

**Project Name:** Wood River Health Services Referral process Improvement **Date:** 1/5/2016

**Prepared By:** Lynda Greene /Joanie O’Connell

|  |  |  |
| --- | --- | --- |
| **Objective** | **Measures of Success** | **Action Steps/Responsible Party** |
| **Revise referral workflow**  | Tested  | QI |
| **Training on referral workflow**  | Referrals will be completed accurately and timely Expectation of 100% compliance with recommended workflow | Staff  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**Target Condition Goals**

**Improvement in referrals especially in house referrals**

**Standardize workflow**

**Training for staff on revised workflow**

**Analysis**

**In house referrals are not completed in the appropriate way.**

**Behavioral Health referrals are being completed as outside referrals or just being tasked to the BH provider. This occurs approximately 20% of the time**

**Workflows were sent out to staff in November for review. The issue still persists.**

**Current Condition**

**With the implementation of the EHR, there have been many changes to the referral workflows, especially in house referrals. It has been difficult to track and follow up since the workflow is not always followed properly**

**Action Plan**

**Background**

**Referral tracking is a critical component for tracking for patient care.**

**Follow – Up**

**Training has just occurred so we are still monitoring the results**

**Analysis (continued)**