## **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

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

91 Day Median

182 Day Median

364 Day Median

**8** Days - 0d

**8** Days

**8** Days - 0d

8 Days

## Days to Schedule Referred Patients By Clinic

	# Referrals	%	28 Day Median	Days to Schedule	91 Day Median
	Sent 90d	Scheduled	Days to	vs. 91d	Days to
Clinic	Prior	After 90d	Schedule	Median	Schedule
Audiology	105	81%	9.00	<b>1.00</b>	8.00
Cardiology	119	98%	8.00	- 0.00	8.00
Dermatology	110	93%	10.00	<b>2.00</b>	8.00
Endocrinology	106	80%	17.50	<b>△</b> 0.50	17.00
Gastroenterology	110	100%	7.00	<b>▼</b> -2.00	9.00
Hepatology	97	100%	7.00	<b>▼</b> -1.00	8.00
lmmunology	168	78%	35.50	<b>▲</b> 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	<b>▼</b> -1.00	7.00
Orthopedics	360	81%	12.00	<b>4</b> .00	8.00
Otolaryngology	122	94%	7.00	- 0.00	7.00
Pain Management	136	100%	7.00	<b>▼</b> -1.00	8.00
Podiatry	111	91%	10.00	<b>2.00</b>	8.00
Pulmonology	333	97%	7.00	<b>▼</b> -1.00	8.00
Rheumatology	126	99%	7.00	- 0.00	7.00
Sleep Disorders Laboratory	127	100%	8.00	<b>1.00</b>	7.00
Urology	50	86%	10.00	<b>▲</b> 2.50	7.50

#### **REFERRALS Specialty Clinics**

Report of referral ages for February 2023

Days to

Median

65.00

-5.00

5.00

-6.50

-15.00

-5.00

74.50

0.00

-3.00

1.00

12.00

3.00

0.00

66.00

6.00

-9.00

56.00

-7.00

2.00

-1.00

31.00

Seen vs. 91d

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

Prior

105

119

110

106 110

97

168

534

245

113

228

611

122

360

122

136

111

333

126

127

50

### Days to See Referred Patients

28 Day Median

91 Day Median

182 Day Median

364 Day Median

▲ 2d 25 Days

Clinic

Audiology

Cardiology

Dermatology

Endocrinology

Hepatology **Immunology** 

Nephrology

Neurology

Oncology

Ophthalmology

Otolaryngology

Pain Management

Orthopedics

**Podiatry** 

Urology

Pulmonology

Rheumatology

Sleep Disorders Laboratory

Gastroenterology

Internal Medicine

Maternal Fetal Medicine

▲ 2d 23 Days

▲ 1d **21** Days

After 90d

60%

97%

87%

61%

100%

100%

60%

87%

96%

100%

76%

87%

100%

66%

88%

100%

79%

93%

99%

100%

74%

28 Day

Median

Davs to

Seen

97.00

18.00

29.00

99.50

14.00

14.00

97.50

25.00

19.00

15.00

34.00

27.00

15.00

93.00

24.00

15.00

86.00

20.00

15.00

18.00

55.00

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**20** Days

91 Dav

Median

Davs to

Seen

32.00

23.00

24.00

106.00

29.00

19.00

23.00

25.00

22.00

14.00

22.00

24.00

15.00

27.00

18.00

24.00

30.00

27.00

13.00

19.00

24.00

Days to See Referred Patients By Clinic				
#				
Referrals	%			
Sent 90d	Seen			

Report of process aims for February 2023

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

## Routine Referral Throughput

Rate Seen in 30d

91 Day Rate

182 Day Rate

364 Day Rate

**57**% **5**%

**52**% -3%

**56** % -4%

**60**%

## Routine Referral Performance and Improvement Direction

	28 Day % Seen		Performance vs. Target	Improvement Direction vs.
Clinic	in 30d	in 30d	91 Day, 182 Day, 364 Day	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	▲ ▲ A 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

Report of process aims for February 2023

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

## Urgent Referral Throughput

Rate Seen in 5d

91 Day Rate

182 Day Rate

364 Day Rate

15 % 1%

**14** % -1%

15 % 0%

**15**%

## Urgent Referral Performance and Improvement Direction

orgene Kerenari errenna	28 Day	91 Day
Clinic	% Seen in 5d	% Seen Performance vs. Target Improvement Direction vs. in 5d 91 Day, 182 Day, 364 Day 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

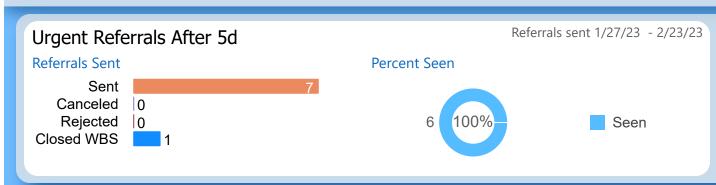
#### REFERRALS **Specialty Clinics**

Report of the referral conversion process in the

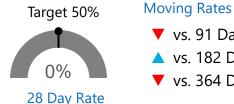
Audiology

▼ 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 Seen in 5d



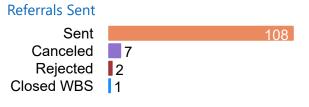
▼ vs. 91 Day 22% ▲ vs. 182 Day 17%

▼ vs. 364 Day 18%

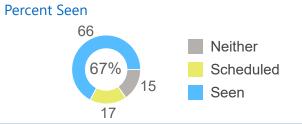
#### Moving Over/Under Target

91 Days ▼ **-28**% 182 Days ▼ -33% 364 Days ▼ -32%





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



#### Routine Referrals Seen in 30d

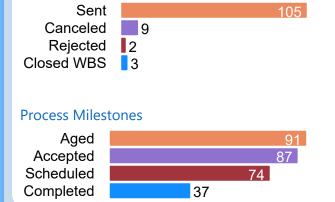


#### Moving Over/Under Target

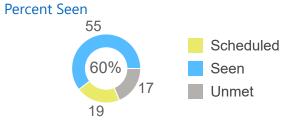
91 Days ▼ -12% 182 Days ▼ -5% 364 Days ▲ **6**%

### Referrals After 90d

Referrals Sent



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

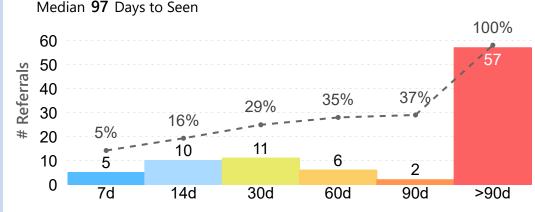


**Process Rates** 

#### 28 Day Median Times

Accepted 96% Days to Accept Scheduled 81% Days to Schedule Completed 41% **100** Days to Complete

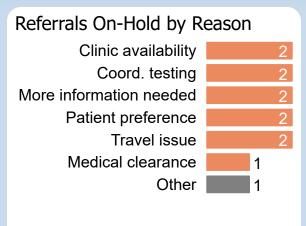
## Days to See All Referrals Median 97 Days to Seen

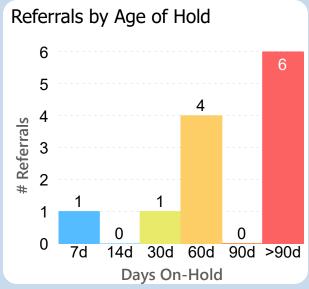


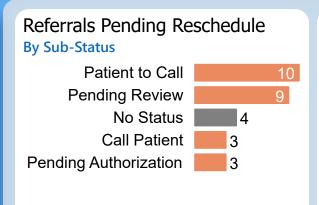
Report of the referral conversion process in the

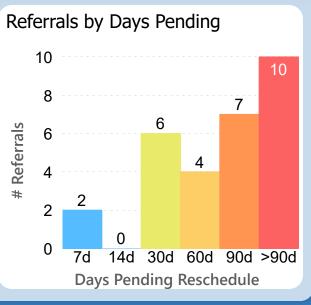
Audiology

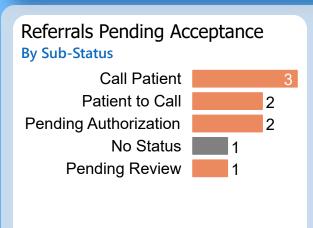
▼ clinic for February 2023

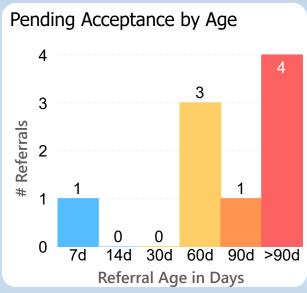


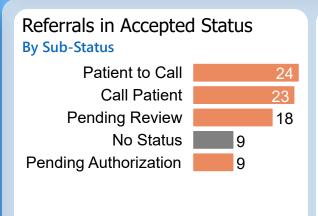


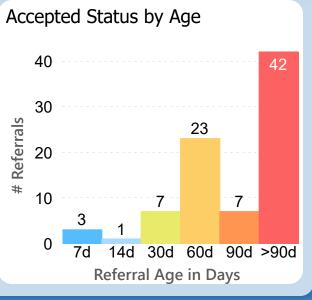












Report of the referral conversion process in the

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** 

Pending Acceptance 3
On Hold 1

Out of 91 referrals kept 96% are accepted in CRM

### Appointments Linked in CRM after 90 Days

# of Referrals



Out of 74 scheduled referrals 58% have appointments linked

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

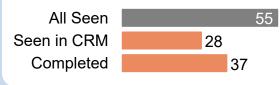
# of Referrals

DSM Referrals
Also in CRM 29

Out of 82 DSM referrals 35% have a similar CRM referral

### Referrals Seen in CRM after 90 Days

# of Referrals



Out of 55 referrals seen 51% are seen in CRM 67% are completed

## Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	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

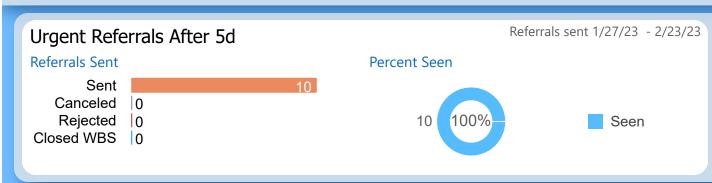
28.96 points out of 45 points possible 64% clinic score for CRM use

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 Seen in 5d



Moving Rates

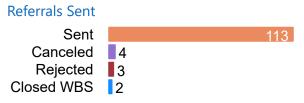
▲ vs. 91 Day 14%

▲ vs. 182 Day 8% ▼ vs. 364 Day 9% Moving Over/Under Target

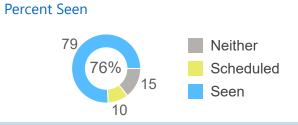
91 Days ▼ -36% 182 Days ▼ -42%

364 Days ▼ -41%

### Routine Referrals After 30d



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



#### Routine Referrals Seen in 30d



Moving Over/Under Target

91 Days ▼ -1% 182 Days ▲ 2%

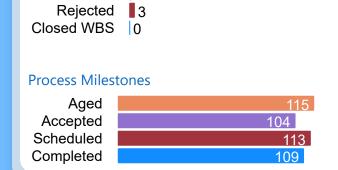
364 Days **5%** 

### Referrals After 90d

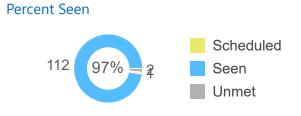
Sent

Canceled 1

Referrals Sent



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



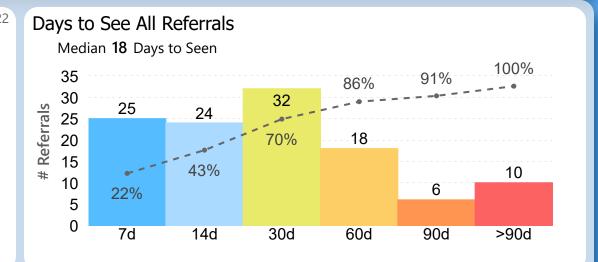
#### 28 Day Median Times

Accepted 90% 103 Days to Accept Scheduled 98% 8 Days to Schedu

**Process Rates** 

Completed 95%

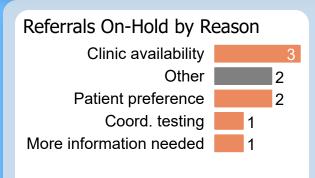
8 Days to Schedule51 Days to Complete

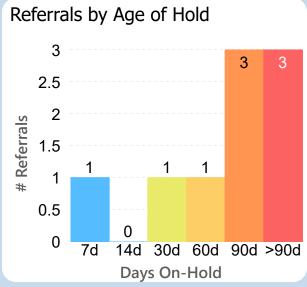


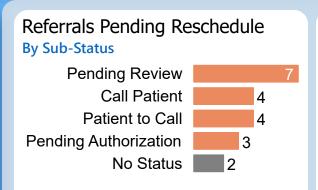
Report of the referral conversion process in the

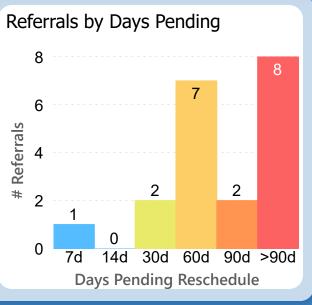
Cardiology

▼ clinic for February 2023

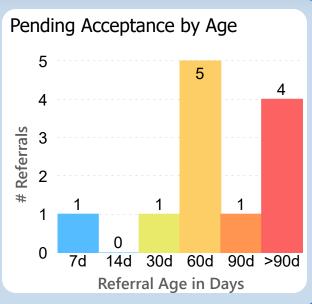


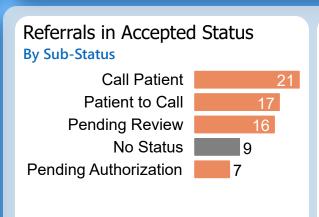


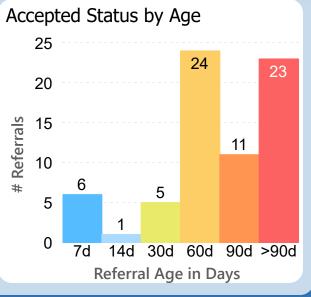












Report of the referral conversion process in the

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** 

Completed 10
Pending Acceptance 1

Out of 115 referrals kept 90% are accepted in CRM

### Appointments Linked in CRM after 90 Days

# of Referrals

Scheduled 11
Linked in CRM 70

Out of 113 scheduled referrals 62% have appointments linked

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

# of Referrals

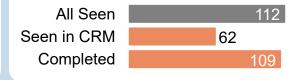
DSM Referrals
Also in CRM 0

Out of 66 DSM referrals

0% have a similar CRM referral

### Referrals Seen in CRM after 90 Days

# of Referrals



Out of 112 referrals seen 55% are seen in CRM 97% are completed

## Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	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

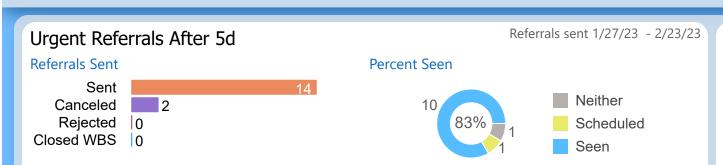
#### REFERRALS **Specialty Clinics**

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



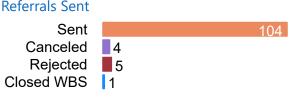
## Urgent Referrals Seen in 5d



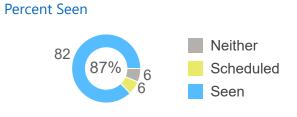
### Moving Over/Under Target











#### Routine Referrals Seen in 30d



#### Moving Over/Under Target

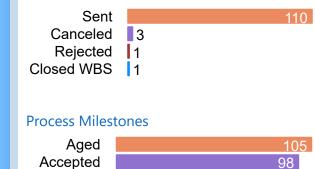




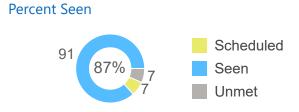
Referrals Sent

Scheduled

Completed



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



#### **Process Rates**

98

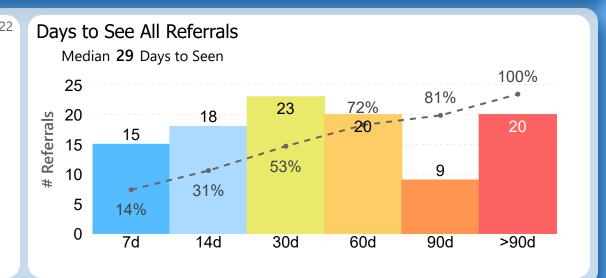
73

Accepted 93% Scheduled 93% Completed 70%

### 28 Day Median Times

**9** Days to Accept **10** Days to Schedule

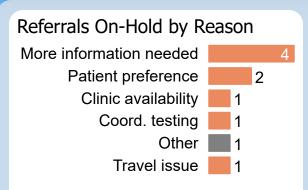
98 Days to Complete

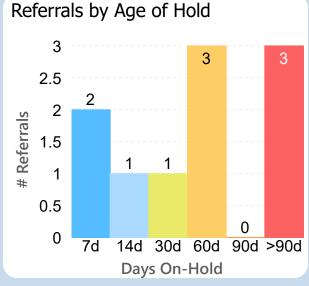


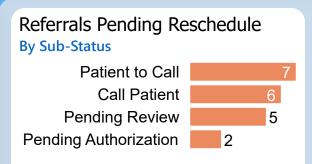
Report of the referral conversion process in the

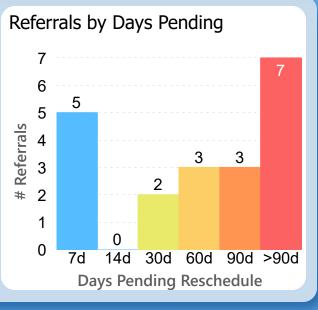
Dermatology

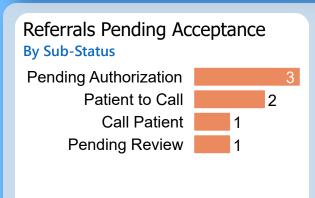
▼ clinic for February 2023

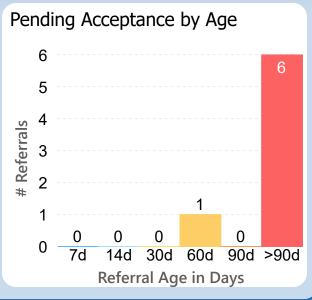


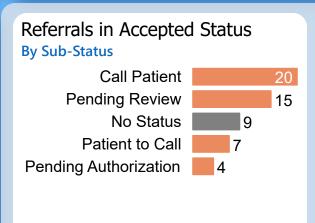


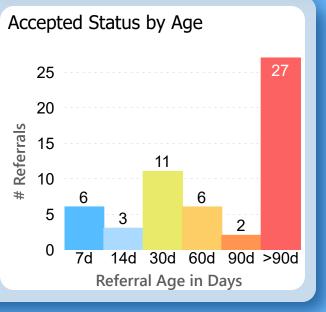












Report of the referral conversion process in the

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**

Completed 5
Pending Acceptance 2

Out of 105 referrals kept 93% are accepted in CRM

Appointments Linked in CRM after 90 Days

#### # of Referrals

Scheduled 98
Linked in CRM 68

Out of 98 scheduled referrals 69% have appointments linked

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

#### # of Referrals

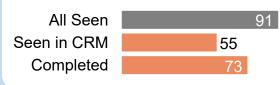
DSM Referrals
Also in CRM 25

Out of 52 DSM referrals

48% have a similar CRM referral

### Referrals Seen in CRM after 90 Days

#### # of Referrals



Out of 91 referrals seen 60% are seen in CRM 80% are completed

### 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

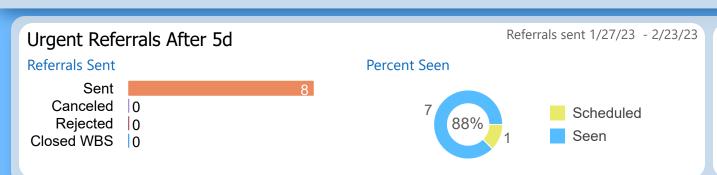
73% clinic score for CRM use

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 Seen in 5d



▲ vs. 91 Day 21%

**Moving Rates** 

**Moving Rates** 

▲ vs. 182 Day 15%

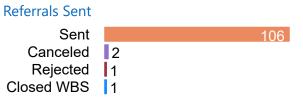
▲ vs. 364 Day 10% 364

Moving Over/Under Target

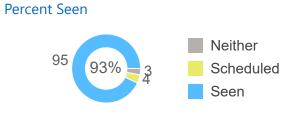
91 Days ▼ **-29**% 182 Days ▼ **-35**%

364 Days ▼ -40%





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



#### Routine Referrals Seen in 30d



▲ vs. 91 Day 36%▲ vs. 182 Day 34%▼ vs. 364 Day 43%

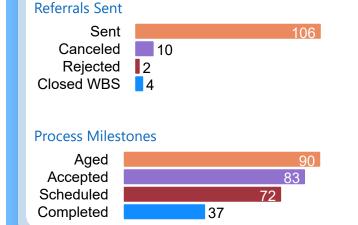
Moving Over/Under Target

91 Days ▼ -14%

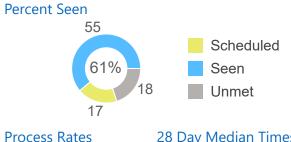
182 Days ▼ -16%

364 Days ▼ -7%

Referrals After 90d



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



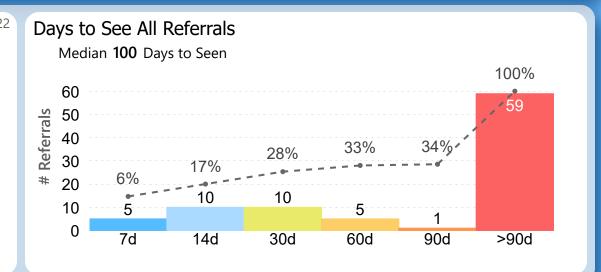
ocess Rates 28 Day Median Times
Accepted 92% 8 Days to Accept

Scheduled 80%

Completed 41%

18 Days to Schedule

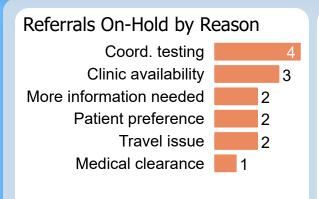
**105** Days to Complete

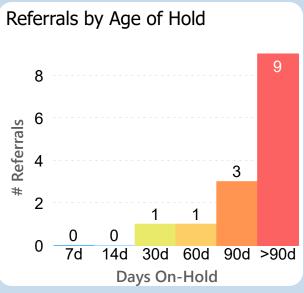


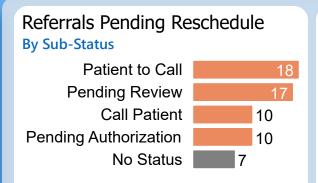
Report of the referral conversion process in the

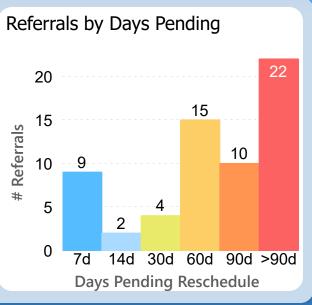
Endocrinology

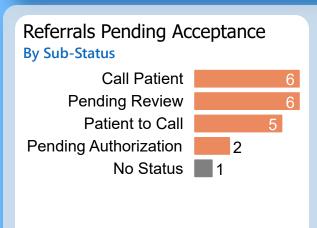
▼ clinic for February 2023

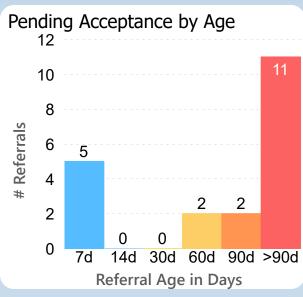


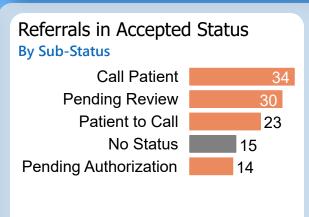


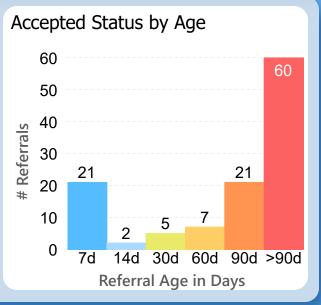












Report of the referral conversion process in the

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**

Pending Acceptance 5
Completed 2

Out of 90 referrals kept 92% are accepted in CRM

### Appointments Linked in CRM after 90 Days

#### # of Referrals

Scheduled
Linked in CRM 37

Out of 72 scheduled referrals 51% have appointments linked

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

#### # of Referrals

DSM Referrals
Also in CRM
49

Out of 84 DSM referrals 58% have a similar CRM referral

### Referrals Seen in CRM after 90 Days

#### # of Referrals

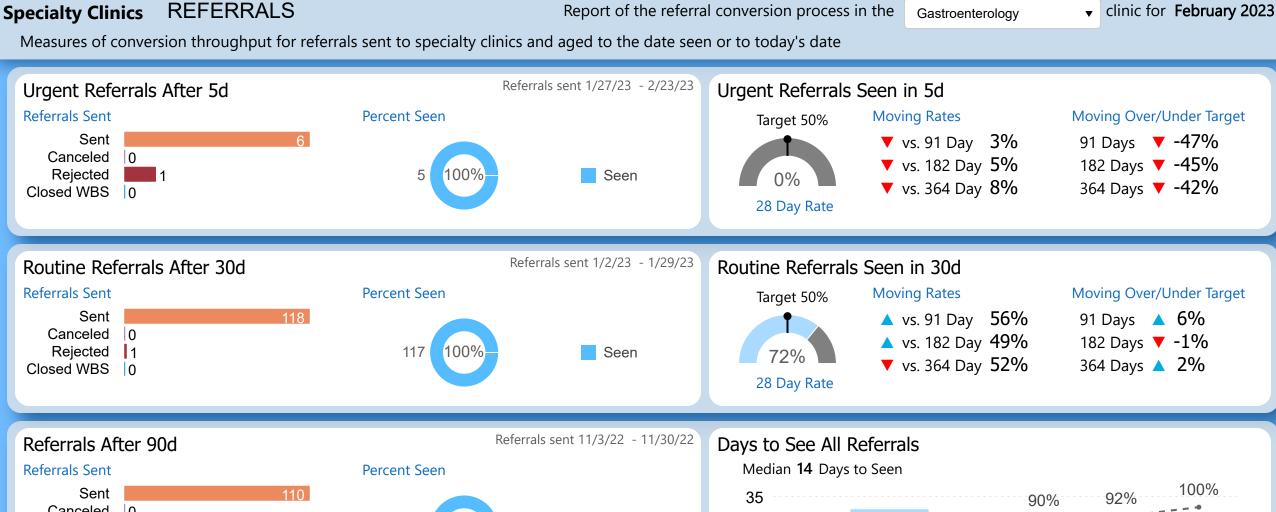
All Seen 558
Seen in CRM 23
Completed 37

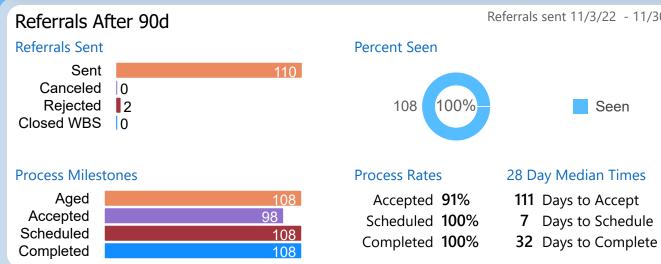
Out of 55 referrals seen 42% are seen in CRM 67% are completed

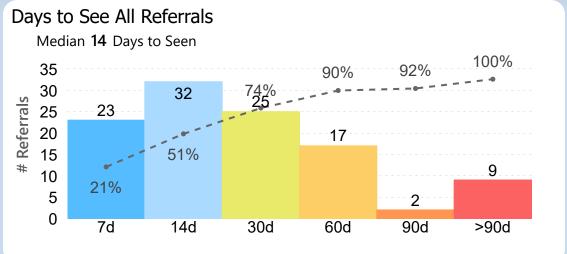
### Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	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



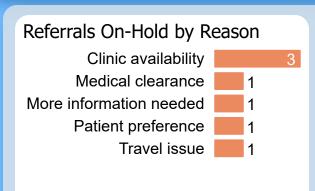


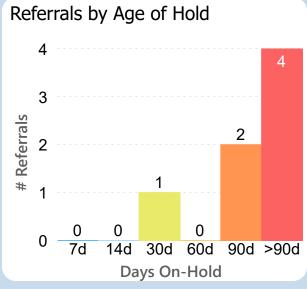


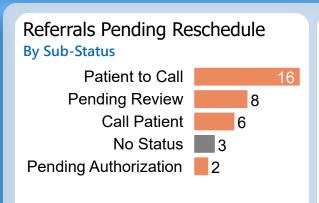
Report of the referral conversion process in the

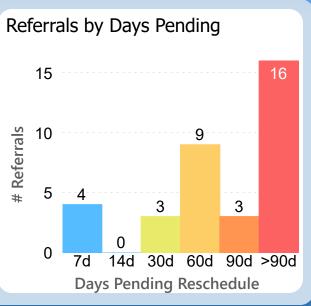
Gastroenterology

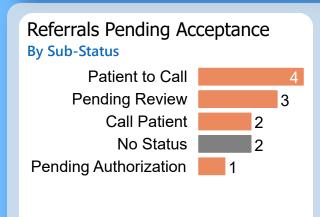
▼ clinic for February 2023

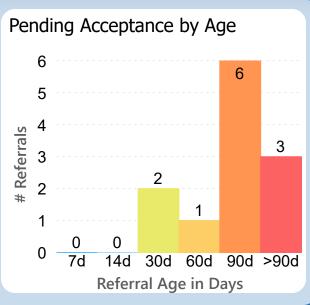


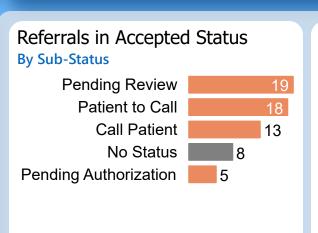


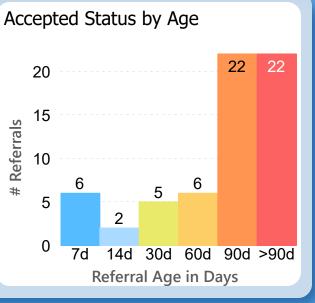












Report of the referral conversion process in the

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** 

Completed 9
Closed 1

Out of 108 referrals kept 91% are accepted in CRM

## Appointments Linked in CRM after 90 Days

# of Referrals

Scheduled 108
Linked in CRM 87

Out of 108 scheduled referrals 81% have appointments linked

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

# of Referrals

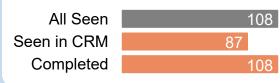
DSM Referrals

Also in CRM 0

Out of 81 DSM referrals 0% have a similar CRM referral

### Referrals Seen in CRM after 90 Days

# of Referrals



Out of 108 referrals seen 81% 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	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

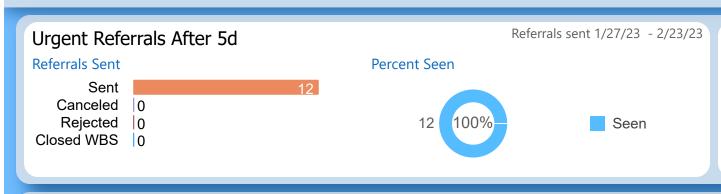
35.19 points out of 45 points possible 78% clinic score for CRM use

Report of the referral conversion process in the

Hepatology

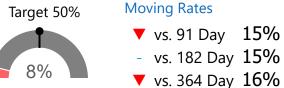
▼ clinic for February 2023

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



## Urgent Referrals Seen in 5d

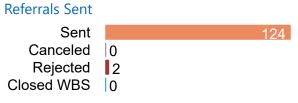
28 Day Rate



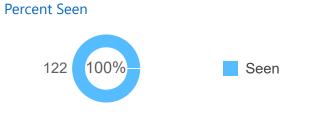
#### Moving Over/Under Target

91 Days ▼ -35% 182 Days ▼ -35% 364 Days ▼ -34%









#### Routine Referrals Seen in 30d

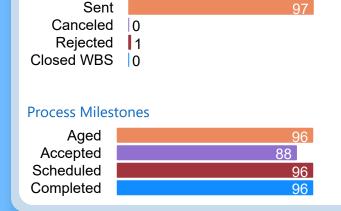


#### Moving Over/Under Target

91 Days 31%
182 Days 19%
364 Days 14%

## Referrals After 90d

Referrals Sent



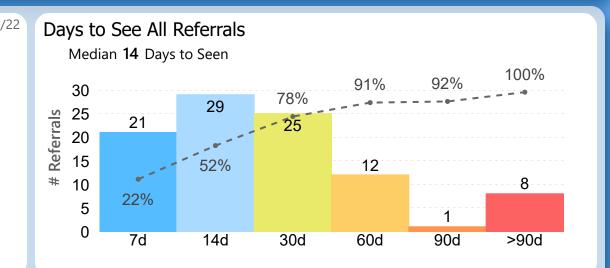
## Referrals sent 11/3/22 - 11/30/22



Completed 100%

# Accepted 92% 96 Days to Accept Scheduled 100% 7 Days to Schedule

## 34 Days to Complete

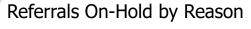


Report of the referral conversion process in the

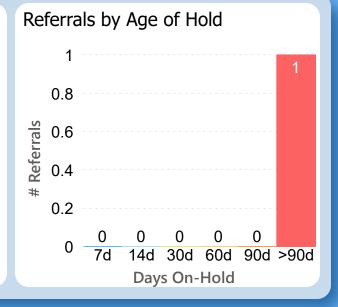
Hepatology

▼ clinic for February 2023

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



Patient preference

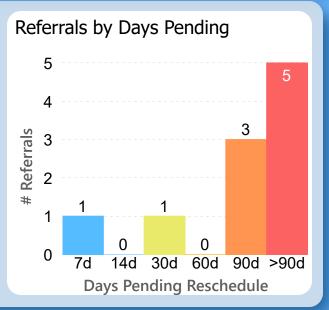


## Referrals Pending Reschedule

By Sub-Status

Pending Review
Pending Authorization
No Status

1

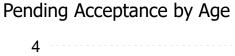


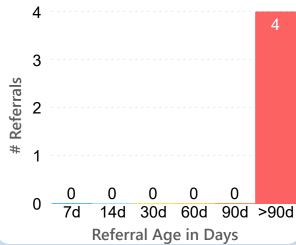
## Referrals Pending Acceptance

**By Sub-Status** 

Patient to Call Pending Authorization



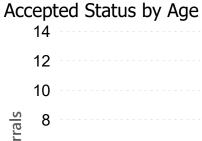


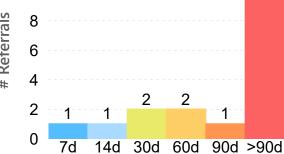


## Referrals in Accepted Status

**By Sub-Status** 

No Status
Patient to Call
Call Patient
3
Pending Review
3
Pending Authorization
2





Referral Age in Days

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** 

Completed 6
Closed 2

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

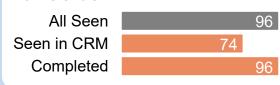
# of Referrals

DSM Referrals
Also in CRM
36

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

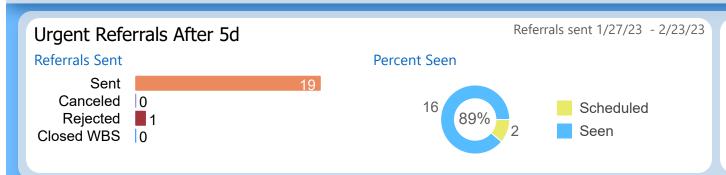
37.86 points out of 45 points possible 84% clinic score for CRM use

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

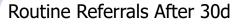


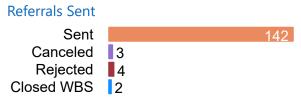
## Urgent Referrals Seen in 5d



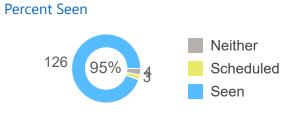












#### Routine Referrals Seen in 30d



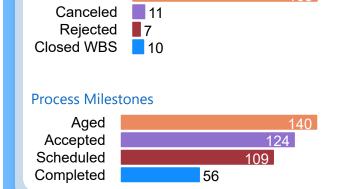
#### Moving Over/Under Target



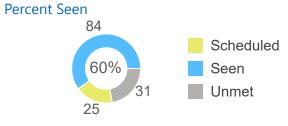
### Referrals After 90d

Referrals Sent

Sent



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

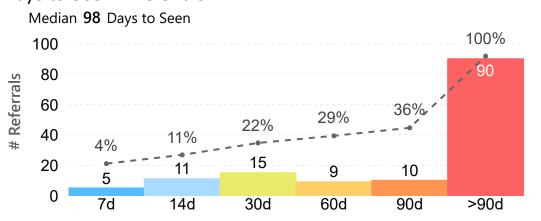


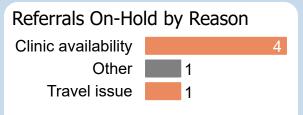
**Process Rates** 

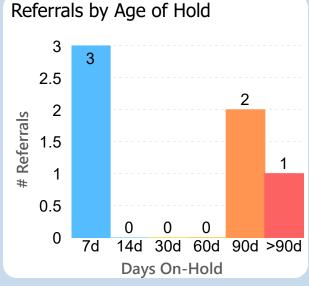
#### 28 Day Median Times

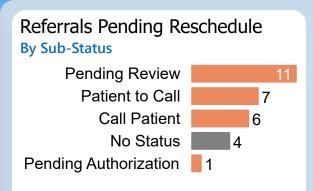
Accepted	89%	7	Days to Accept
Scheduled	78%	36	Days to Schedule
Completed	40%	107	Days to Complete

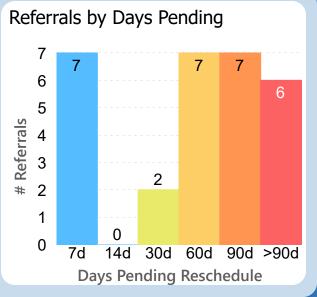
## Days to See All Referrals

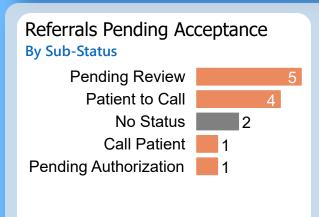


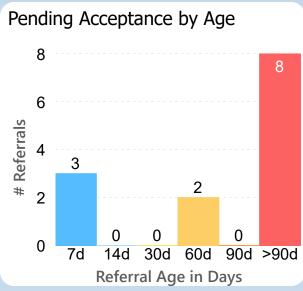


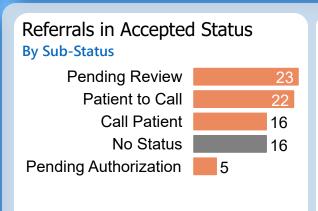


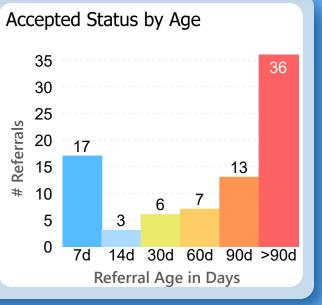












Report of the referral conversion process in the

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**

Pending Acceptance
Completed
5
Pending Reschedule

Out of 140 referrals kept

89% are accepted in CRM

### Appointments Linked in CRM after 90 Days

#### # of Referrals

Scheduled 10
Linked in CRM 55

Out of 109 scheduled referrals 50% have appointments linked

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

#### # of Referrals

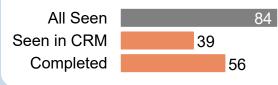
DSM Referrals 10
Also in CRM 47

Out of 102 DSM referrals

46% have a similar CRM referral

### Referrals Seen in CRM after 90 Days

#### # of Referrals



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

### Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	89%	10	8.86
% 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

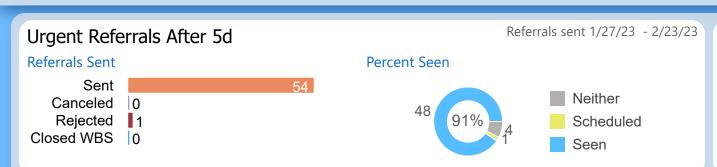
#### **REFERRALS Specialty Clinics**

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 Seen in 5d



Moving Rates



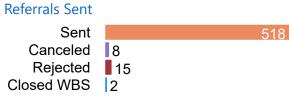
Moving Over/Under Target

91 Days	<b>▼</b> -35%
182 Days	<b>▼</b> -33%
364 Days	<b>▼</b> -35%

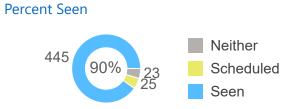
Moving Over/Under Target

91 Days **\( \( \)** 5%

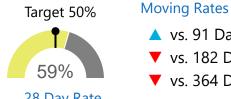




Referrals sent 1/2/23 - 1/29/23



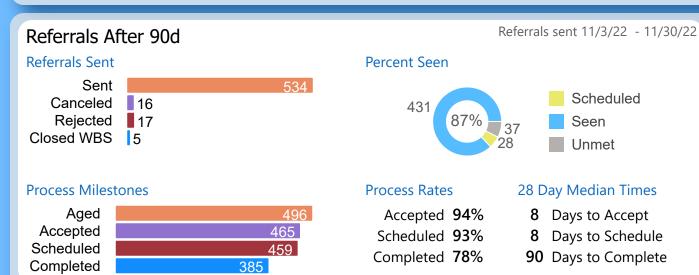
#### Routine Referrals Seen in 30d

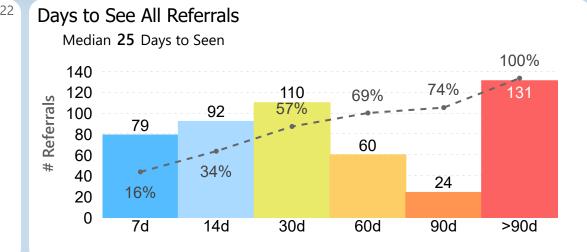


▲ vs. 91 Day 55% ▼ vs. 182 Day **56%** 

182 Days ▲ **6**%

#### 364 Days 🔺 8% ▼ vs. 364 Day **58%** 28 Day Rate

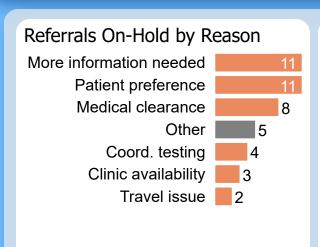


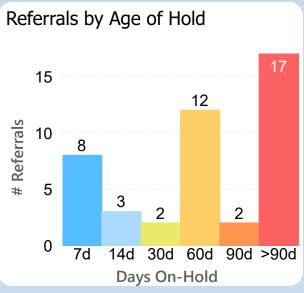


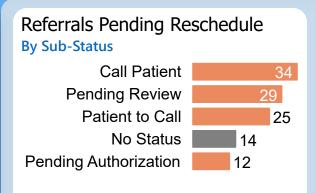
Report of the referral conversion process in the

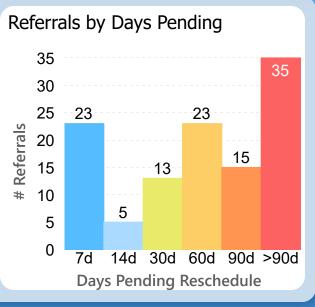
Internal Medicine

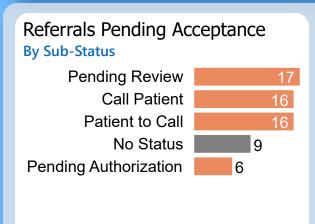
▼ clinic for February 2023

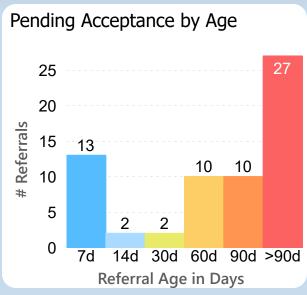


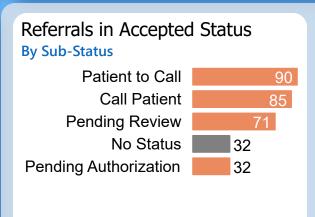


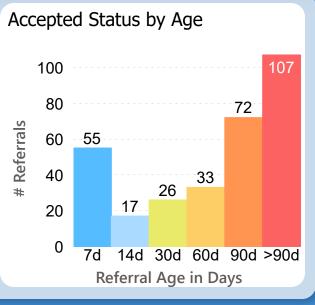












Report of the referral conversion process in the

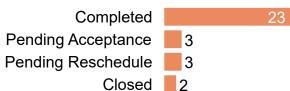
Internal Medicine

▼ 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**



Out of 496 referrals kept 94% are accepted in CRM

### Appointments Linked in CRM after 90 Days

#### # of Referrals



Out of 459 scheduled referrals 74% have appointments linked

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

#### # of Referrals



Out of 270 DSM referrals 51% have a similar CRM referral

### Referrals Seen in CRM after 90 Days

#### # of Referrals

All Seen	431
Seen in CRM	292
Completed	385

Out of 431 referrals seen 68% are seen in CRM 89% are completed

### Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	94%	10	9.38
% 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

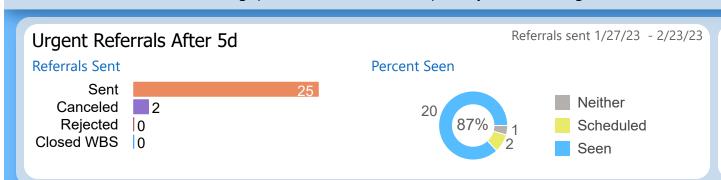
78% clinic score for CRM use

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







▼ vs. 91 Day 21%

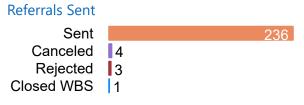
▲ vs. 182 Day 18%

▲ vs. 364 Day **17**%

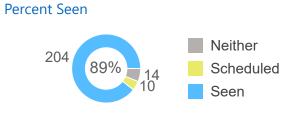
#### Moving Over/Under Target

91 Days ▼ -29% 182 Days ▼ -32% 364 Days ▼ -33%





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



#### Routine Referrals Seen in 30d



Moving Over/Under Target

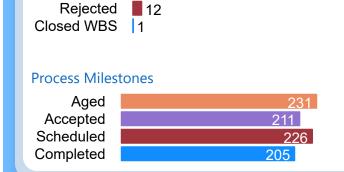
91 Days ▲ 6% 182 Days ▲ 4% 364 Days ▲ 9%

## Referrals After 90d

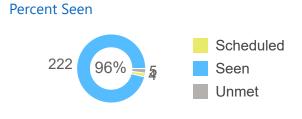
Sent

Canceled 1

Referrals Sent

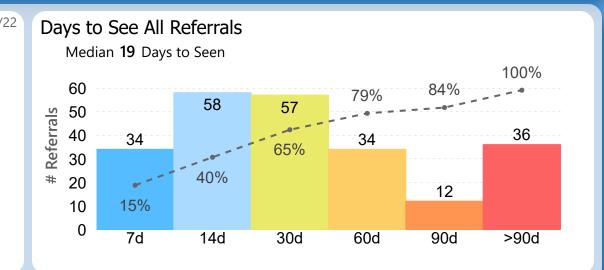


Referrals sent 11/3/22 - 11/30/22



## Process Rates 28 Day Median Times

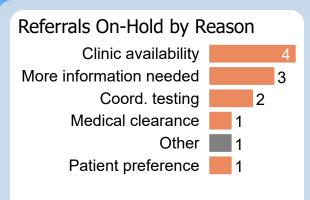
Accepted 91% 95 Days to Accept
Scheduled 98% 7 Days to Schedule
Completed 89% 49 Days to Complete

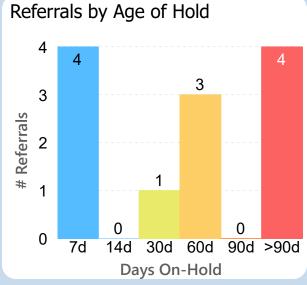


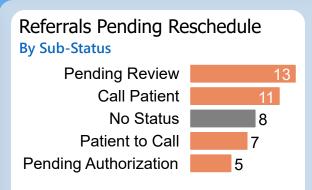
Report of the referral conversion process in the

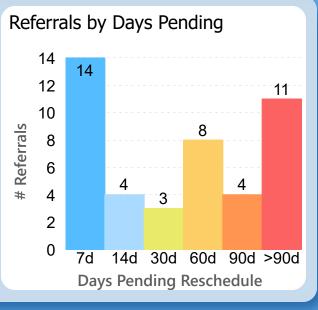
Maternal Fetal Medicine

clinic for February 2023

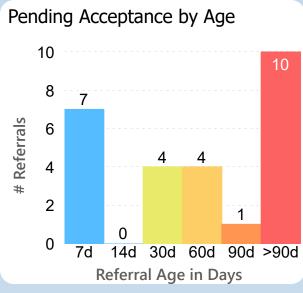


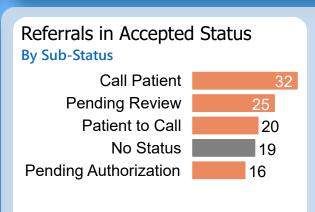


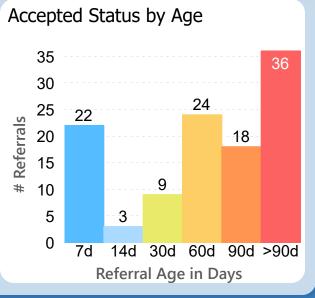












Report of the referral conversion process in the

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** 



Out of 231 referrals kept 91% are accepted in CRM

Appointments Linked in CRM after 90 Days

# of Referrals



Out of 226 scheduled referrals 77% have appointments linked

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

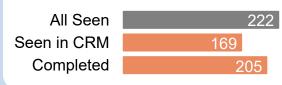
# of Referrals



Out of 127 DSM referrals 27% have a similar CRM referral

### Referrals Seen in CRM after 90 Days

# of Referrals



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

## Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	91%	10	9.13
% 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

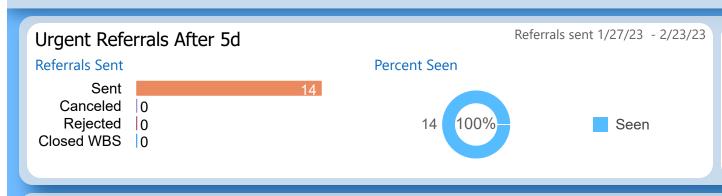
### **REFERRALS Specialty Clinics**

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 Seen in 5d



**Moving Rates** 

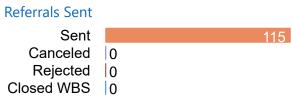
▲ vs. 91 Day 19% ▲ vs. 182 Day 16%

- vs. 364 Day **16%** 

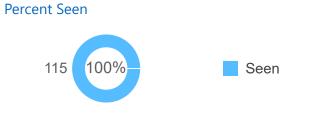
#### Moving Over/Under Target

91 Days ▼ -31% 182 Days **▼ -34%** 364 Days ▼ -34%









### Routine Referrals Seen in 30d



#### Moving Over/Under Target

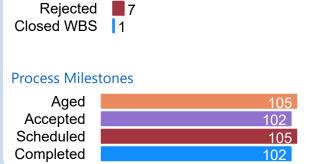
91 Days **4** 9% 182 Days **19**% 364 Days **\( \) 21%** 

## Referrals After 90d

Sent

Canceled 0

Referrals Sent



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



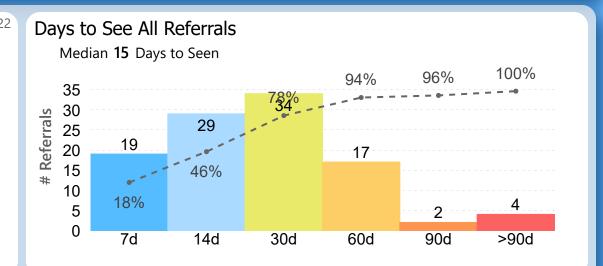
Accepted 97%

Scheduled 100%

Completed 97%

## 28 Day Median Times

**96** Days to Accept **7** Days to Schedule **54** Days to Complete



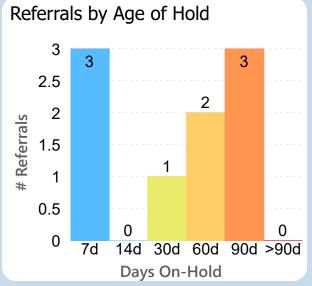
59%

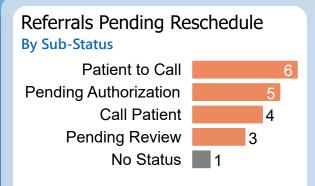
Report of the referral conversion process in the

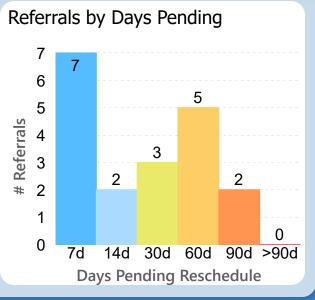
Nephrology

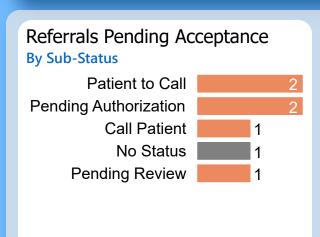
▼ clinic for February 2023

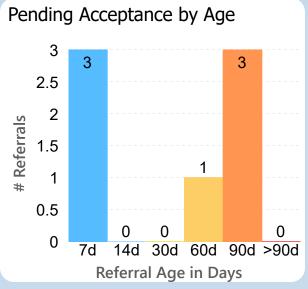


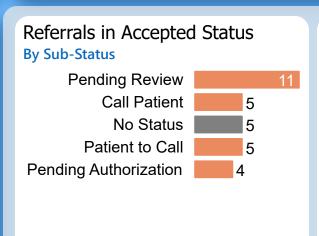


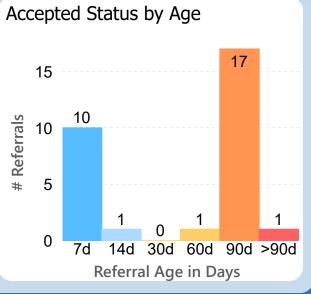












Report of the referral conversion process in the

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** 

Completed 3

Out of 105 referrals kept 97% are accepted in CRM

### Appointments Linked in CRM after 90 Days

# of Referrals

Scheduled 105 Linked in CRM 89 Out of 105 scheduled referrals 85% have appointments linked

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

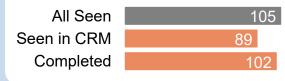
# of Referrals

DSM Referrals
Also in CRM

Out of 59 DSM referrals
46% have a similar CRM referral

### Referrals Seen in CRM after 90 Days

# of Referrals



Out of 105 referrals seen 85% are seen in CRM 97% are completed

## Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	97%	10	9.71
% 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

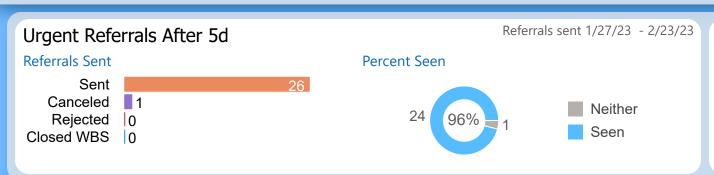
38.67 points out of 45 points possible 86% clinic score for CRM use

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 Seen in 5d Target 50% Moving Rates

28 Day Rate

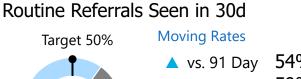
28 Day Rate

vs. 91 Day 13%
vs. 182 Day 16%
vs. 364 Day 18%

Moving Over/Under Target
91 Days ▼ -37%
182 Days ▼ -34%

364 Days ▼ -32%





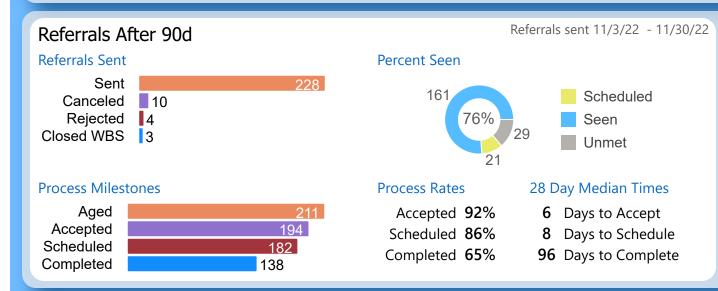
▲ vs. 91 Day 54%▼ vs. 182 Day 59%▼ vs. 364 Day 63%

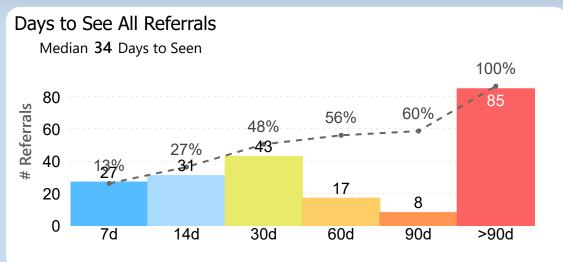
Moving Over/Under Target

91 Days ▲ 4%

182 Days ▲ 9%

364 Days ▲ 13%

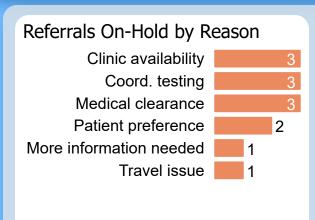


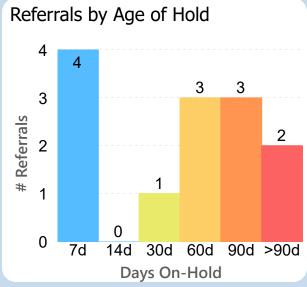


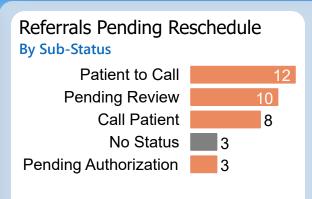
Report of the referral conversion process in the

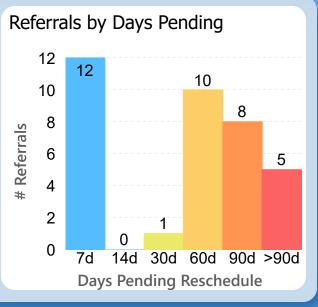
Neurology

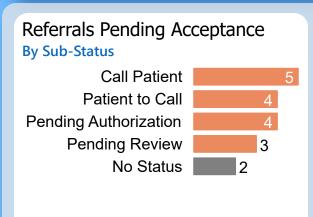
▼ clinic for February 2023

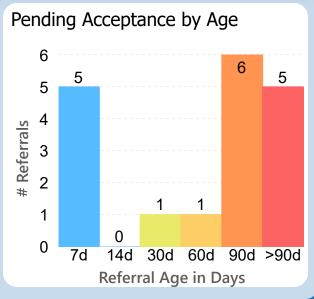


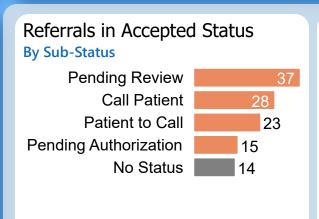


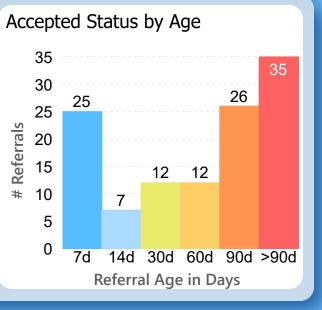












Report of the referral conversion process in the

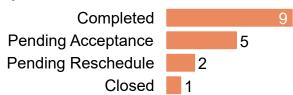
Neurology

▼ 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**



Out of 211 referrals kept 92% are accepted in CRM

# Appointments Linked in CRM after 90 Days

#### # of Referrals



Out of 182 scheduled referrals 76% have appointments linked

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

#### # of Referrals



Out of 126 DSM referrals 31% have a similar CRM referral

### Referrals Seen in CRM after 90 Days

#### # of Referrals

All Seen	161	
Seen in CRM	117	
Completed	138	

Out of 161 referrals seen 73% are seen in CRM 86% are completed

### Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	92%	10	9.19
% of Scheduled Referrals with Linked App	t 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

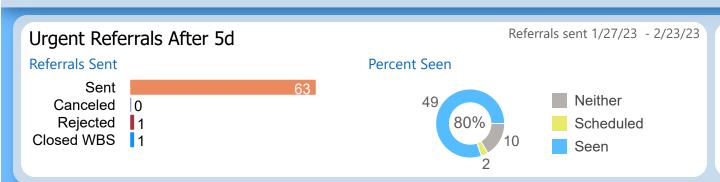
#### REFERRALS **Specialty Clinics**

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 Seen in 5d



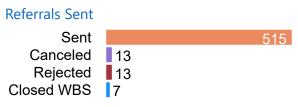
▲ vs. 91 Day 11% ▼ vs. 182 Day 13%

▼ vs. 364 Day **14%** 

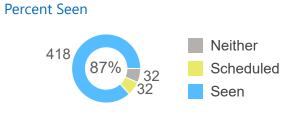
### Moving Over/Under Target

91 Days **▼ -39**% 182 Days ▼ **-37**% 364 Days ▼ -36%





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



#### Routine Referrals Seen in 30d

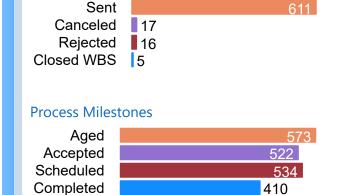


### Moving Over/Under Target

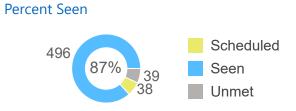
91 Days ▼ -3% 182 Days **5%** 364 Days 🔺 9%

# Referrals After 90d

Referrals Sent



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

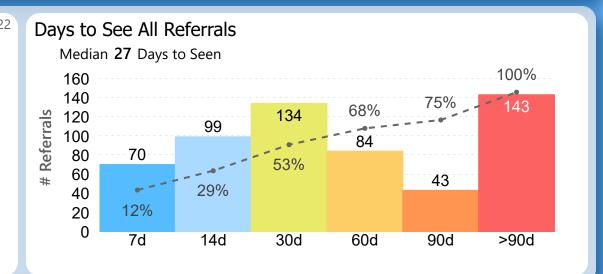


#### **Process Rates** 28 Day Median Times

Accepted 91% Scheduled 93% Completed 72% **9** Days to Accept

**8** Days to Schedule

**95** Days to Complete

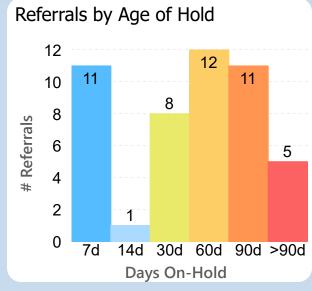


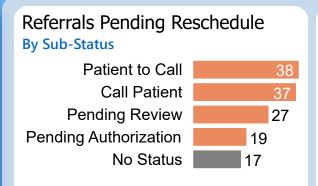
Report of the referral conversion process in the

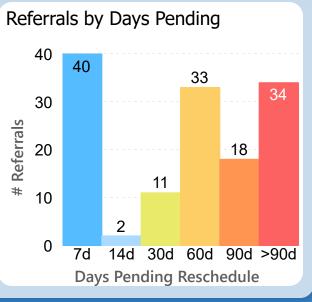
Oncology

▼ clinic for February 2023

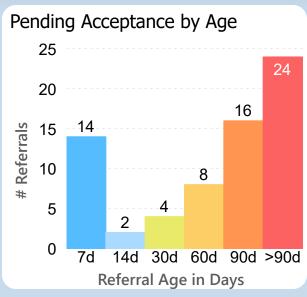


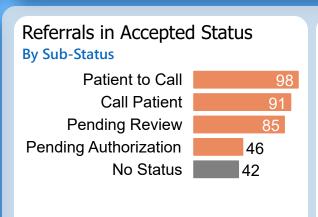


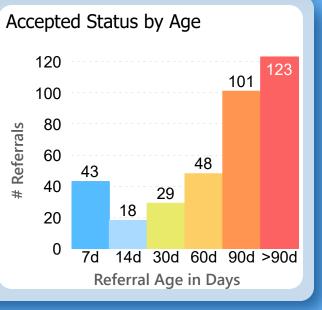












Report of the referral conversion process in the

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**

Completed 37
Pending Acceptance 10
Pending Reschedule 4

Out of 573 referrals kept 91% are accepted in CRM

# Appointments Linked in CRM after 90 Days

#### # of Referrals

Scheduled 534 Linked in CRM 355 Out of 534 scheduled referrals 66% have appointments linked

# Direct Secure Message Referrals in CRM after 90 Days

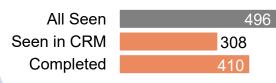
#### # of Referrals

DSM Referrals 301
Also in CRM 138

Out of 301 DSM referrals 46% have a similar CRM referral

# Referrals Seen in CRM after 90 Days

#### # of Referrals



Out of 496 referrals seen 62% are seen in CRM 83% are completed

# 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

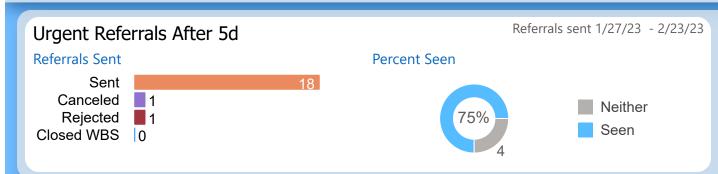
72% clinic score for CRM use

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



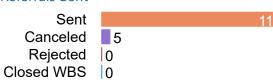
# Urgent Referrals Seen in 5d



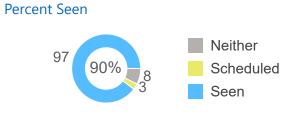
### Moving Over/Under Target











#### Routine Referrals Seen in 30d

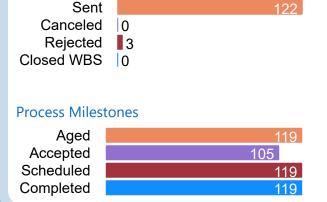


#### Moving Over/Under Target



# Referrals After 90d

Referrals Sent

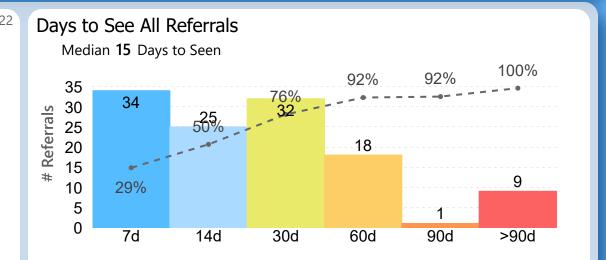


### Referrals sent 11/3/22 - 11/30/22



### Process Rates 28 Day Median Times

Accepted 88% 106 Days to Accept
Scheduled 100% 6 Days to Schedule
Completed 100% 32 Days to Complete

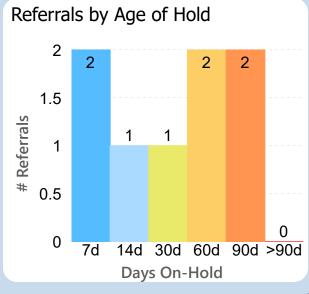


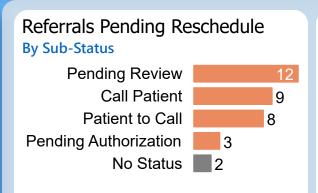
Report of the referral conversion process in the

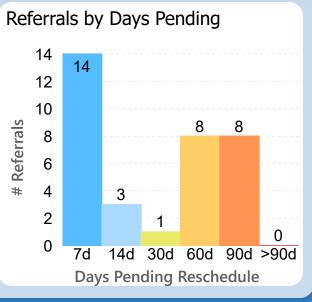
Ophthalmology

▼ clinic for February 2023

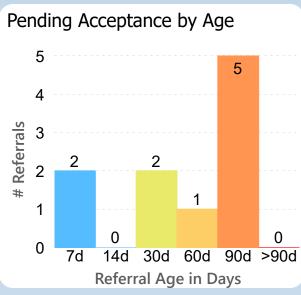


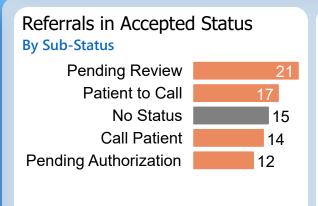


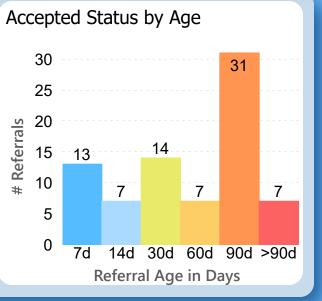












Report of the referral conversion process in the

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** 

Completed 14

Out of 119 referrals kept 88% are accepted in CRM

# Appointments Linked in CRM after 90 Days

# of Referrals

Scheduled 11
Linked in CRM 94

Out of 119 scheduled referrals 79% have appointments linked

# Direct Secure Message Referrals in CRM after 90 Days

# of Referrals

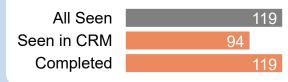
DSM Referrals
Also in CRM

Out of 54 DSM referrals

63% have a similar CRM referral

# Referrals Seen in CRM after 90 Days

# of Referrals



Out of 119 referrals seen 79% are seen in CRM 100% are completed

# Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Pocult	Points Possible	Point
	Result	PUSSIDIE	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

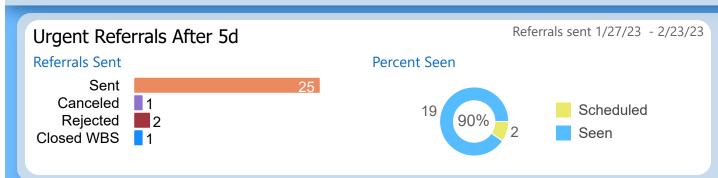
37.77 points out of 45 points possible 84% clinic score for CRM use

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

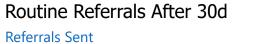


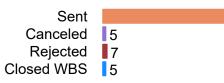
# Urgent Referrals Seen in 5d



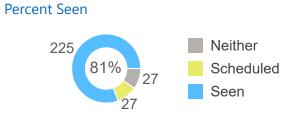
# Moving Over/Under Target











### Routine Referrals Seen in 30d

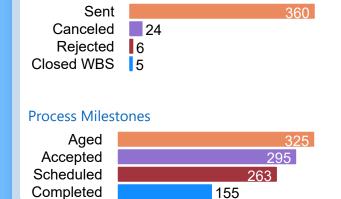


#### Moving Over/Under Target

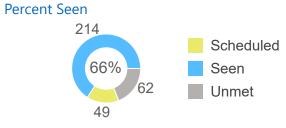


# Referrals After 90d

Referrals Sent



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



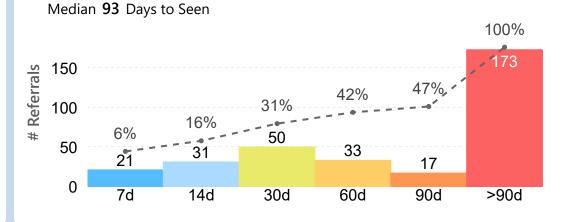
#### Process Rates

Accepted 91% Scheduled 81% Completed 48%

# 28 Day Median Times

7 Days to Accept12 Days to Schedule103 Days to Complete

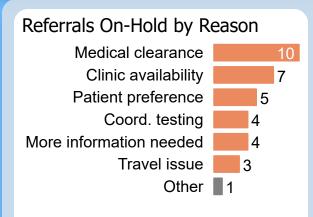
# Days to See All Referrals

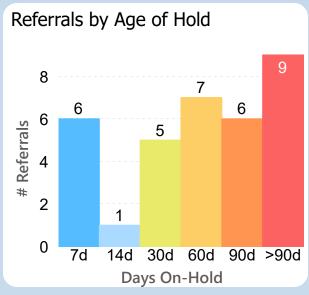


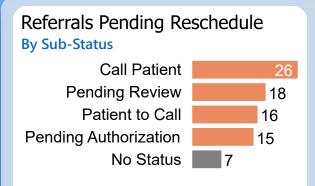
Report of the referral conversion process in the

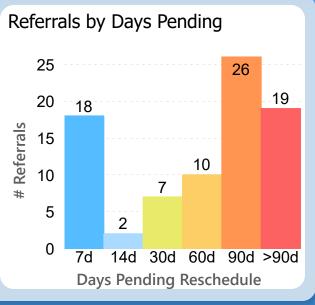
Orthopedics

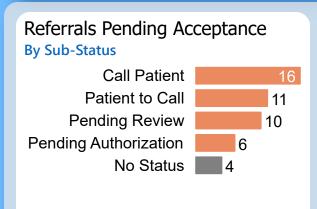
▼ clinic for February 2023

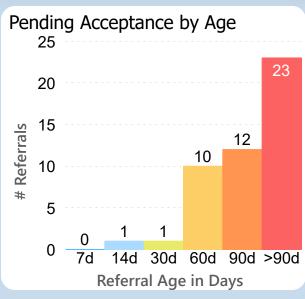


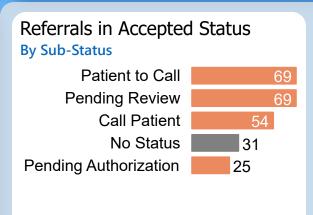


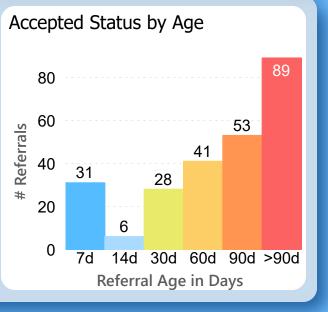












Report of the referral conversion process in the

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**

Pending Acceptance
Completed
10
Pending Reschedule
Closed
2
On Hold
1

Out of 325 referrals kept 91% are accepted in CRM

# Appointments Linked in CRM after 90 Days

#### # of Referrals



Out of 263 scheduled referrals 57% have appointments linked

# Direct Secure Message Referrals in CRM after 90 Days

#### # of Referrals

DSM Referrals 195
Also in CRM 62

Out of 195 DSM referrals 32% have a similar CRM referral

### Referrals Seen in CRM after 90 Days

#### # of Referrals

All Seen 214
Seen in CRM 113
Completed 155

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

# Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	91%	10	9.08
% 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

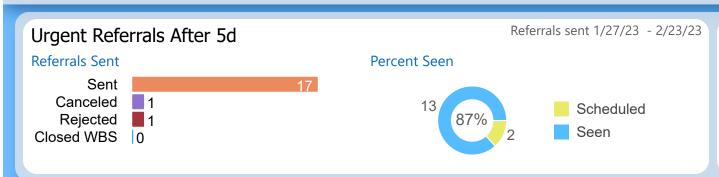
28.89 points out of 45 points possible 64% clinic score for CRM use

Report of the referral conversion process in the

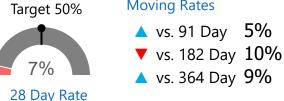
Otolaryngology

▼ 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 Seen in 5d Target 50% Moving Rates



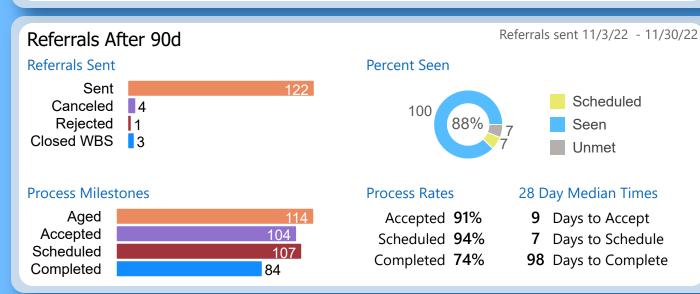
### Moving Over/Under Target

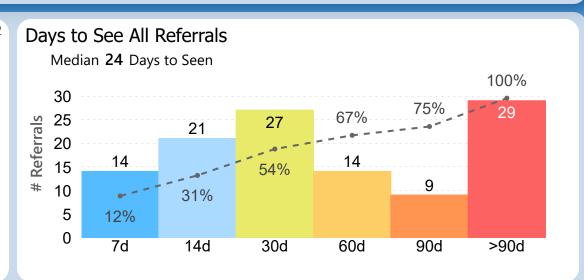


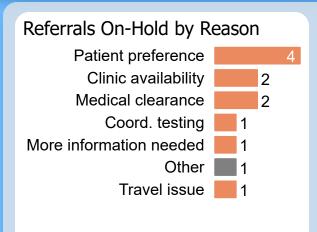


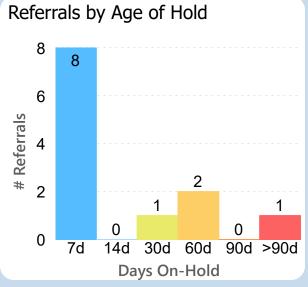
# Routine Referrals Seen in 30d

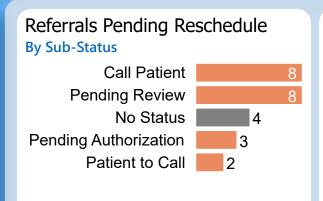


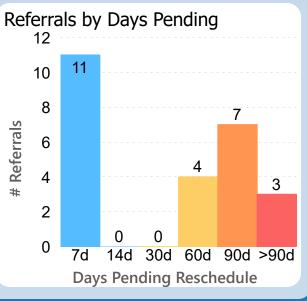


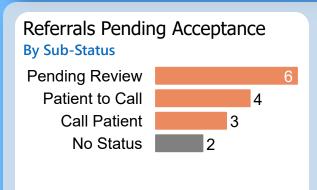


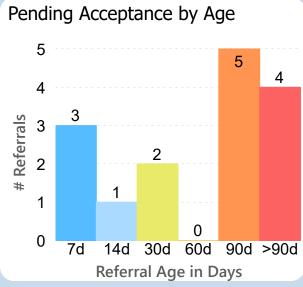


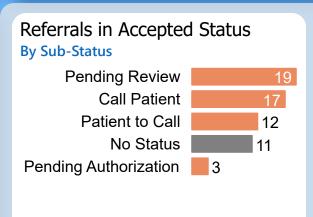


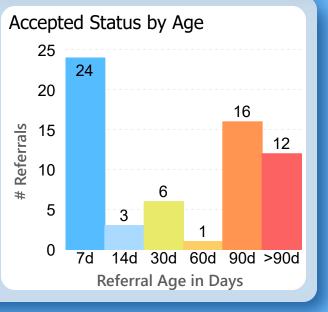












Report of the referral conversion process in the

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**

Completed 8
Pending Acceptance 1
Pending Reschedule 1

Out of 114 referrals kept 91% are accepted in CRM

# Appointments Linked in CRM after 90 Days

#### # of Referrals

Scheduled 107
Linked in CRM 70

Out of 107 scheduled referrals 65% have appointments linked

# Direct Secure Message Referrals in CRM after 90 Days

#### # of Referrals

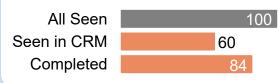
DSM Referrals
Also in CRM 21

Out of 54 DSM referrals

39% have a similar CRM referral

# Referrals Seen in CRM after 90 Days

#### # of Referrals



Out of 100 referrals seen 60% are seen in CRM 84% are completed

# 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

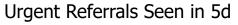
Report of the referral conversion process in the

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







Moving Rates

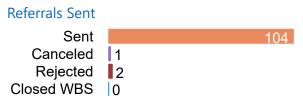
▲ vs. 91 Day 16%

▲ vs. 182 Day 13%▲ vs. 364 Day 12%

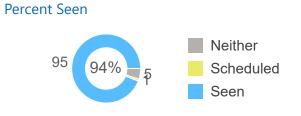
Moving Over/Under Target

91 Days ▼ -34% 182 Days ▼ -37% 364 Days ▼ -38%





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



#### Routine Referrals Seen in 30d



▼ vs. 91 Day 73%▲ vs. 182 Day 62%▲ vs. 364 Day 62%

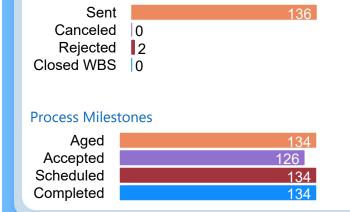
**Moving Rates** 

Moving Over/Under Target
91 Days ▲ 23%
182 Days ▲ 12%

364 Days **12%** 

# Referrals After 90d

Referrals Sent



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



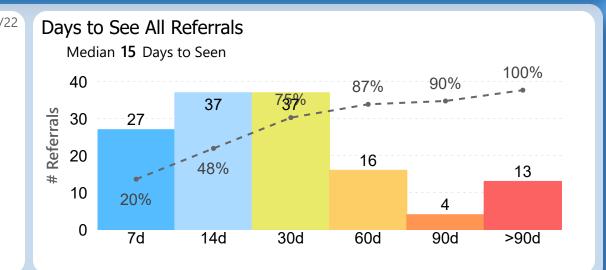
# Process Rates 28 Da Accepted 94% 102 Scheduled 100% 7

Completed 100%

28 Day Median Times102 Days to Accept

7 Days to Schedule

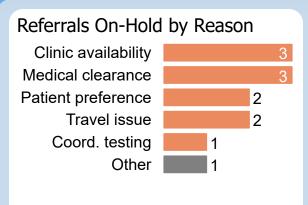
**39** Days to Complete

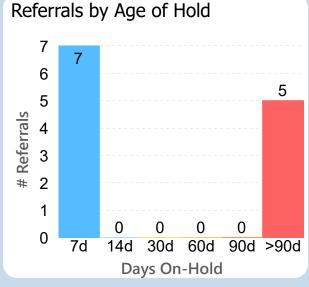


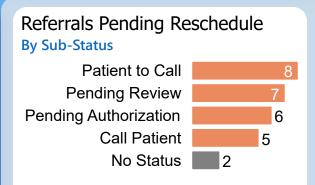
Report of the referral conversion process in the

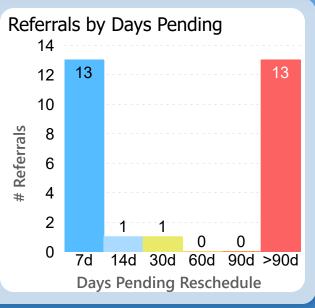
Pain Management

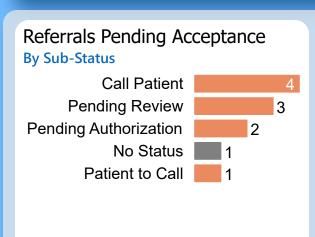
▼ clinic for February 2023

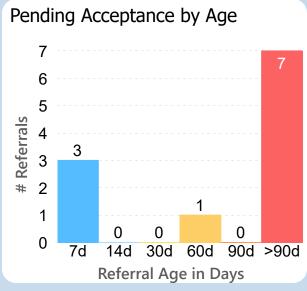


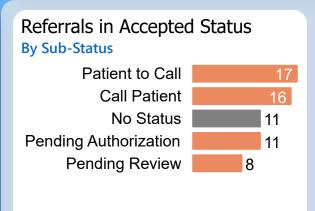


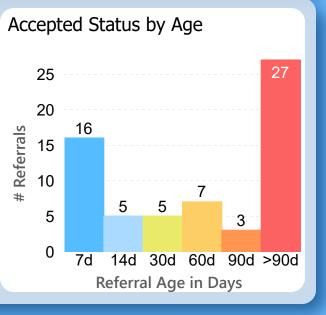












Report of the referral conversion process in the

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** 

Completed 8

Out of 134 referrals kept

94% are accepted in CRM

Appointments Linked in CRM after 90 Days

# of Referrals

Scheduled 13
Linked in CRM 112

Out of 134 scheduled referrals 84% have appointments linked

Direct Secure Message Referrals in CRM after 90 Days

# of Referrals

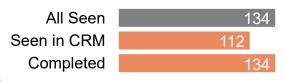
DSM Referrals
Also in CRM 35

Out of 64 DSM referrals

55% have a similar CRM referral

Referrals Seen in CRM after 90 Days

# of Referrals



Out of 134 referrals seen 84% are seen in CRM 100% are completed

Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	94%	10	9.4
% 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

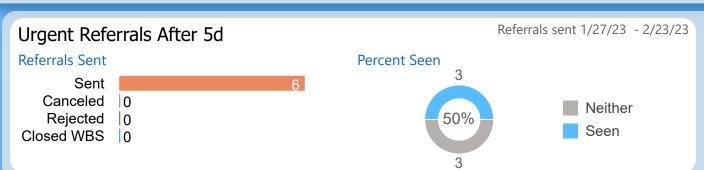
#### REFERRALS **Specialty Clinics**

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



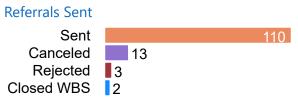
# Urgent Referrals Seen in 5d



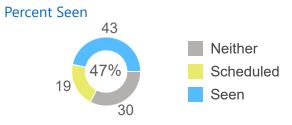
### Moving Over/Under Target











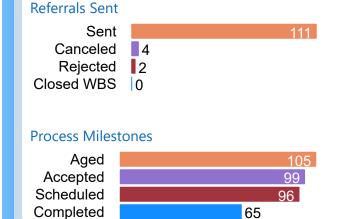
### Routine Referrals Seen in 30d



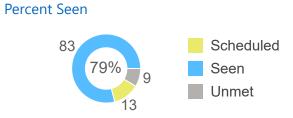
### Moving Over/Under Target



### Referrals After 90d



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

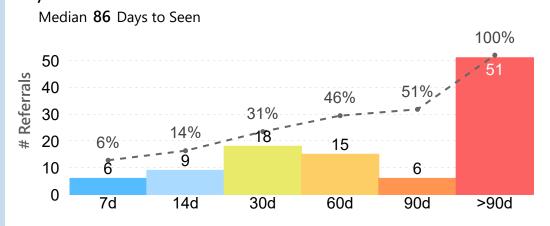


**Process Rates** 

#### 28 Day Median Times

Accepted	94%	6	Days to Accept
Scheduled	91%	10	Days to Schedule
Completed	62%	110	Days to Complete

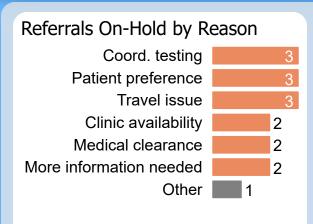
# Days to See All Referrals

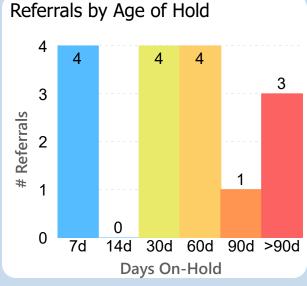


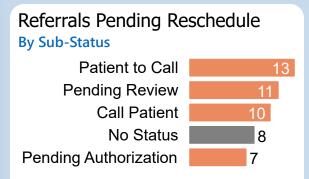
Report of the referral conversion process in the

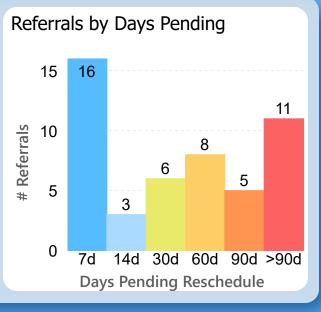
Podiatry

▼ clinic for February 2023

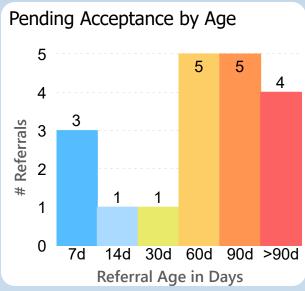


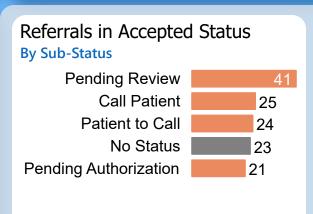


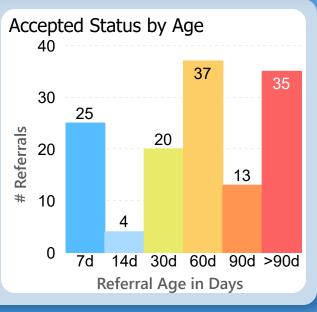












Report of the referral conversion process in the

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**



Out of 105 referrals kept 94% are accepted in CRM

# Appointments Linked in CRM after 90 Days

#### # of Referrals



Out of 96 scheduled referrals 57% have appointments linked

# Direct Secure Message Referrals in CRM after 90 Days

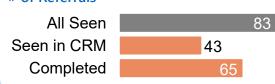
#### # of Referrals



Out of 65 DSM referrals 77% have a similar CRM referral

# Referrals Seen in CRM after 90 Days

#### # of Referrals



Out of 83 referrals seen 52% are seen in CRM 78% are completed

### Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	94%	10	9.43
% of Scheduled Referrals with Linked App	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

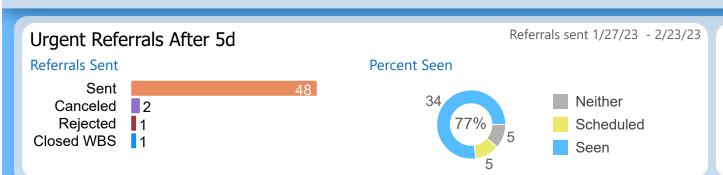
#### REFERRALS **Specialty Clinics**

Report of the referral conversion process in the

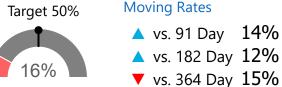
Pulmonology

▼ 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



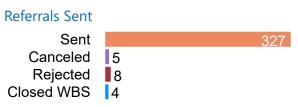
# Urgent Referrals Seen in 5d



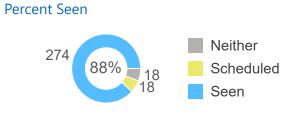
# Moving Over/Under Target





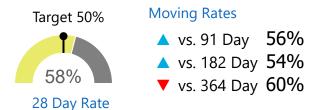


Referrals sent 1/2/23 - 1/29/23



#### Routine Referrals Seen in 30d

28 Day Rate

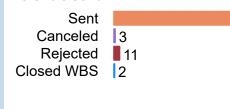


### Moving Over/Under Target

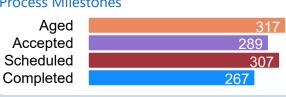


# Referrals After 90d

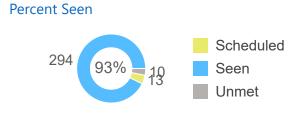
Referrals Sent



### **Process Milestones**



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

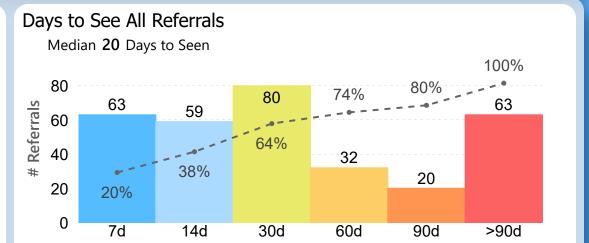


#### **Process Rates**

Accepted 91% Scheduled 97% Completed 84%



**7** Days to Schedule **65** Days to Complete

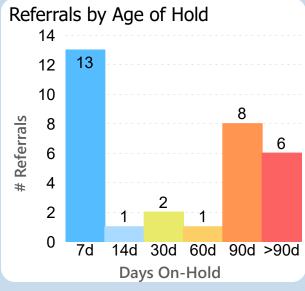


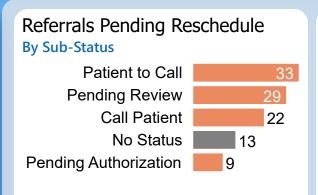
Report of the referral conversion process in the

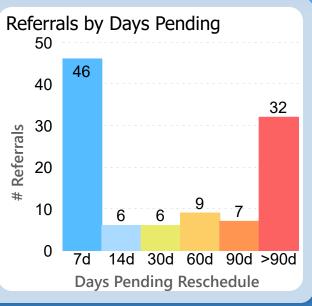
Pulmonology

▼ clinic for February 2023

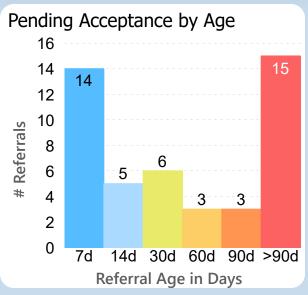


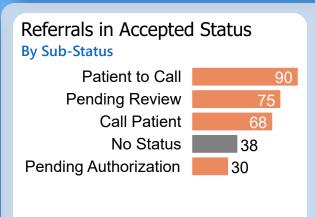


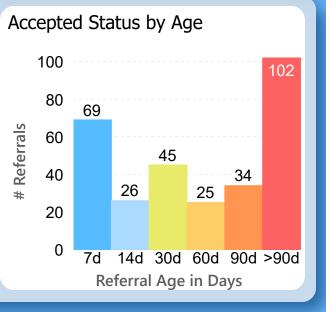












Report of the referral conversion process in the

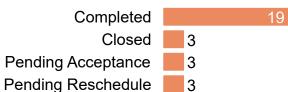
Pulmonology

▼ 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** 



Out of 317 referrals kept 91% are accepted in CRM

# Appointments Linked in CRM after 90 Days

# of Referrals



Out of 307 scheduled referrals 74% have appointments linked

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

# of Referrals



Out of 170 DSM referrals 25% have a similar CRM referral

# Referrals Seen in CRM after 90 Days

# of Referrals

All Seen	294
Seen in CRM	201
Completed	267

Out of 294 referrals seen 68% are seen in CRM 91% are completed

### 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

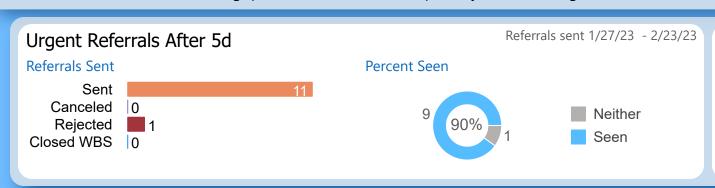
75% clinic score for CRM use

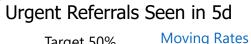
Report of the referral conversion process in the

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







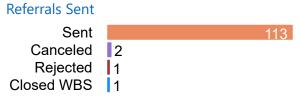
▼ vs. 91 Day 17%
▼ vs. 182 Day 22%

▲ vs. 364 Day 18%

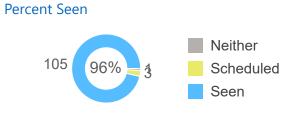
### Moving Over/Under Target

91 Days ▼ -33% 182 Days ▼ -28% 364 Days ▼ -32%





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



#### Routine Referrals Seen in 30d



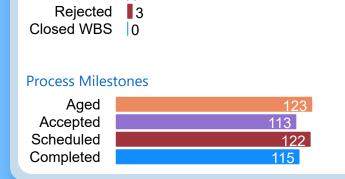
#### Moving Over/Under Target

# Referrals After 90d

Sent

Canceled 0

Referrals Sent



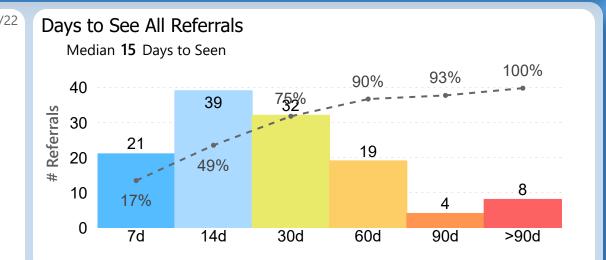
Referrals sent 11/3/22 - 11/30/22



Percent Seen

# Process Rates 28 Day Median Times

Accepted 92% 101 Days to Accept
Scheduled 99% 7 Days to Schedule
Completed 93% 36 Days to Complete

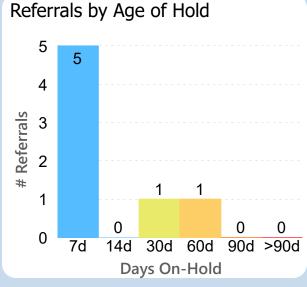


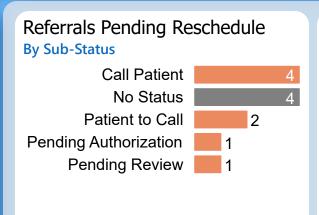
Report of the referral conversion process in the

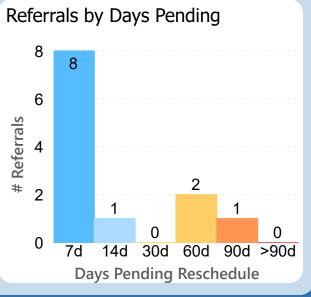
Rheumatology

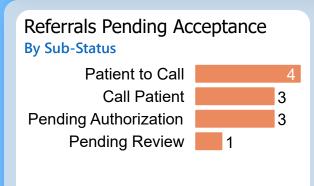
▼ clinic for February 2023

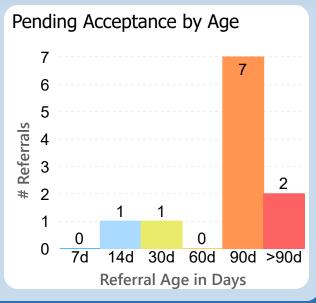


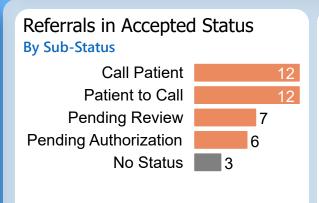


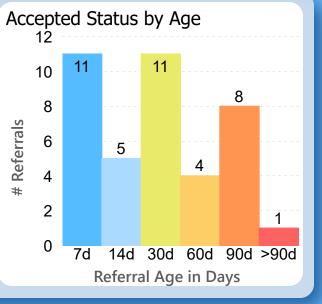












Report of the referral conversion process in the

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** 

Completed 8
Pending Acceptance 2

Out of 123 referrals kept 92% are accepted in CRM

Appointments Linked in CRM after 90 Days

# of Referrals

Scheduled 122 Linked in CRM 93 Out of 122 scheduled referrals 76% have appointments linked

Direct Secure Message Referrals in CRM after 90 Days

# of Referrals

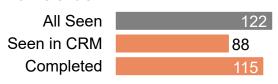
DSM Referrals
Also in CRM 3

Out of 69 DSM referrals

4% have a similar CRM referral

Referrals Seen in CRM after 90 Days

# of Referrals



Out of 122 referrals seen 72% are seen in CRM 94% are completed

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

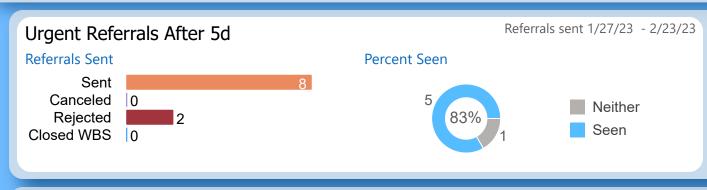
33.67 points out of 45 points possible 75% clinic score for CRM use

Report of the referral conversion process in the

Sleep Disorders Laboratory ▼

clinic for February 2023

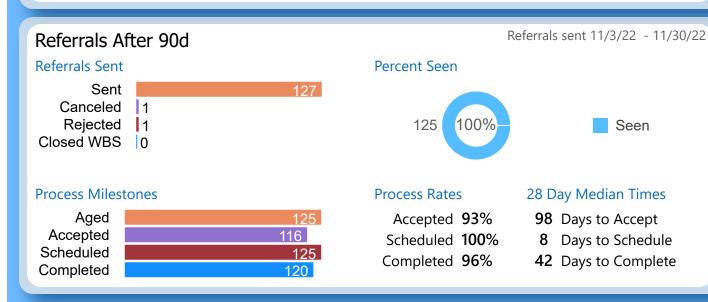
Measures of conversion throughput for referrals sent to specialty clinics and aged to the date seen or to today's date

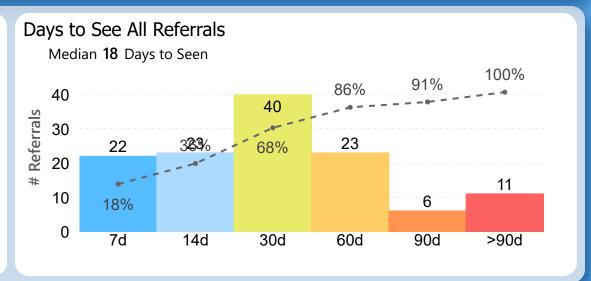


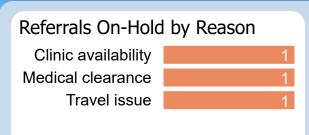


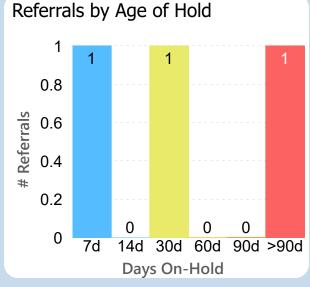


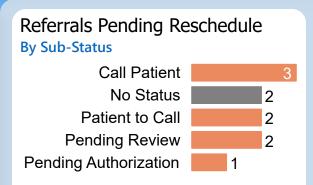


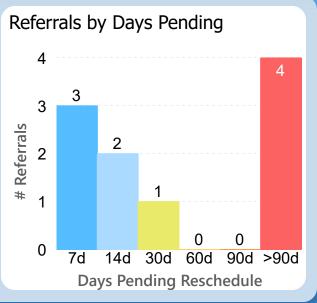


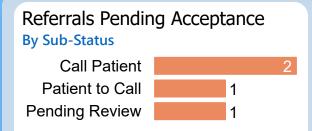


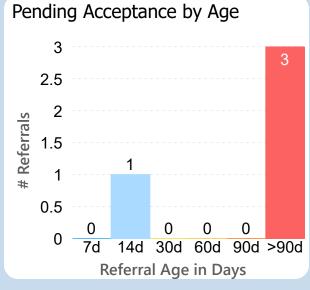


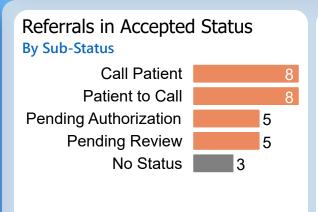


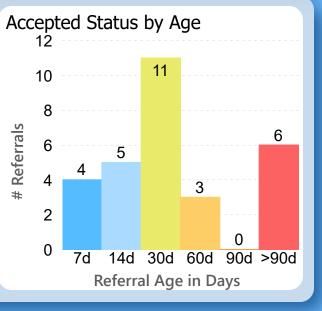












Report of the referral conversion process in the

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** 



Out of 125 referrals kept

93% are accepted in CRM

### Appointments Linked in CRM after 90 Days

# of Referrals



Out of 125 scheduled referrals 74% have appointments linked

# Direct Secure Message Referrals in CRM after 90 Days

# of Referrals



Out of 76 DSM referrals 67% have a similar CRM referral

# Referrals Seen in CRM after 90 Days

# of Referrals

All Seen	125
Seen in CRM	91
Completed	120

Out of 125 referrals seen 73% are seen in CRM 96% are completed

# Test of CRM Use for Referrals Sent 90 Days Prior

Test	% Result	Points Possible	Point Result
% of Referrals Accepted	93%	10	9.28
% 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

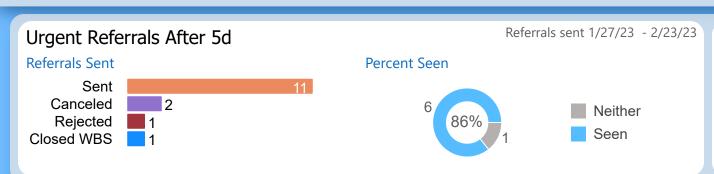
36.96 points out of 45 points possible 82% clinic score for CRM use

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 Seen in 5d



Moving Rates

▲ vs. 91 Day 22%

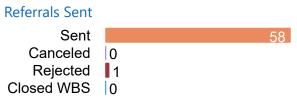
▲ vs. 182 Day 19%

▲ vs. 364 Day 16%

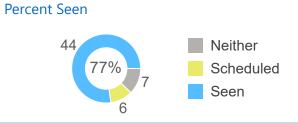
### Moving Over/Under Target

91 Days ▼ -28% 182 Days ▼ -31% 364 Days ▼ -34%





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



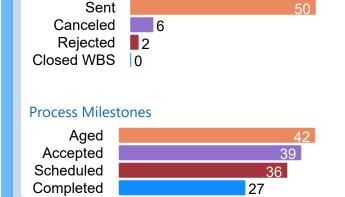
#### Routine Referrals Seen in 30d



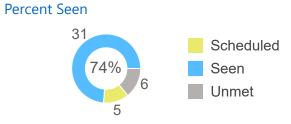
#### Moving Over/Under Target



Referrals Sent



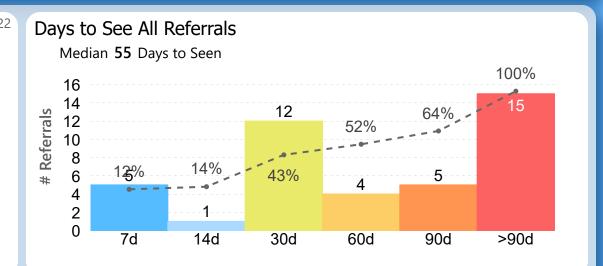
Referrals sent 11/3/22 - 11/30/22



**Process Rates** 

### 28 Day Median Times

Accepted 93% 9 Days to Accept
Scheduled 86% 10 Days to Schedule
Completed 64% 97 Days to Complete

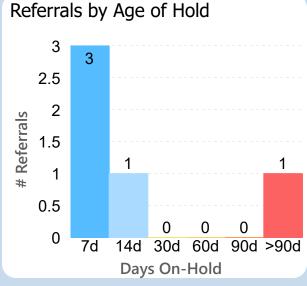


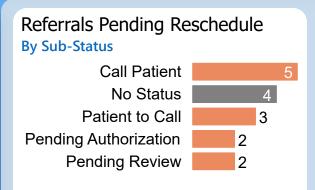
Report of the referral conversion process in the

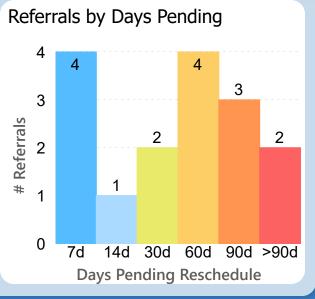
Urology

▼ clinic for February 2023

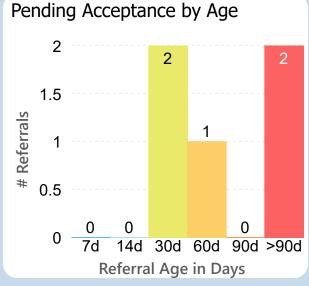


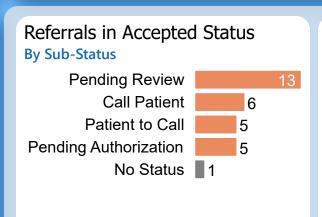


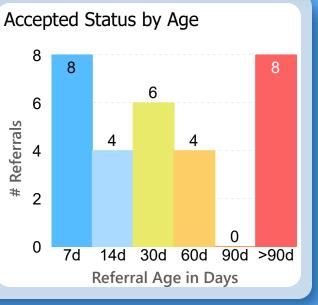












Report of the referral conversion process in the

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**

Completed 1
Pending Acceptance 1
Pending Reschedule 1

Out of 42 referrals kept 93% are accepted in CRM

Appointments Linked in CRM after 90 Days

#### # of Referrals

Scheduled 3 Linked in CRM 23 Out of 36 scheduled referrals 64% have appointments linked

# Direct Secure Message Referrals in CRM after 90 Days

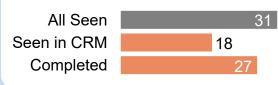
#### # of Referrals

DSM Referrals
Also in CRM

Out of 38 DSM referrals 76% have a similar CRM referral

# Referrals Seen in CRM after 90 Days

#### # of Referrals



Out of 31 referrals seen 58% are seen in CRM 87% are completed

# 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