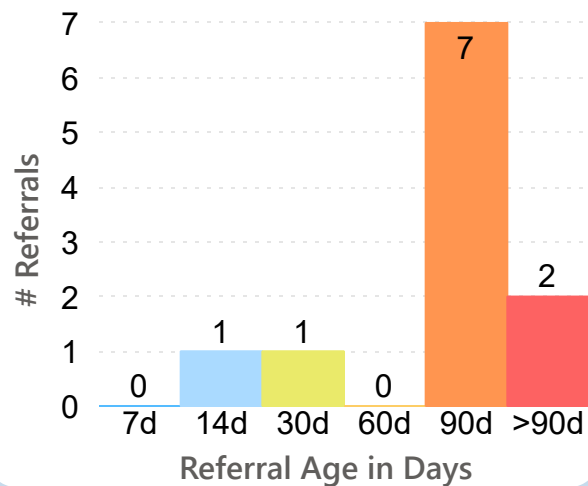


Referrals Pending Acceptance

By Sub-Status

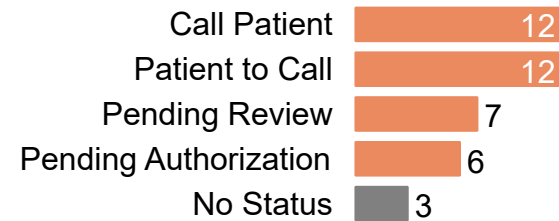


Pending Acceptance by Age

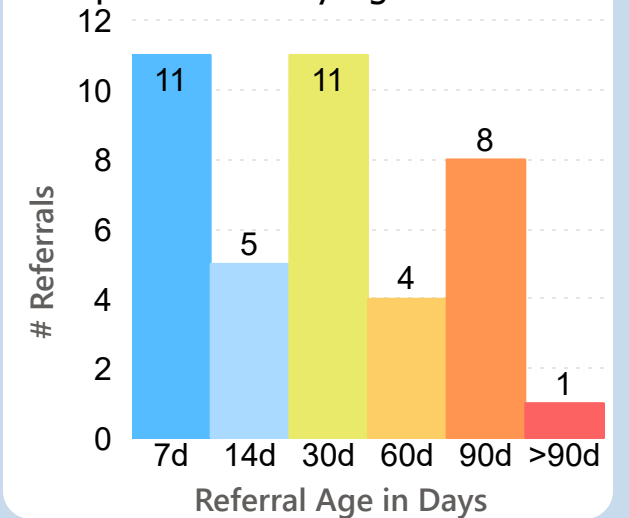


Referrals in Accepted Status

By Sub-Status



Accepted Status by Age



Specialty Clinics REFERRALS

Report of the referral conversion process in the Rheumatology clinic for **February 2023**

Referrals tracked using the Clinic Referral Management system versus the schedule book

Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



Appointments Linked in CRM after 90 Days

of Referrals



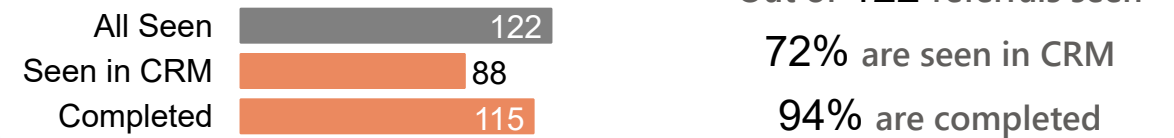
Direct Secure Message Referrals in CRM after 90 Days

of Referrals



Referrals Seen in CRM after 90 Days

of Referrals



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	92%	10	9.19
% of Scheduled Referrals with Linked Appt	76%	10	7.62
% of Seen Referrals Tagged as Seen	72%	10	7.21
% of Seen Referrals that are Completed	94%	10	9.43
% of DSM Referrals with CRM Referral	4%	5	0.22

33.67 points out of 45 points possible

75% clinic score for CRM use

Specialty Clinics REFERRALS

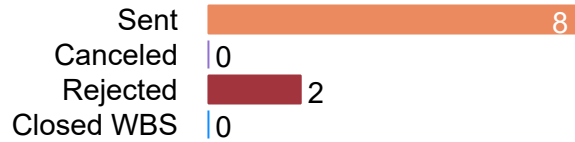
Report of the referral conversion process in the Sleep Disorders Laboratory clinic for **February 2023**

Measures of conversion throughput for referrals sent to specialty clinics and aged to the date seen or to today's date

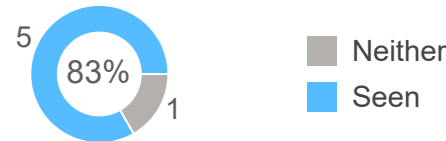
Urgent Referrals After 5d

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

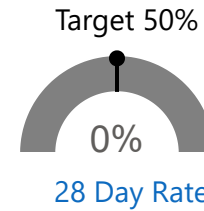
Referrals Sent



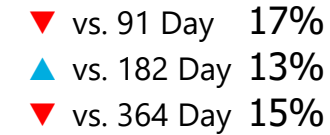
Percent Seen



Urgent Referrals Seen in 5d



Moving Rates



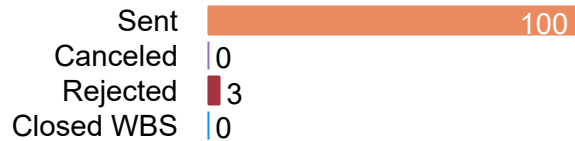
Moving Over/Under Target



Routine Referrals After 30d

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

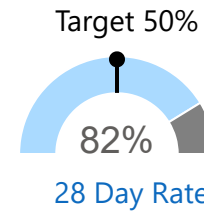
Referrals Sent



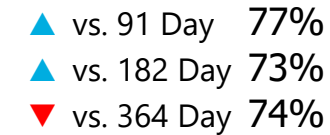
Percent Seen



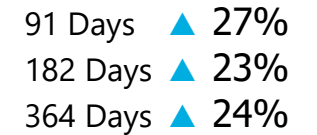
Routine Referrals Seen in 30d



Moving Rates



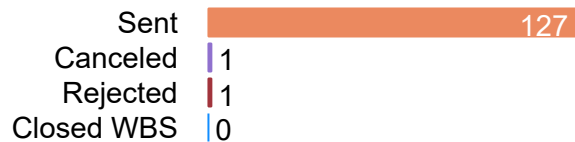
Moving Over/Under Target



Referrals After 90d

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

Referrals Sent



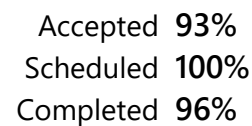
Percent Seen



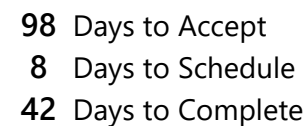
Process Milestones



Process Rates

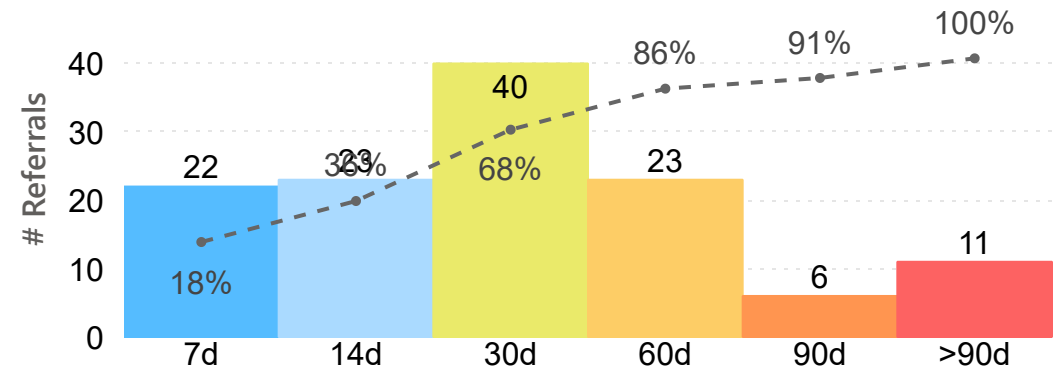


28 Day Median Times



Days to See All Referrals

Median 18 Days to Seen



Specialty Clinics REFERRALS

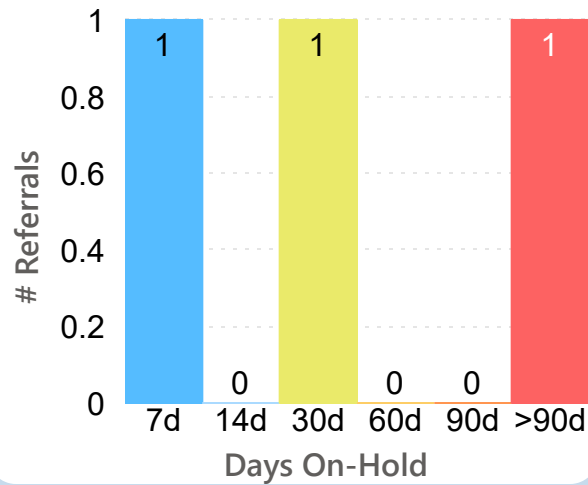
Report of the referral conversion process in the Sleep Disorders Laboratory clinic for **February 2023**

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

Referrals On-Hold by Reason

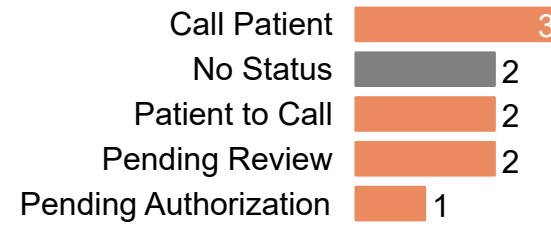


Referrals by Age of Hold

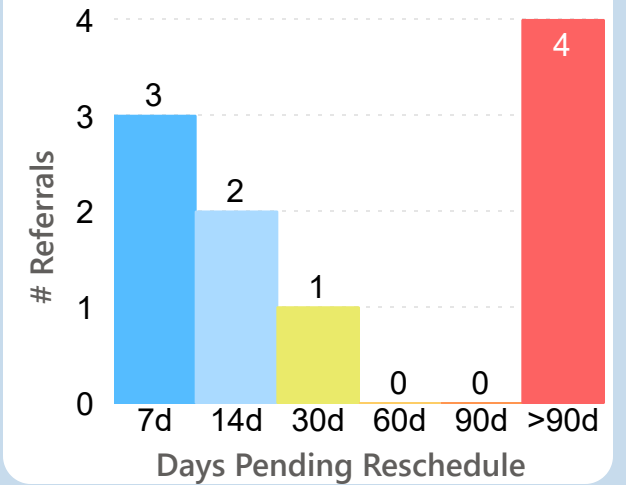


Referrals Pending Reschedule

By Sub-Status



Referrals by Days Pending

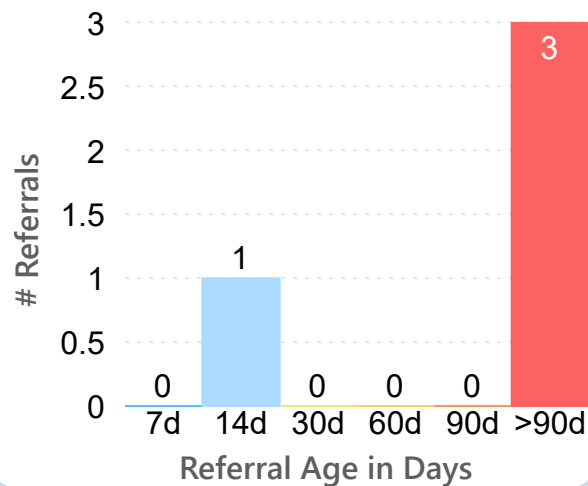


Referrals Pending Acceptance

By Sub-Status

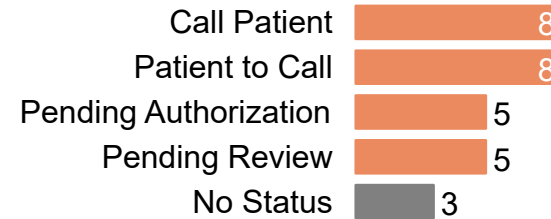


Pending Acceptance by Age

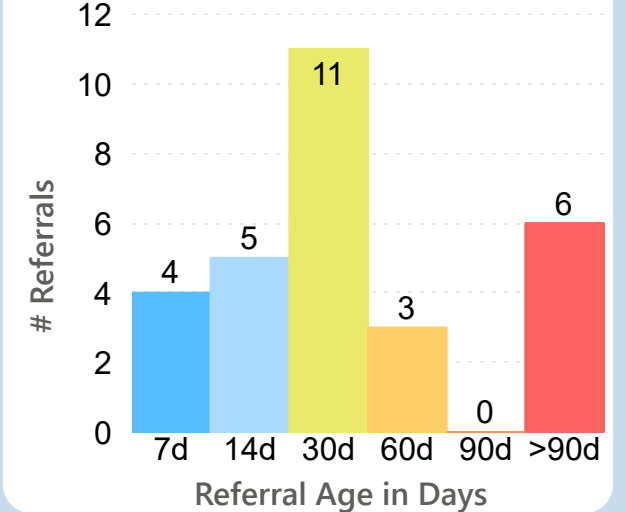


Referrals in Accepted Status

By Sub-Status



Accepted Status by Age



Specialty Clinics REFERRALS

Report of the referral conversion process in the Sleep Disorders Laboratory clinic for **February 2023**

Referrals tracked using the Clinic Referral Management system versus the schedule book

Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



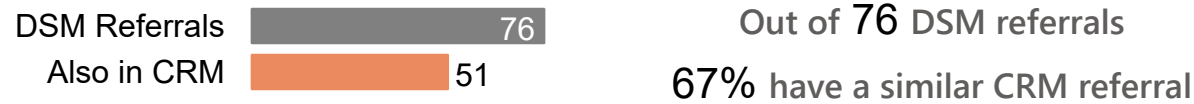
Appointments Linked in CRM after 90 Days

of Referrals



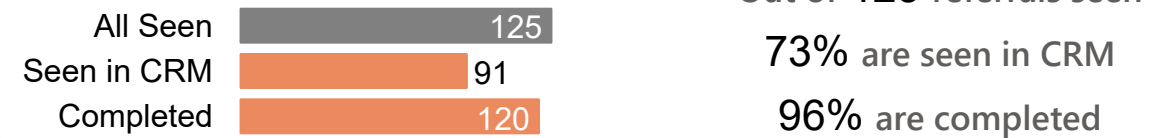
Direct Secure Message Referrals in CRM after 90 Days

of Referrals



Referrals Seen in CRM after 90 Days

of Referrals



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	93%	10	9.28
% of Scheduled Referrals with Linked Appt	74%	10	7.44
% of Seen Referrals Tagged as Seen	73%	10	7.28
% of Seen Referrals that are Completed	96%	10	9.6
% of DSM Referrals with CRM Referral	67%	5	3.36

36.96 points out of **45** points possible

82% clinic score for CRM use

Specialty Clinics REFERRALS

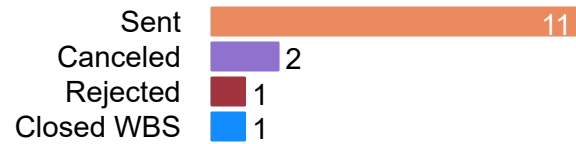
Report of the referral conversion process in the Urology clinic for **February 2023**

Measures of conversion throughput for referrals sent to specialty clinics and aged to the date seen or to today's date

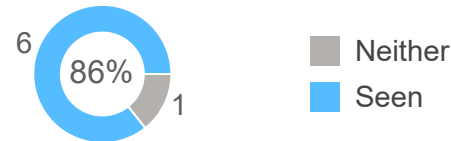
Urgent Referrals After 5d

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

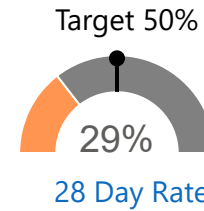
Referrals Sent



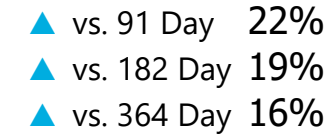
Percent Seen



Urgent Referrals Seen in 5d



Moving Rates



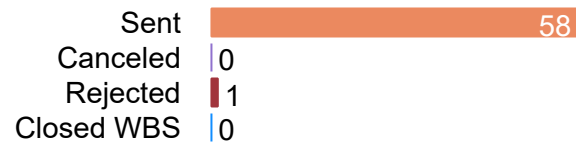
Moving Over/Under Target



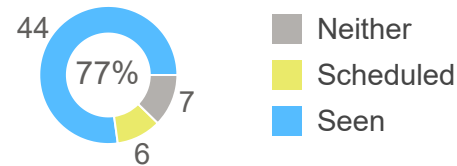
Routine Referrals After 30d

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

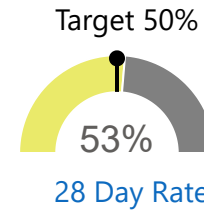
Referrals Sent



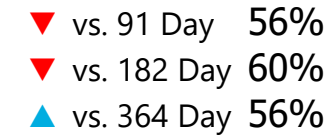
Percent Seen



Routine Referrals Seen in 30d



Moving Rates



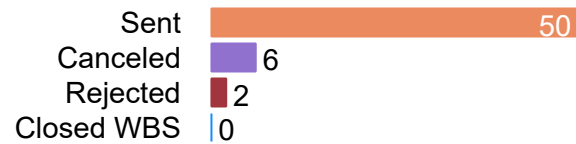
Moving Over/Under Target



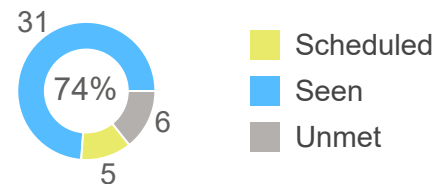
Referrals After 90d

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

Referrals Sent



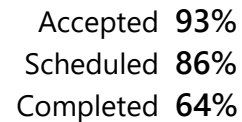
Percent Seen



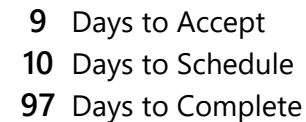
Process Milestones



Process Rates

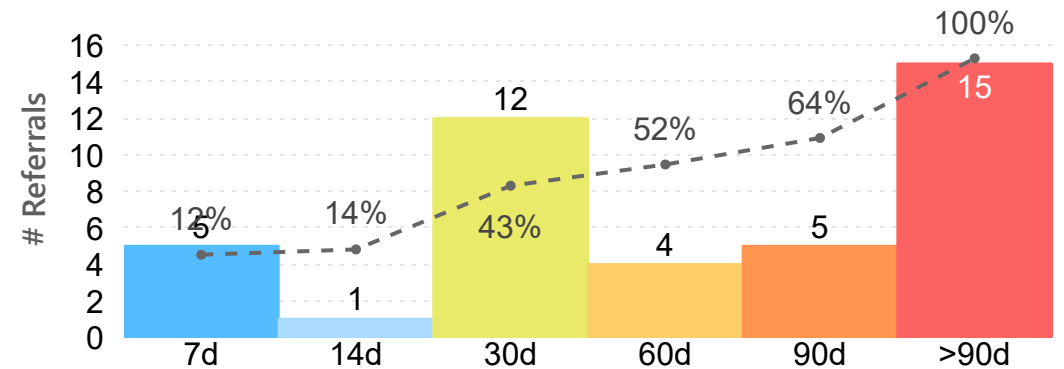


28 Day Median Times



Days to See All Referrals

Median 55 Days to Seen



Specialty Clinics REFERRALS

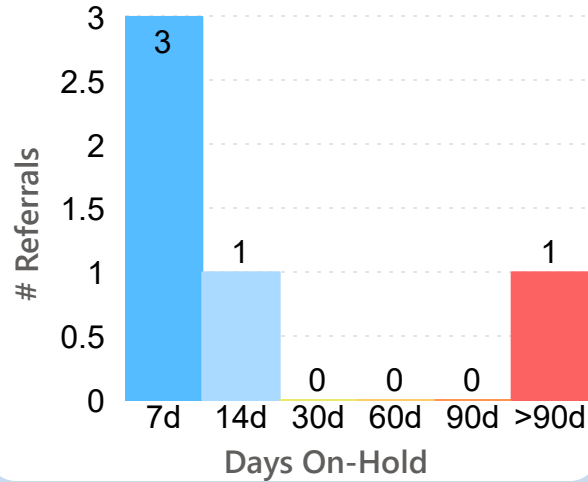
Report of the referral conversion process in the Urology clinic for **February 2023**

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

Referrals On-Hold by Reason

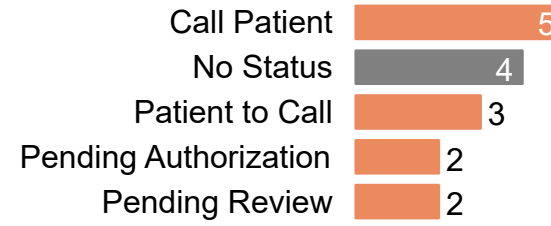


Referrals by Age of Hold

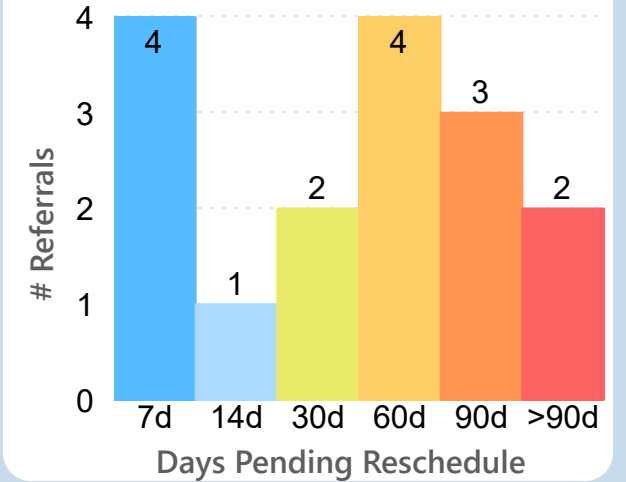


Referrals Pending Reschedule

By Sub-Status

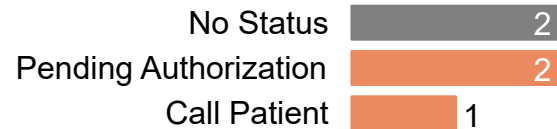


Referrals by Days Pending

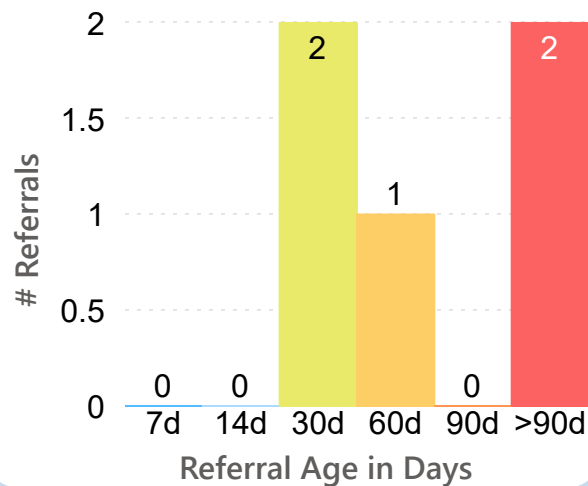


Referrals Pending Acceptance

By Sub-Status

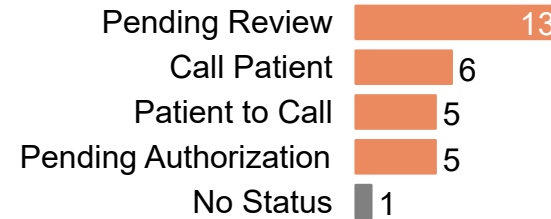


Pending Acceptance by Age

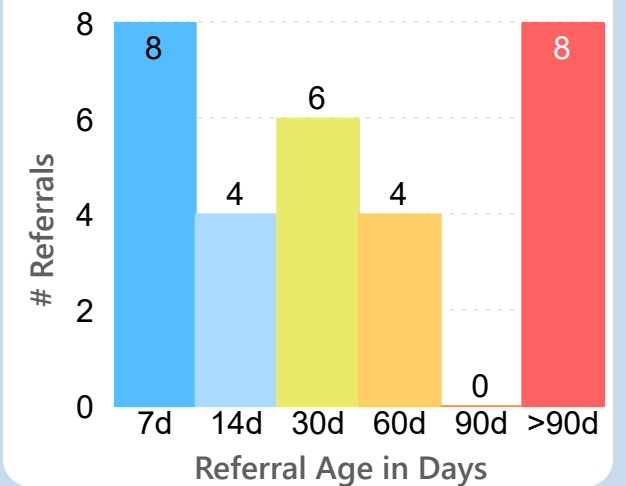


Referrals in Accepted Status

By Sub-Status



Accepted Status by Age



Specialty Clinics REFERRALS

Report of the referral conversion process in the Urology clinic for **February 2023**

Referrals tracked using the Clinic Referral Management system versus the schedule book

Referrals Not Accepted in CRM after 90 Days by Status

By Current Status



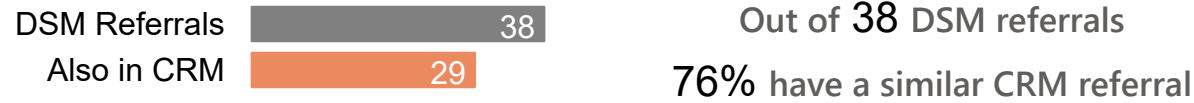
Appointments Linked in CRM after 90 Days

of Referrals



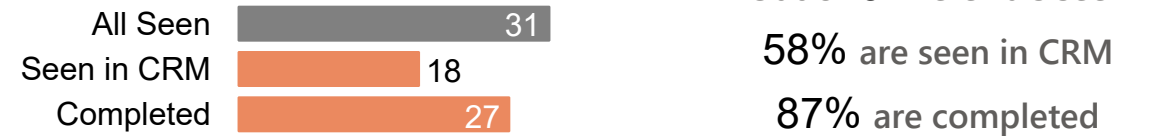
Direct Secure Message Referrals in CRM after 90 Days

of Referrals



Referrals Seen in CRM after 90 Days

of Referrals



Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	93%	10	9.29
% of Scheduled Referrals with Linked Appt	64%	10	6.39
% of Seen Referrals Tagged as Seen	58%	10	5.81
% of Seen Referrals that are Completed	87%	10	8.71
% of DSM Referrals with CRM Referral	76%	5	3.82

34.02 points out of 45 points possible

76% clinic score for CRM use