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| **Step 1** | **Step 2** | **Step 3** | **Step 4** | **Step 5** |
| How many patients are listed as NOT having a visit documented in the registry? Are there any observations or learning opportunities for process step 1? | How many patients had a visit but the data wasn’t captured in the registry? How many patients have a visit scheduled, however, the visit haven’t occurred yet?How many patients did not have a visit but are being seen in infusion?Are there any observations or learning opportunities for Process Step 2? | How many patients are lost to follow up, transferred to adult/ another clinic and should be deactivated? How many patients are away at college?How many patients were hospitalized resulting in a lack of appointment?Are there any observations or learning opportunities for process step 3? | How many patients do not have a visit scheduled and require one?How many patients should be deactivated?How many patients do not have a recommendation for follow up care?Are there any observations or learning opportunities for process step 4? | How many patients were unable to reach (did not have a working phone number, wrong number voicemail full, unable to leave message)?How many patients were left a message?How many patients were sent an alternative message?*Patient Portal:**Letter in the Mail:**Other:* |
| How many patients were contacted but refused the appointment?*Feeling well:**Timing isn’t right for the family:**Do not have calendar in front of them:* *Insurance coverage:**Transportation challenges:**Other:*How many patients successfully had a visit scheduled?How are you documenting that the patients were contacted and the appointment was made?Are there any observations or learning opportunities for process step 5? |