

# Gifford Health Care, Inc.

## Visit Lag

February & March 2024

### Appointments Booked during February and March 2024 to when Appointment was Scheduled

Primary Care															
Facility	Location Name	Appt w/in 2 Weeks	Appt w/in 1 Month	Appt w/in 3 Months	Appt w/in 6 Months	Appt Over 6 Months	Total	Percent by Clinic	Appt w/in 2 Weeks	Appt w/in 1 Month	Appt w/in 3 Months	Appt w/in 6 Months	Appt Over 6 Months	Total	
															GHC
GHC	Gifford Behavioral Hlth Berlin	-	3	21	-	-	24	Gifford Behavioral Hlth Berlin	0.0%	0.6%	4.1%	0.0%	0.0%	4.7%	
GHC	Gifford Pediatrics	2	-	-	-	-	2	Gifford Pediatrics	0.4%	0.0%	0.0%	0.0%	0.0%	0.4%	
GHC	Gifford Primary Care Berlin	18	12	34	17	7	88	Gifford Primary Care Berlin	3.5%	2.3%	6.6%	3.3%	1.4%	17.1%	
GHC	Gifford Primary Care Chelsea	6	8	9	-	-	23	Gifford Primary Care Chelsea	1.2%	1.6%	1.8%	0.0%	0.0%	4.5%	
GHC	Gifford Primary Care Kingwood	28	11	1	-	-	40	Gifford Primary Care Kingwood	5.4%	2.1%	0.2%	0.0%	0.0%	7.8%	
GHC	Gifford Primary Care Randolph	28	26	108	59	5	226	Gifford Primary Care Randolph	5.4%	5.1%	21.0%	11.5%	1.0%	44.0%	
GHC	Gifford Primary Care Rochester	4	1	1	-	-	6	Gifford Primary Care Rochester	0.8%	0.2%	0.2%	0.0%	0.0%	1.2%	
<b>Total</b>		<b>130</b>	<b>85</b>	<b>209</b>	<b>77</b>	<b>13</b>	<b>514</b>	<b>Total</b>	<b>25.3%</b>	<b>16.5%</b>	<b>40.7%</b>	<b>15.0%</b>	<b>2.5%</b>	<b>100.0%</b>	

Specialty Care															
Facility	Location Name	Appt w/in 2 Weeks	Appt w/in 1 Month	Appt w/in 3 Months	Appt w/in 6 Months	Appt Over 6 Months	Total	Percent by Clinic	Appt w/in 2 Weeks	Appt w/in 1 Month	Appt w/in 3 Months	Appt w/in 6 Months	Appt Over 6 Months	Total	
															GMS
GMS	Gifford Specialty - Berlin	78	32	39	2	-	151	Gifford Specialty - Berlin	7.2%	3.0%	3.6%	0.2%	0.0%	14.0%	
GMS	Gifford Specialty - Cardiology	38	62	15	6	8	129	Gifford Specialty - Cardiology	3.5%	5.7%	1.4%	0.6%	0.7%	11.9%	
GMS	Gifford Specialty - Gen Surg	73	108	53	6	1	241	Gifford Specialty - Gen Surg	6.7%	10.0%	4.9%	0.6%	0.1%	22.3%	
GMS	Gifford Specialty - Neurology	10	-	55	6	1	72	Gifford Specialty - Neurology	0.9%	0.0%	5.1%	0.6%	0.1%	6.7%	
GMS	Gifford Specialty - Oncology	1	1	6	1	-	9	Gifford Specialty - Oncology	0.1%	0.1%	0.6%	0.1%	0.0%	0.8%	
GMS	Gifford Specialty - Ortho	45	55	12	1	-	113	Gifford Specialty - Ortho	4.2%	5.1%	1.1%	0.1%	0.0%	10.4%	
GMS	Gifford Specialty - Podiatry	46	15	7	2	3	73	Gifford Specialty - Podiatry	4.3%	1.4%	0.6%	0.2%	0.3%	6.7%	
GMS	Gifford Specialty - Sharon	122	18	13	1	-	154	Gifford Specialty - Sharon	11.3%	1.7%	1.2%	0.1%	0.0%	14.2%	
GMS	Gifford Specialty - Urology	40	24	13	2	1	80	Gifford Specialty - Urology	3.7%	2.2%	1.2%	0.2%	0.1%	7.4%	
<b>Total</b>		<b>480</b>	<b>339</b>	<b>222</b>	<b>27</b>	<b>14</b>	<b>1,082</b>	<b>Total</b>	<b>44.4%</b>	<b>31.3%</b>	<b>20.5%</b>	<b>2.5%</b>	<b>1.3%</b>	<b>100.0%</b>	

# Gifford Health Care, Inc.

## Referral Lag

February & March 2024

**Referral lag: percentage of appointments scheduled within 3 business days of referral (percentage of all referrals where the clinic or hospital has completed scheduling an appointment within 3 business days of receiving the referral, regardless of the date on which the appointment will take place).**

Gifford Health Care implemented the Meditech Expanse Electronic Medical Record (EMR) in October 2023 and continues to work towards optimizing functionality. During the optimization stage, workflows have been adjusted and revised which results in a lack of data consistency and limited reporting capabilities at this time. Referral workflows in particular have been a challenge. There is not currently a link between a referral and the resulting scheduled appointment that satisfies the referral. Therefore reporting on this measure is not currently possible. We will continue to work to understand these workflows and improve reporting.

# Gifford Health Care, Inc.

## Top 5 Imaging Orders by Clinic

February & March 2024

Ordering Location	Order	Count	Rank by Clinic
Gifford OB/GYN & Midwifery	US pelvic complete	39	1
Gifford OB/GYN & Midwifery	US OB >= 14 weeks Fetus	28	2
Gifford OB/GYN & Midwifery	MM 3D screening BI	20	3
Gifford OB/GYN & Midwifery	US OB follow up	14	4
Gifford OB/GYN & Midwifery	US OB biophysical profile	11	5
Gifford Pediatrics	XR chest 2V	12	1
Gifford Pediatrics	US abdomen limited	5	2
Gifford Pediatrics	XR shoulder LT min 2V	3	3
Gifford Pediatrics	XR scoliosis survey	3	4
Gifford Pediatrics	XR foot RT min 3V	3	5
Gifford Primary Care Berlin	MM 3D screening BI	47	1
Gifford Primary Care Berlin	XR chest 2V	23	2
Gifford Primary Care Berlin	CT lung screening low-dose	20	3
Gifford Primary Care Berlin	CT abdomen pelvis w con	8	4
Gifford Primary Care Berlin	US pelvic complete	7	5
Gifford Primary Care Bethel	CT lung screening low-dose	26	1
Gifford Primary Care Bethel	XR chest 2V	23	2
Gifford Primary Care Bethel	MM 3D screening BI	13	3
Gifford Primary Care Bethel	XR lumbar spine 2-3V	6	4
Gifford Primary Care Bethel	CT abdomen pelvis w con	5	5
Gifford Primary Care Chelsea	MM 3D screening BI	13	1
Gifford Primary Care Chelsea	CT lung screening low-dose	10	2
Gifford Primary Care Chelsea	XR shoulder RT min 2V	2	3
Gifford Primary Care Chelsea	XR chest 2V	2	4
Gifford Primary Care Chelsea	XR shoulder LT min 2V	1	5
Gifford Primary Care Randolph	XR chest 2V	83	1
Gifford Primary Care Randolph	MM 3D screening BI	79	2
Gifford Primary Care Randolph	CT lung screening low-dose	33	3
Gifford Primary Care Randolph	US abdomen limited	25	4
Gifford Primary Care Randolph	XR lumbar spine 2-3V	21	5
Gifford Primary Care Rochester	MM 3D screening BI	10	1
Gifford Primary Care Rochester	XR chest 2V	5	2
Gifford Primary Care Rochester	CT lung screening low-dose	4	3
Gifford Primary Care Rochester	XR shoulder RT min 2V	3	4
Gifford Primary Care Rochester	XR lumbar spine 2-3V	3	5
Gifford Specialty - Berlin	XR foot LT min 3V	16	1
Gifford Specialty - Berlin	XR abdomen 1V	8	2
Gifford Specialty - Berlin	XR KUB	6	3
Gifford Specialty - Berlin	XR foot RT min 3V	6	4
Gifford Specialty - Berlin	MR brain wo con	5	5
Gifford Specialty - Cardiology	XR chest 2V	15	1
Gifford Specialty - Cardiology	US OB <= 14 weeks fetus	6	2
Gifford Specialty - Cardiology	CT angio coronary artery	5	3
Gifford Specialty - Cardiology	US OB follow up	4	4
Gifford Specialty - Cardiology	US pelvic complete	3	5
Gifford Specialty - Gen Surg	US OB <= 14 weeks fetus	16	1
Gifford Specialty - Gen Surg	US pelvic complete	4	2
Gifford Specialty - Gen Surg	US OB follow up	4	3
Gifford Specialty - Gen Surg	XR KUB	3	4
Gifford Specialty - Gen Surg	XR abdomen 1V	3	5
Gifford Specialty - Neurology	MR brain wo con	6	1
Gifford Specialty - Neurology	MR brain w/wo con	6	2
Gifford Specialty - Neurology	US carotid duplex BI	4	3
Gifford Specialty - Neurology	MR venography head wo con	1	4
Gifford Specialty - Neurology	MR lumbar spine wo/w con	1	5
Gifford Specialty - Ortho	XR knee RT 4V	26	1
Gifford Specialty - Ortho	XR knee LT 4V	15	2
Gifford Specialty - Ortho	XR wrist RT min 3V	13	3

Ordering Location	Order	Count	Rank by Clinic
Gifford Specialty - Ortho	XR shoulder RT min 2V	12	4
Gifford Specialty - Ortho	XR shoulder LT min 2V	12	5
Gifford Specialty - Podiatry	XR foot RT min 3V	25	1
Gifford Specialty - Podiatry	XR foot LT min 3V	23	2
Gifford Specialty - Podiatry	XR ankle LT min 3V	10	3
Gifford Specialty - Podiatry	XR ankle RT min 3V	7	4
Gifford Specialty - Podiatry	US soft tissue limited	2	5
Gifford Specialty - Sharon	XR foot LT min 3V	17	1
Gifford Specialty - Sharon	XR foot RT min 3V	16	2
Gifford Specialty - Sharon	XR knee LT 3V	15	3
Gifford Specialty - Sharon	XR shoulder RT min 2V	13	4
Gifford Specialty - Sharon	XR lumbar spine 2-3V	13	5
Gifford Specialty - Urology	XR abdomen 1V	18	1
Gifford Specialty - Urology	XR KUB	13	2
Gifford Specialty - Urology	US kidneys	4	3
Gifford Specialty - Urology	US scrotum	2	4
Gifford Specialty - Urology	MR Prostate wo	2	5
Gifford Specialty Pre-Op	XR chest 2V	1	1