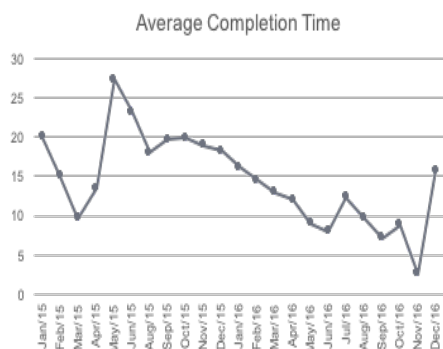


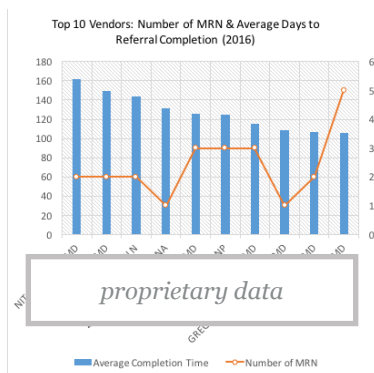


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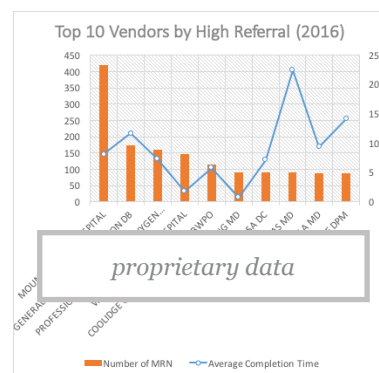
How do we reduce the time and effort required to get reports from specialist referral offices?



The average completion time of patient records is substantial.
Without the right clinical input patient care can suffer.



The top 10 vendors with the longest completion time take **between 110-160 days to return a patient report.**



The completion time for the top 10 vendors by volume had surprisingly **high variation.**

Answer: Collect the data and get it to clinicians!

Streamline and monitor ...

- Train staff to **standardize** the referral process.
- Improve **data collection** so you know when a referral is placed and when it's completed.
- Whenever possible, use technology to electronically retrieve medical records.
- Consider hiring Care Manager(s) who can visit referral locations to collect records.

Get clinicians involved ...

- Implement a **dashboard** so clinicians can see a referral office's performance when they are referring a patient.
- Establish and **communicate best practices**, such as preferential referral to outside offices that return medical records in a timely manner.

TEAM



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