

I. New Reporting Metric

% of Appointment Entered

This data point provides users with insight into an organization's compliance to providing patient appointment information to the sender and is defined as:

The number of referrals in an RTA Status that have an appointment recorded using the Schedule Appointment tool divided by the total number of referrals in an RTA Status (generally Scheduled or Completed). The target metric is 100%.

Gain insight into the Days to Appointment metric which is only available for referrals where an appointment is scheduled using the Schedule Appointment tool. Additionally, this helps measure adherence to best practices for communicating appointment information to the referral originators.

II. New Reporting Dashboards

Organization Communication Performance

This dashboard allows users to consistently measure an organization's communication performance within LeadingReach and contains the following reporting metrics:

Note Count: The total number of notes received from the external organization

Unread Notes: The total number of unread notes from the external organization

Note Read Rate: The percentage of read external notes divided by the total number of external notes

Referral Volume: The total referral volume

LeadingReach allows senders and receivers to communicate. Notes between organizations in LeadingReach represents time saved navigating through complicated phone trees, answering voicemails, and emails being buried or lost in individual email inboxes.

This data gives insight into how effectively individual organizations are using the tool to communicate and respond to important information about their shared patient.

User Performance Dashboards

1. Outgoing Performance Metrics

The standard LeadingReach Analytics referral metrics are presented here, but applied to the Sent By user. This allows organizations to measure the volume of referrals generated by the Sent By user on a monthly basis. Additionally, it quantifies effectiveness of their referral follow up workflow.

The standard follow up workflow includes:

- Confirming that the referral has been responded to
Referral-to-Response
- The patient has been scheduled for an appointment at the receiving organization
RTA & % of Appt Entered
- The patient completed their appointment
Consult Note or Office Visit Note received (not yet available*)

The follow up metrics are applied to the Sent By user. This assumes that the referral follow up has not been reassigned from the original Sent By user.

2. Incoming Performance Metrics

The new version of LeadingReach Analytics also includes new incoming performance metrics, detailed below:

Appointments Scheduled - Trended and Appointments Scheduled by User:

The number of appointments scheduled using the Schedule Appointment tool in LeadingReach by month and by user. This includes initial appointments as well as rescheduled appointments, both of which are identified on the trended graph by color.



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Referrals Completed - Trended and Referrals Completed by User:

The number of status changes to Completed by month and by user.

At this time, data regarding if an office visit or consult note was attached at time of completion is not available.*

III. New Dashboard Information Tab

An information tab is now available within the LeadingReach Analytics workbook. This provides general information around:

- The data refresh schedule
- Basic navigation tips
- Definitions for metrics found through the dashboards