

R – METRICS

Consult*STAT*-Refer has built-in metrics. The automatically-generated graphs display representations office productivity and individual staff performance. Additional indicia are provided in the PDFs of Request threads, which are stored in patients' EMRs or paper records. Because they permit the consultant to revisit communications word for word, they lend insight into staff-patient interactions and provide objective evidence of staff workloads and performance.

Let's look at the Consult*STAT*-Refer Dashboard. The built-in metrics display the tenets of Lean Office Practices. At the top of the screen, numerical and graphical displays highlight bottlenecks in office workflow.

The first graph shows the current status of open Requests. In this scenario, we see that column A shows Booking Requests accumulating, indicating that perhaps they are not being handled quickly enough.

Bar G indicates substantial "NO SHOWS." Consult*STAT* users should see a decline in No Shows, compared to their pre-Consult*STAT* days, as a result of consult appointment reminders being sent to referring HCP's and relayed to the patient.

In this scenario, Bar J shows that the number of Post Consult Discussion Requests open is relatively high: this can be the result of positive factors such as ongoing mentoring between the consultant and the referring HCP, or could be due to referring HCPs not Closing Requests after the consult reporting letters have been reviewed and discussed.

The open "Referral Approved" statuses shown in bar N primarily represent Requests accidentally left open. These can be subtracted from bar J, the "Post-Consult Discussion" metric, to show the degree of positive ongoing mentoring (indicated here in orange). Note that the open Post-Consult Discussion Requests in Bar J could also indicate that specific types of consultant instructions are not being handled quickly by the secretary (remember that the Post-Consult Discussion status is also created as a result of the consultant 'flagging' the secretary).

The second graph displays the number of secretary's replies to referring HCPs within a specific status, measured over a customizable time-period. This is extremely helpful in comparing performance when more than one secretary is interfacing with referring HCPs.

The next graph displays the number of actions taken in response to the consultant's instructions to the secretary. This provides measurable staff performance data.

The last graph shows the average time it takes for each secretary to respond to a specific type of instruction given by the consultant on any chosen day.

Here is an example of the automatically generated performance analysis between July 1st and Nov 30th. When we look at the number of a secretary's replies and divide these by the number of hours worked by the secretary, it provides data on which secretary is most efficient in their *ConsultSTAT* communications.

The same principle applies when measuring the secretary's alacrity responding to the consultant's instructions. Response time averages are measured per day, and can be used to monitor staff performance.

Lean Office Practices built into the *ConsultSTAT* platform will increase productivity and overall office efficiency.