

University of North Texas Student Health and Wellness (SHWC)

Fall 2015 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 specialist/diagnostic center they were referred to and there is resolution to the referral documented in the patient record. For these purposes, resolution is defined as the scanned report from the specialist/diagnostic center to whom the patient was referred.

Identification of Performance Goal

The SHWC should maintain a 90% resolution rate or higher.

Data Collection Plan

Methods of data collection consisted of gathering a list of referred patients from the Referral Monitor of the Medcat system and checking patient records for documentation about received reports.

Evidence of Data Collection

SHWC Administration went through documentation provided by the Referral Nurse concerning the patient referrals referenced in the system for Fall 2015. Out of 517 referrals, 274 appointments were kept with the specialist/diagnostic center. The 243 referrals not kept are noted as not kept, thus ending documentation. Of the 274 appointments kept, 250 of the referrals had an attached report, indicating final disposition of the referral. These 274 appointments do not include the patients who did not keep their appointment with the specialist, cancelled their appointment, refused the referral, or did not make the desired referral appointment, as noted earlier. For those 24 referrals without a report, the Referral Nurse calls the specialist/diagnostic center office to request a report.

Analysis

Of the 274 referral appointments, 250 had an attached report, which is a 91.2% resolution rate. This is 1.2% above our goal but 5.7% below our resolution rate from Spring 2015.

Comparison of Current Performance to Goal

The 91.2% resolution rate is 1.2% above our goal. This study is complete as the percentages have been above goal for two consecutive studies.

Corrective Actions

- None needed