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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? | |