NHV Referral Processing (QI project)

Please answer the following question as they pertain to both internal and external referral processing. Your responses are anonymous.

1. Please rate you satisfaction with the method used to process referrals.

[▲▼]

2. Please rate you satisfaction with the QI method used during this improvement process.

[▲▼]

3. Approximately how many minutes does it take to process a single referral?
*not including client call time (time on multiple calls) or appointment preparation

[   ]

4. What barriers are there to tracking and processing referrals?

[   ]

5. What works well?

[   ]

6. What additional improvements would you like to see?

[   ]