

**Southwestern Vermont Medical Center
Practice Metrics - 2/1/2024 - 3/31/2024**

Primary Care Practice -

Office	Referral	New Patient Visit lag**				
	Appointment Lag* % of apts scheduled within 3 days of receipt	Visit within 2 weeks	Visit within 1 month	Visit within 3 months	Visit within 6 months	Visit > 6 months
SVMC Northshire Medical	48%	29%	9%	19%	19%	25%
SVMC Deerfield Valley	100%	100%	0%	0%	0%	0%
SVMC Pownal Campus	42%	17%	33%	17%	17%	17%
SVMC Internal Medicine	35%	7%	61%	30%	2%	0%
SVMC Pediatrics	71%	48%	16%	26%	3%	7%
SVMC Northshire Pediatrics	50%	25%	25%	25%	25%	0%

*Referral Lag: This data is for new patients only. SVMC Primary Care practices routinely did not schedule new patient visits until records were received from the prior PCP. We recently stopped this practice and now schedule visits before previous records are obtained. The data reflects both historic and current practice.

**Visit Lag: The visit lag times are a reflection of provider access, patient preference, patient need, and insurance requirements.

Specialty Practice -

Specialty	Referral	New Patient Visit lag**			
	Appointment Lag* within 3 days of receipt	Visit within 2 weeks	Visit within 1 month	Visit within 3 months	Visit within 6 months
Cardiology	73%	35%	8%	56%	0%
Dermatology	85%	26%	6%	36%	31%
Endocrinology	75%	13%	38%	50%	0%
Gastroenterology	82%	15%	10%	17%	58%
General Surgery	86%	88%	10%	2%	0%
Infectious Disease	63%	71%	17%	13%	0%
Medical Oncology	71%	80%	21%	0%	0%
Neurology	87%	42%	7%	30%	3%
OB/GYN	59%	41%	35%	18%	6%
Orthopedics	85%	77%	17%	5%	0%
Palliative Care	78%	100%	0%	0%	0%
Pulmonology	76%	30%	63%	7%	0%
Radiation Oncology	80%	60%	35%	5%	0%
Rheumatology	57%	43%	15%	62%	0%
Urology	79%	44%	33%	23%	0%

*Referral Lag: These data include delays attributed to being unable to reach patients. Some patients did not return outreach calls for 60 or more days from the

**Visit Lag: These data are a reflection of provider access, patient preference, urgency, and insurance credentialing.

**Southwestern Vermont Medical Center
Imaging Top Five Procedures - 2/1/2024 - 3/31/2024**

Procedure	Referral	Visit lag				
	Appointment Lag % of apts scheduled within 3 days of receipt	Visit within 2 weeks	Visit within 1 month	Visit within 3 months	Visit within 6 months	Visit > 6 months
CT Abd Pelvis w IV contrast	63%	95%	0%	4%	0%	0%
CT Head w/o IV contrast	76%	95%	5%	0%	0%	0%
MG Manno Screen Bilat w/Tomo	31%	11%	19%	54%	14%	2%
Ultra Sound OB re-eval for abnormality	64%	70%	26%	4%	0%	0%
XR DEXA Scan hip/pelvis/spine	19%	25%	9%	53%	11%	2%