

8 CARE COORDINATION & REFERRAL MANAGEMENT

STATS YOU SHOULD KNOW

Only **50%** of referrals result in a completed appointment

1



Source: MGMA

68% of specialists receive **NO** information from the PCP prior to referral visits

2



Source: Journal of General Internal Medicine



3

Primary care providers **DO NOT** receive consult reports back from specialists for **4/10 REFERRALS**

Source: Archives of Internal Medicine



HALF OF SPECIALISTS & PCPS are dissatisfied with the **timeliness** and **integrity** of the clinical information sent to them

4

Source: Journal of General Internal Medicine

Even when they are transmitted, **CONSULT REPORTS** are usually sent more than **7 DAYS LATER**

5



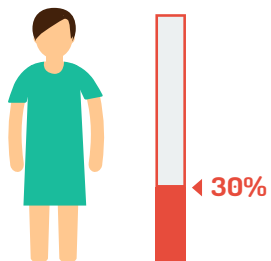
Source: Journal of General Internal Medicine

Medical receptionists can waste up to **30 minutes** on the phone when a patient's information is not close at hand

6



Source: MGMA



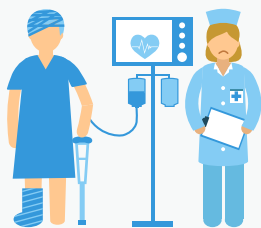
30% OF MISSED OR DELAYED DIAGNOSES are due to communication factors such as **handoffs** and **failure to establish clear lines of responsibility**

7

Source: Annals of Internal Medicine

THE ABILITY TO PROVIDE HIGH-QUALITY CARE IS THREATENED

when physicians **DO NOT** receive **timely communication** regarding referrals and consultations



Source: Archives of Internal Medicine

8

POOR CONTINUITY OF CARE IS ASSOCIATED WITH

Worse Patient Satisfaction

Less Preventative Care

Malpractice Lawsuits

Increased Risk Of Hospitalization

Inappropriate Re-Referrals

Worse Outcomes

Source: JAMA



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