

University of North Texas Student Health and Wellness

Fall 2014 Referral Study

Purpose

The purpose of this study was to ensure that patients who were referred out of our Clinic for services actually saw the medical provider they were referred to and there is resolution to the referral documented in the patient record. For these purposes, resolution is the scanned report from the medical provider to whom the patient was referred.

Identification of Performance Goal

The SHWC should have a 10% increase in resolved referrals per year.

Data Collection Plan

Methods of data collection consisted of gathering a list of referred patients from the Medcat system and checking patient records for received reports associated with the referrals.

Evidence of Data Collection

SHWC Administration went through the 937 referrals referenced in the system and cross checked patient records for reports. 474 showed an appointment with the referred medical provider had been made and kept but only 219 of the referrals had an attached report, indicating final disposition of the referral.

Analysis

Of these 937 referrals, 219 had an attached report, which is a 23.4% resolution rate. Though 66.3% of patients made an appointment through the SHWC and 50.6% of patients made and kept their appointments, a 23.4% resolution rate is below our goal.

Comparison of Current Performance to Goal

In May 2013, the SHWC had 66% of referral appointments made, meaning we had only a 0.3% increase in appointments made with outside medical providers, which is still 23.7% below the goal of 90% appointments made and is not the 10% increase desired. Additionally, the 23.4% resolution rate is far below required goals.

Corrective Actions

Protocols will be put into place to follow up with outside medical providers for information on appointments kept and reports received, either by HIM or the Referral Nurse. Workflow procedures for referrals will be reviewed with the Referral Nurse and the Director of Nursing to ensure accuracy for future reports. This is a continuing study and the SHWC will continue to re-evaluate data.