

Closing the Loop on Referrals

Improving Care Coordination with DRVS

azara2026

USER CONFERENCE APRIL 13-15 | BOSTON, MA



Today's Presenters

15



Walter Wilkerson (he/him)

Data Coordinator,
Housing Works Community
Healthcare



**Nancy Morisseau, MPH
(she/her)**

Health Center Operations
Director,
Housing Works Community
Healthcare



Today's Agenda

15



Why Referral Management Matters



Who We Are & Who We Serve



Leveraging DRVS to Close the Loop



Implementation & Outcomes



Key Lessons & Sustainable Practices

Why Referral Management Matters





Incomplete external referrals:

- Create care gaps
- Compromise data
- Delay patient care



Leveraging Azara DRVS:

- Standardized referral tracking
- Trained Referral Specialists
- Created actionable panel lists



The What and the Why



In June 2025, Housing Works launched an internal referral management improvement initiative to “close the loop” and align workflows across five community health centers.



Project SMART Goal: By October 1, 2025, the Health Services team will **decrease Open Referrals (49%) by at least 10%** through Q1 2025 referral clean up.



Within the three months, the workgroup achieved a 30% reduction in Q1 incomplete external referrals lacking documented follow-up or results, while improving provider visibility into referral outcomes.



Who We Are & Who We Serve



Health Center Context

Medical Services

We do healthcare differently. Housing Works strives to provide community-first care, with a focus on harm reduction and services that are affordable with or without insurance. Whether you need quick access to PrEP, a gender-affirming therapist, or a primary care doctor who won't judge your experience—we've got you. Office visits and telehealth appointments available.



Primary Care



Sexual Health



Adult Gender-Affirming Care



Mental Health



Substance Use Support



Pediatrics



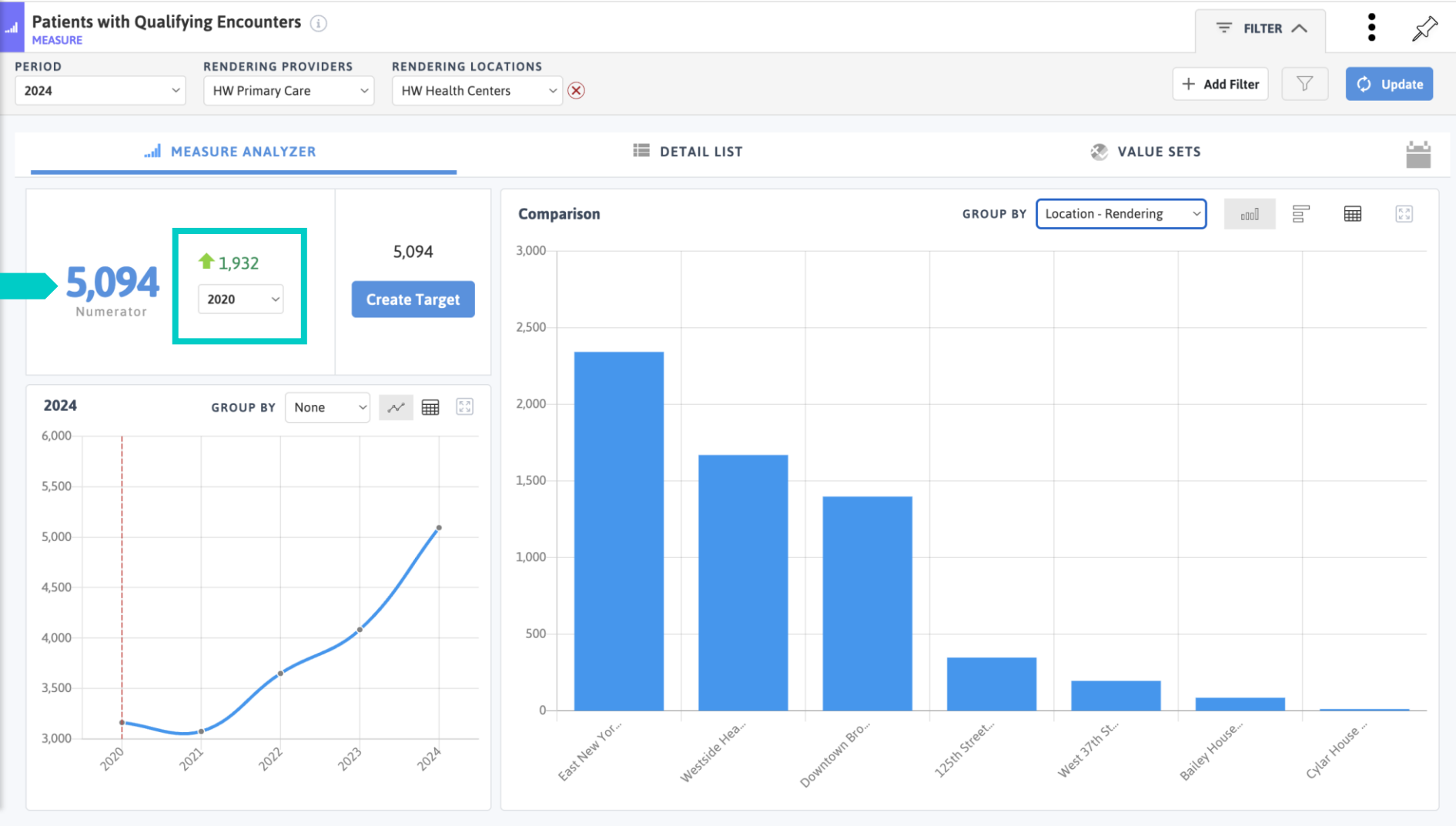
Pain Management



Key Insight: Housing Works provides integrated, community-focused healthcare for complex patient populations.



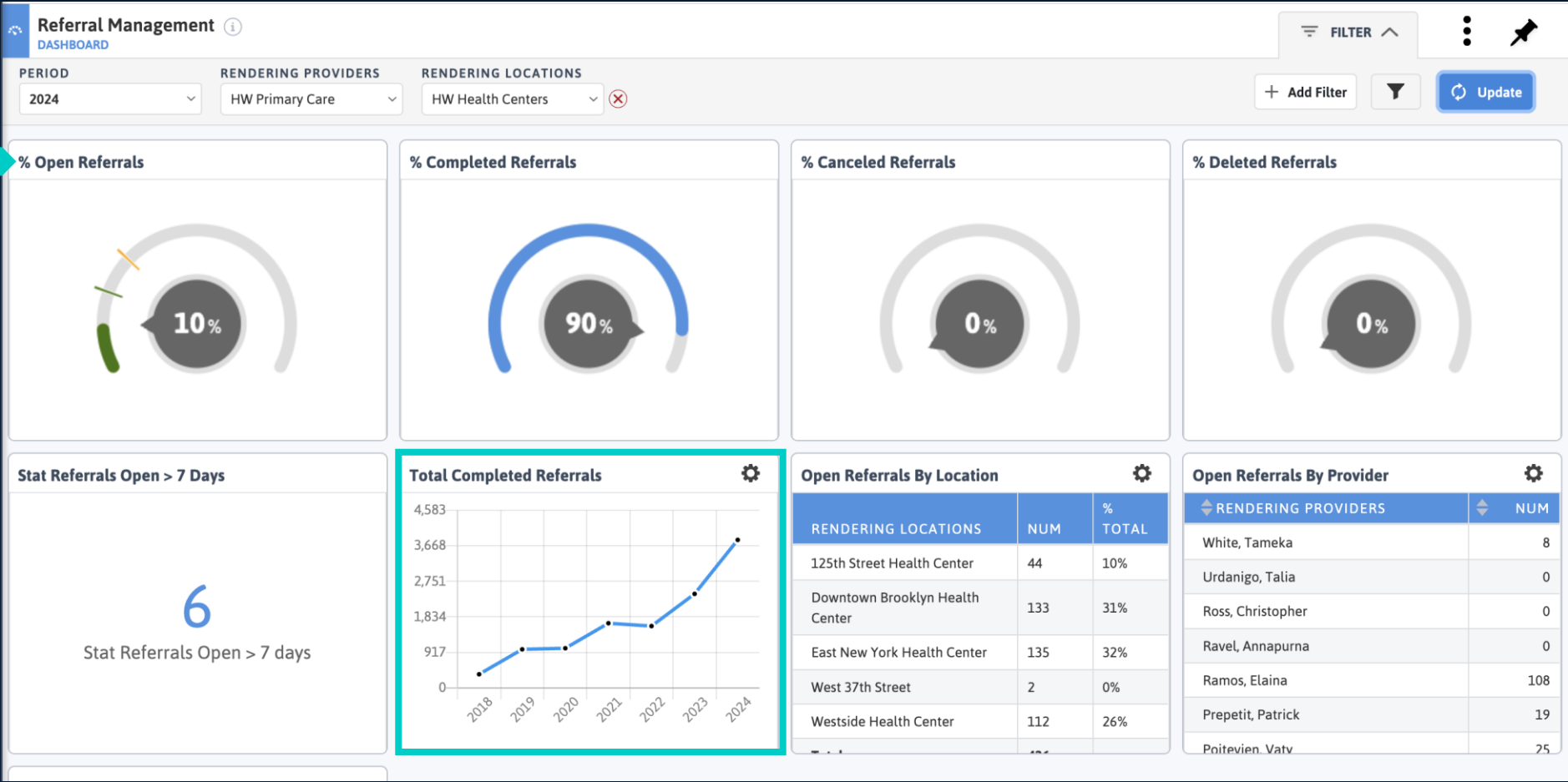
Primary Care Patients 2024



Key Insight: Primary care population grew by nearly 2,000 patients since 2020.



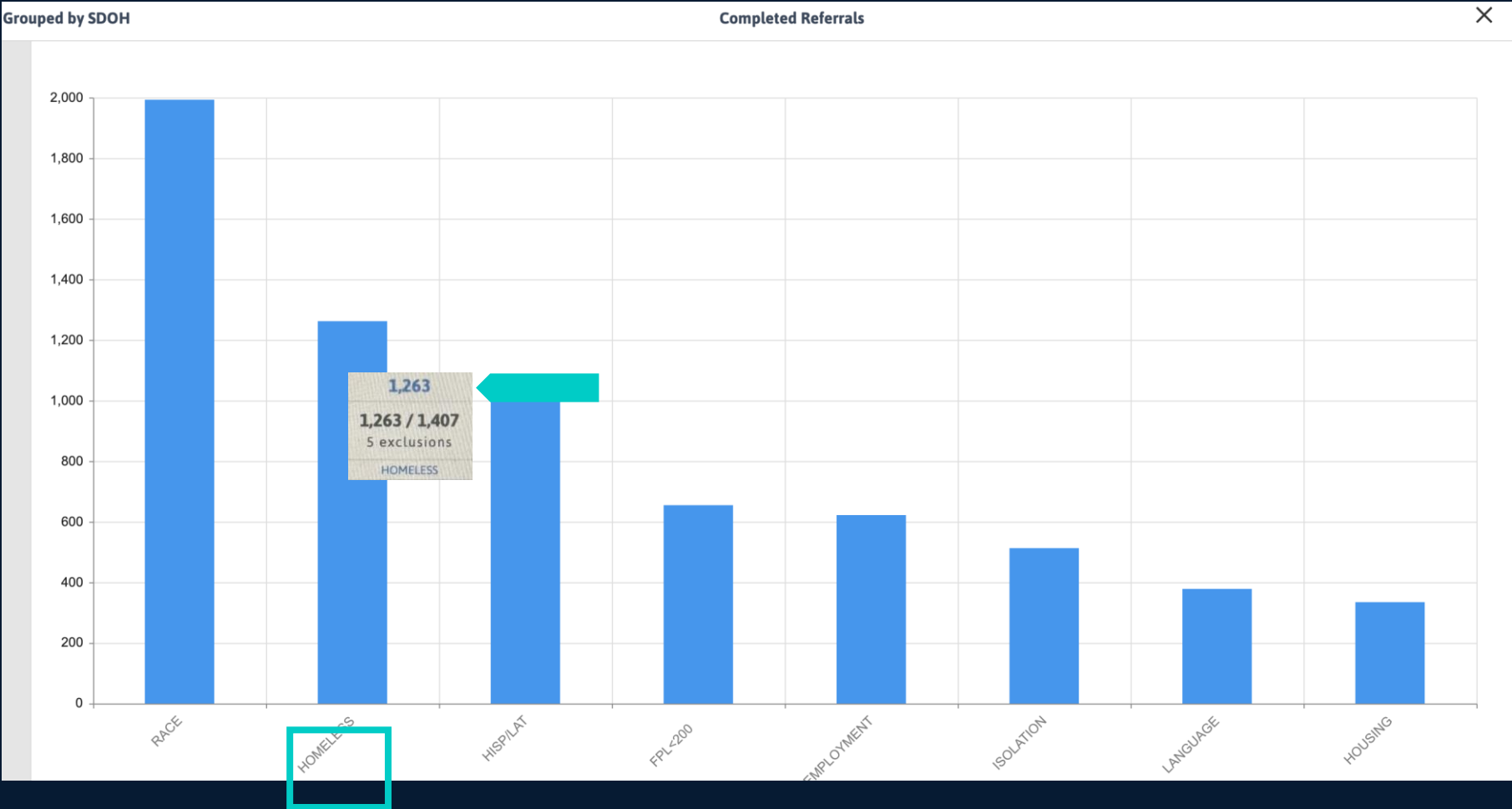
Referral Management Dashboard 2024



Key Insight: Azara DRVS gave us the visibility needed to manage referral growth while improving completion rates.



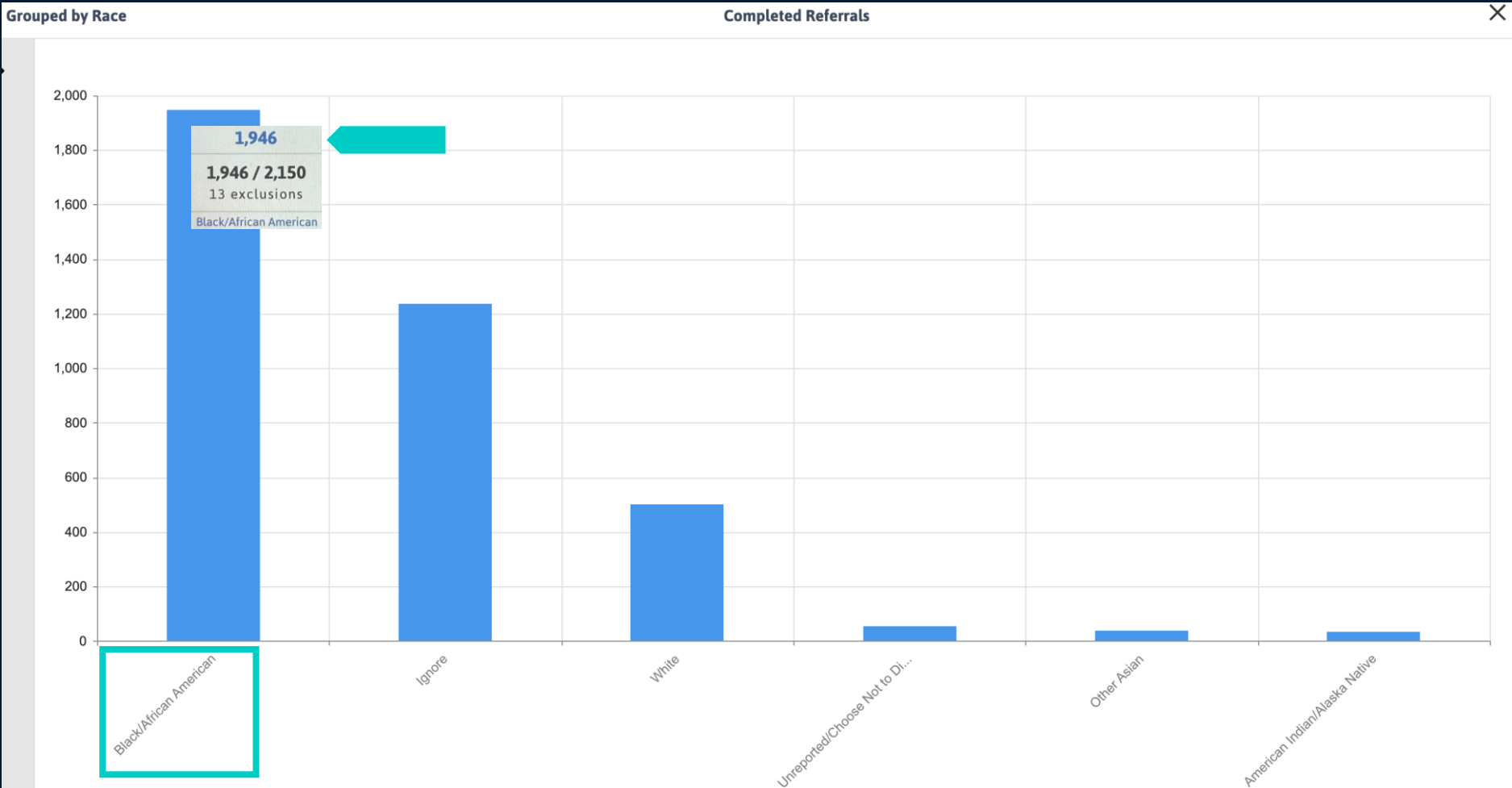
Social Drivers of Health (SDOH) 2024



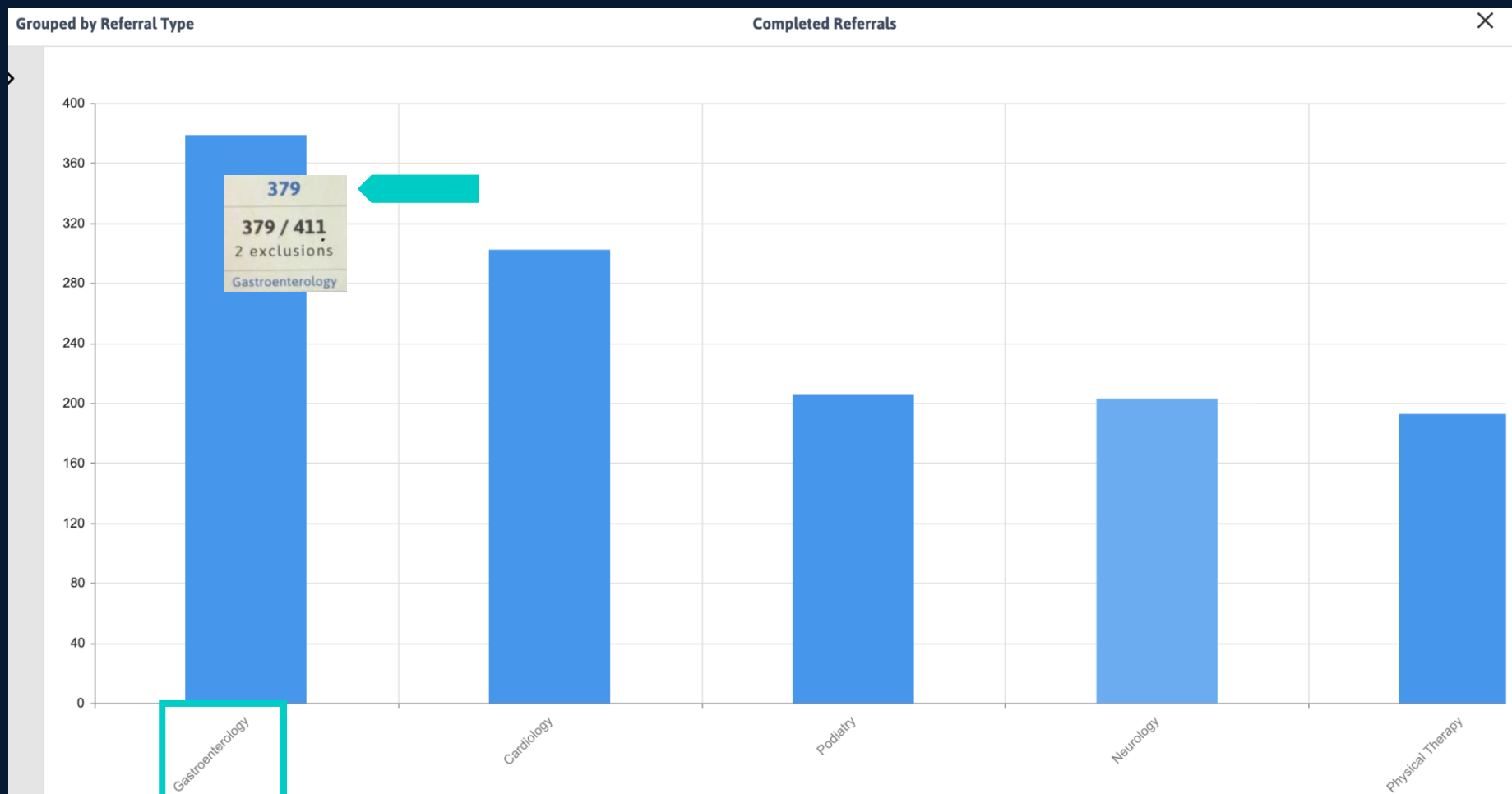
Key Insight: Housing instability and demographic disparities are the leading drivers of referral needs in our patient population.



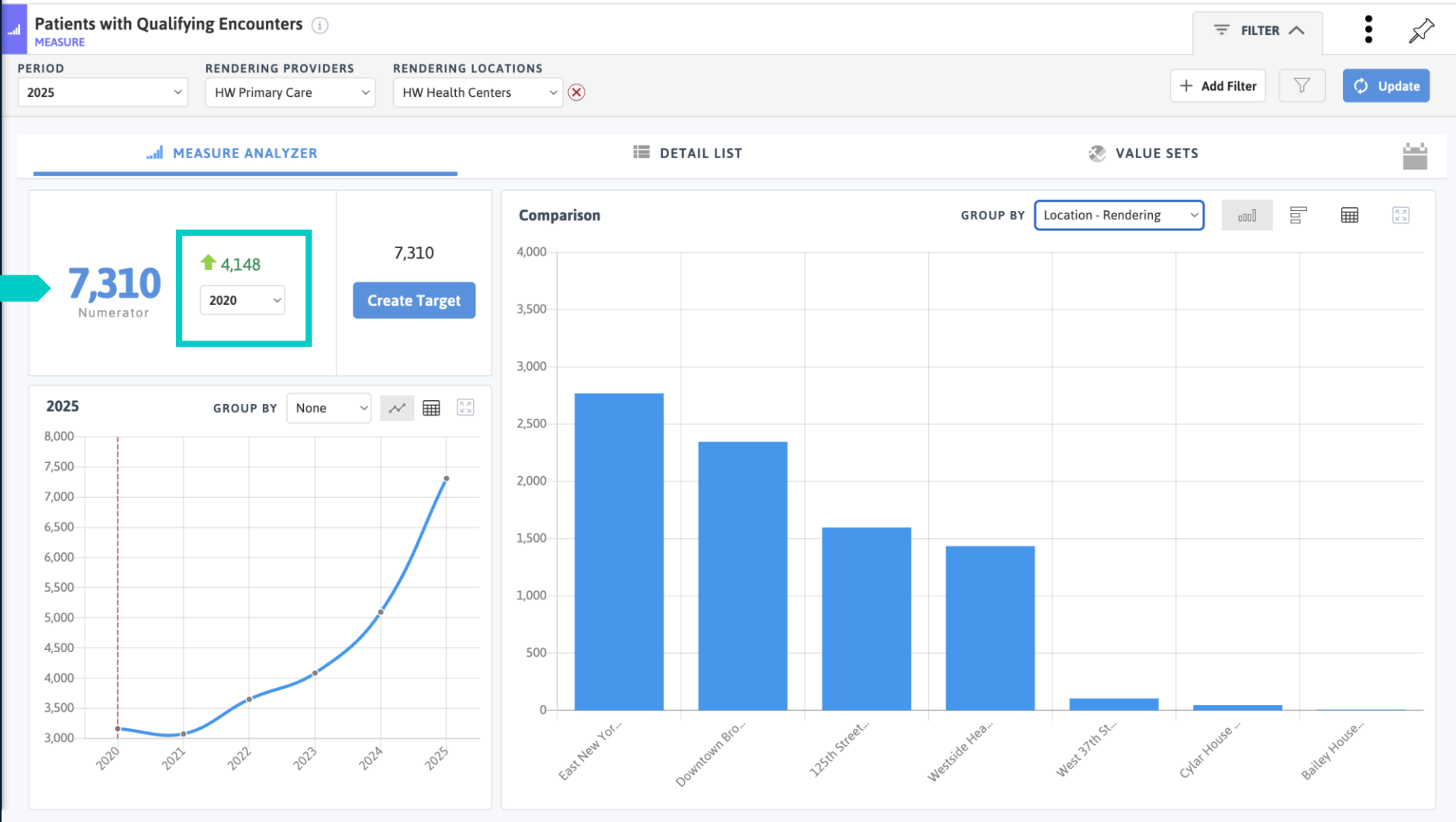
Referrals by Race 2024



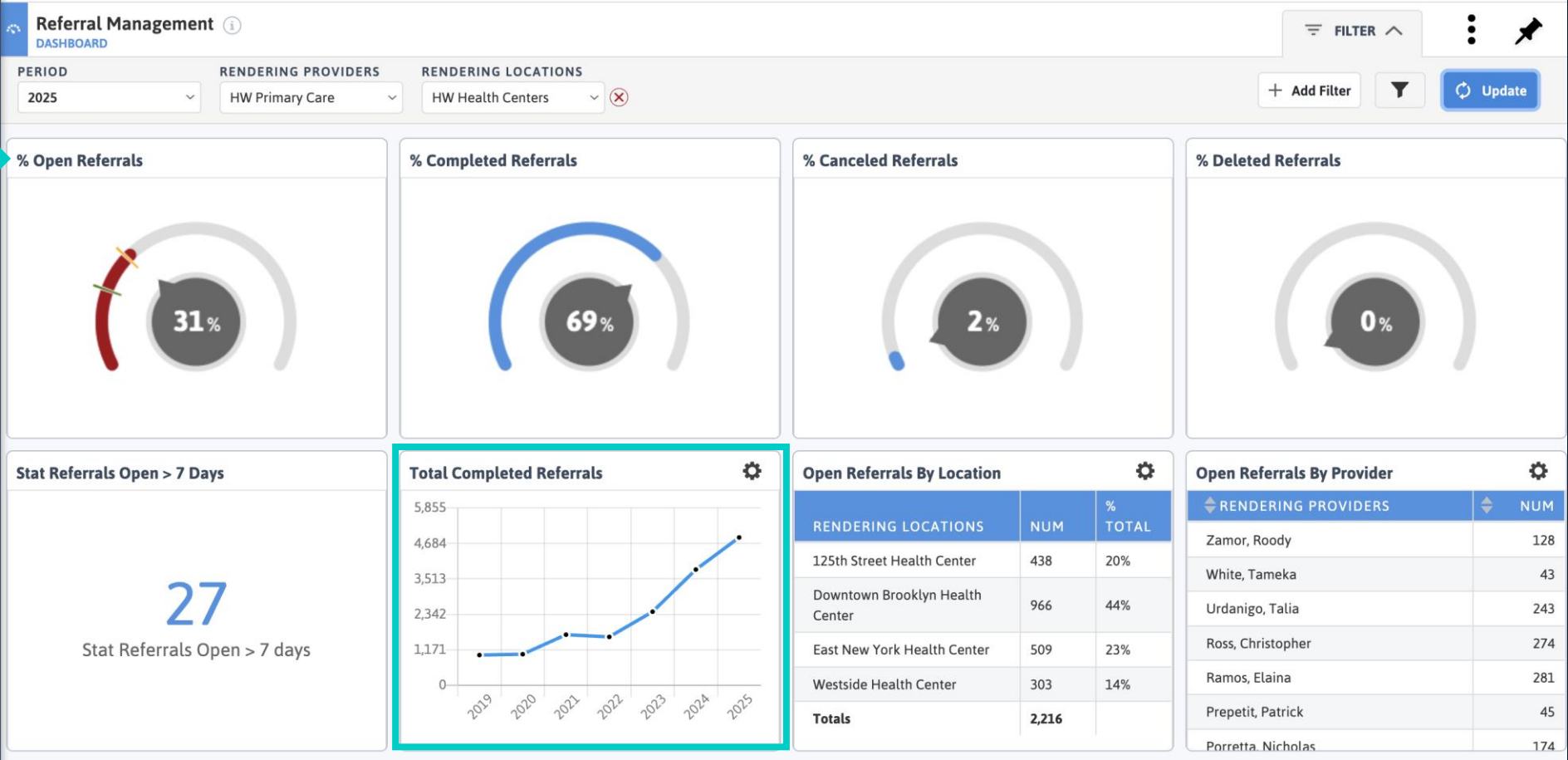
Top Referrals 2024



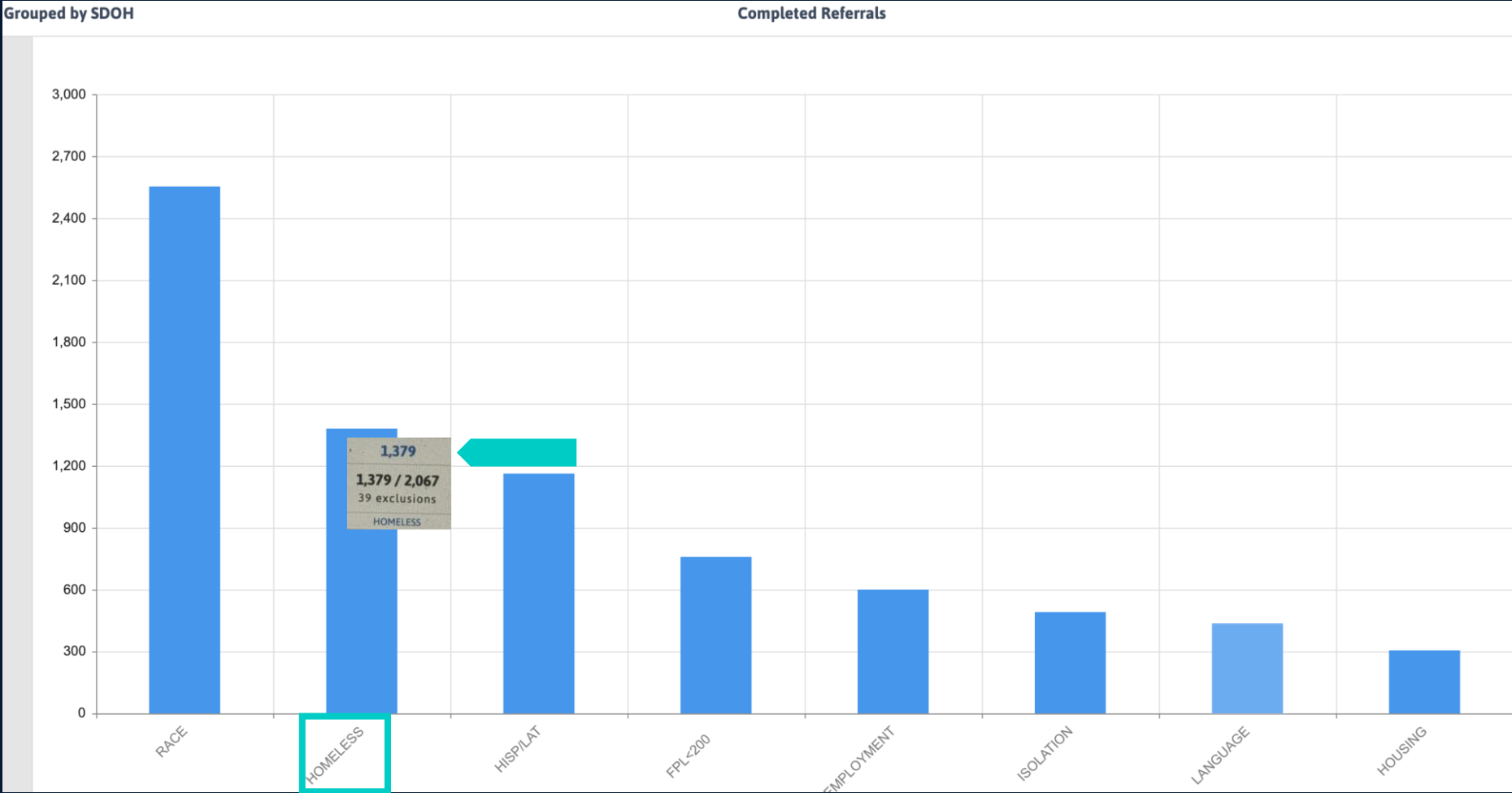
Primary Care Patients 2025



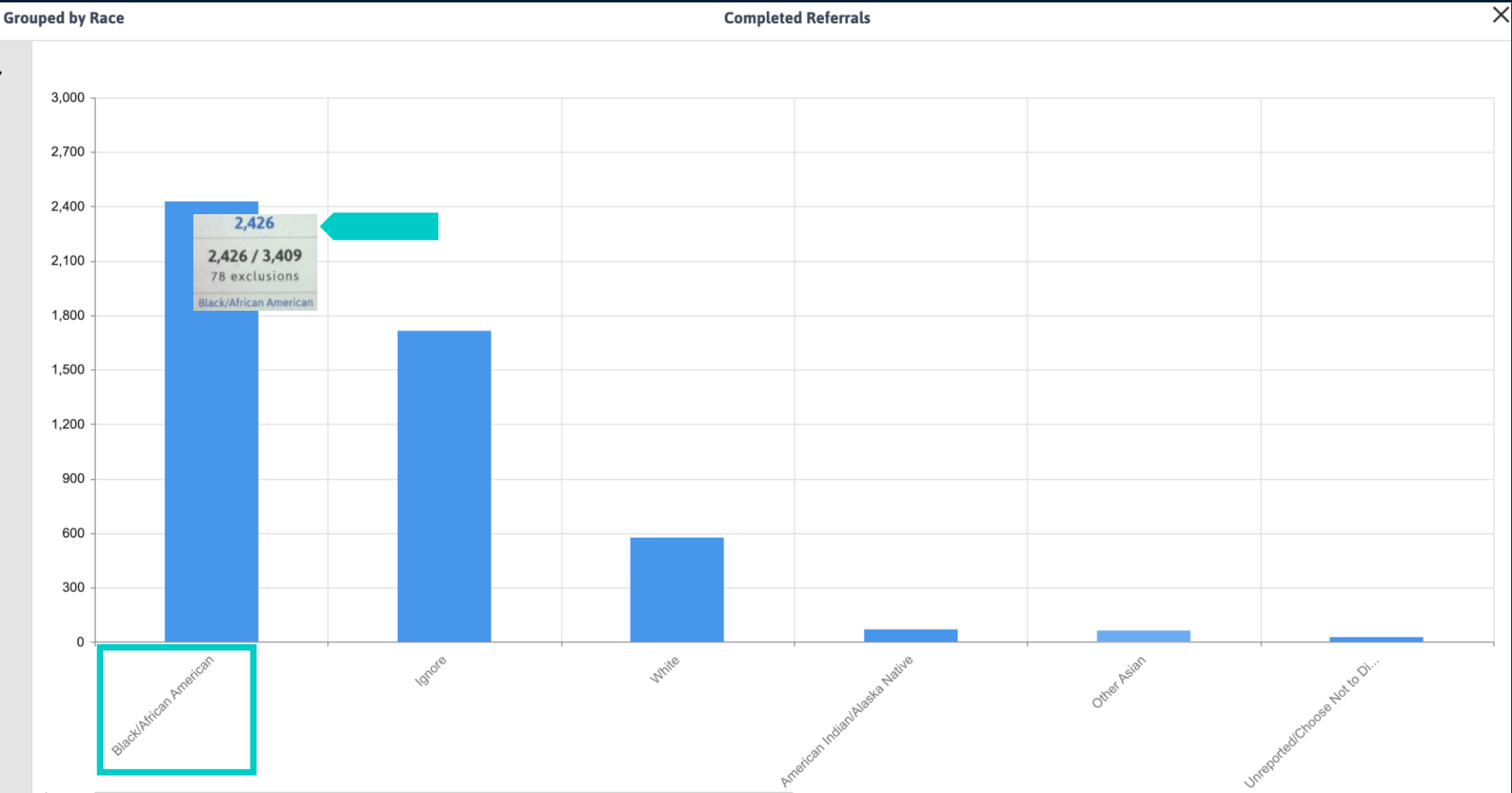
Referral Management Dashboard 2025



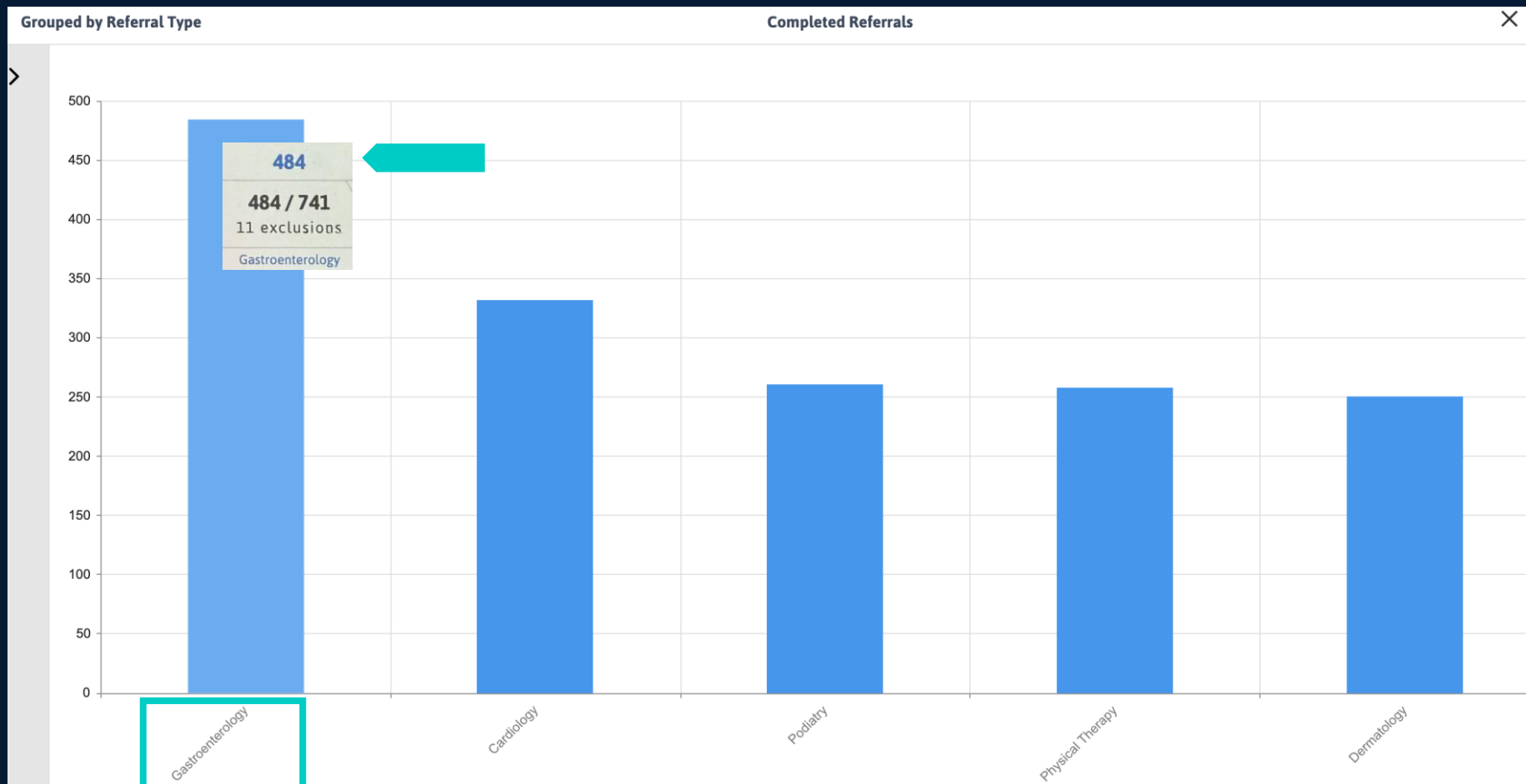
Social Drivers of Health (SDOH) 2025



Referrals by Race 2025



Top Referrals 2025



Leveraging DRVS to Close the Loop



Baseline Metrics

Baseline Overview:

- 49% Open Referrals at project launch (May 2025).
- 47% Open Referrals at start of intervention (June 2025).
- Baseline established using Azara DRVS referral reporting.
- Identified inconsistent referral follow-up workflows across sites.
- Limited visibility into referral completion status for providers.
- Opportunity to improve tracking, follow-up, and referral closure processes.

Key Insight:

Nearly half of all referrals remained open, highlighting the need for standardized referral workflows and proactive follow-up.



Standardizing the Workflow

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Gather Insights

- Interviewed Referral Specialists.
- Collected workflow feedback.



Review Workflow

- Identified gaps.
- Updated referral policy.



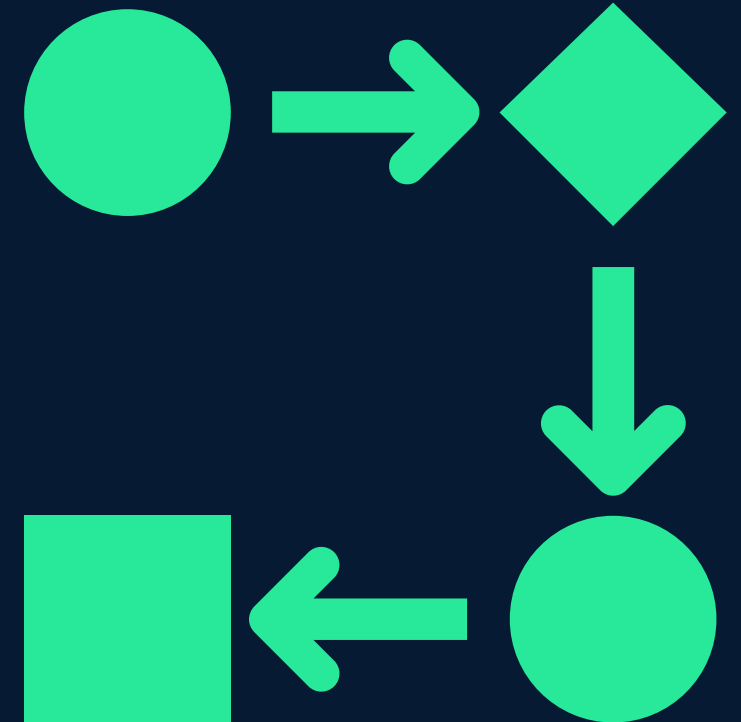
Define Referral Status

- Standardized statuses in eCW.
- Established baseline metrics.



Train Specialists

- Introduced Azara DRVS tools.
- Demonstrated Huddle reporting.



Status Definitions

Status	Definition (When to use it)
Open	Referral has been received but no action has been taken yet.
Pending	Appointment has been scheduled. Patient missed (no showed) their appointment. Patient is not PCP-aligned and needs follow-up.
Internal Review	Waiting on documentation such as: <ul style="list-style-type: none">• Consult notes.• Testing/lab results.• Preliminary findings from specialist.
Insurance Auth	Referral is awaiting insurance prior authorization (PA)
Addressed	Referral has been resolved in one of the following ways: <ul style="list-style-type: none">• PA was denied.• Patient declined referral.• Patient declined to align PCP to Housing Works.• Appointment completed and consult notes uploaded to eCW.• Duplicate referral.



Implementations & Outcomes



Azara DRVS Mapping Validation

Azara / Azara Support / AHS-163598

Referral Management Panel Dashboard

w.wilkerson@housingworks.org raised this on 02/Jun/25 1:37 PM Hide details

Description

Hello,

I am reaching out to have assistant with mapping our referrals. We have 5 different statuses that one of our referrals can be placed in. If an referral's status is one of the following: open, pending, internal review, insurance auth; the referral should be remain and considered open. If the referral's status is addressed, then the referral should be consider closed. Please see table below if you need more definitions of each status.

Status	Definition (When to use it/in what situation)
Open	<ul style="list-style-type: none">Referral has been received but no action has been taken yet
Pending	<ul style="list-style-type: none">Appointment has been scheduledPatient missed (no showed) their appointmentPatient is not PCP-aligned and needs follow-up
Internal Review	<ul style="list-style-type: none">Waiting on documentation such as consult notes, testing/lab results, or preliminary findings from the specialist
Insurance Auth	<ul style="list-style-type: none">Referral is awaiting insurance prior authorization (PA)
Addressed	<ul style="list-style-type: none">Referral has been resolved by one of the following ways:<ul style="list-style-type: none">PA was deniedPatient declined referralPatient declined to align PCP to Housing WorksAppointment completed and consult notes uploaded to eCWDuplicate referral

Status

CLOSED

Notifications on

Request type

Data Connector

Shared with

w.wilkerson@housingworks.org
Creator

CHCANYS

+ Share

Example of one of our Support tickets.

Activity

BT Brendel Tine 02/Jun/25 3:46 PM
Good Morning Walter,

Thank you for reaching out to support! Looking in DRVS it appears the mappings currently match the statuses above aside from Internal Review and Insurance Authorization. Could you please provide a screenshot of patient examples who have this status documented so I can ensure these are mapped to Open status as well?

Best,

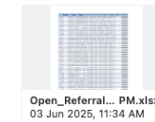
Brendel Tine

Application Support Specialist
Azara Healthcare Support

Track your tickets, and add secure attachments, via [support portal](#)
Azara Technical Support by Phone: 781.365.2213

Automatic response 02/Jun/25 3:46 PM
Your request status has changed to Waiting For Customer.

W w.wilkerson@housingworks.org 03/Jun/25 3:34 PM
Thank you for letting me know. It seems like it is already mapping the status internal review and insurance authorization as opened as well. Please see examples in the attached report.



Automatic response 03/Jun/25 3:35 PM
Your request status has changed to Waiting For Support.

BT Brendel Tine 09/Jun/25 2:44 PM
Good Morning Walter,

That's great, thank you for providing that! It looks like the correct mappings are already in place for the referrals then. Please let me know if you have any questions or see any discrepancies.

Best,

Brendel Tine

Application Support Specialist
Azara Healthcare Support

Track your tickets, and add secure attachments, via [support portal](#)
Azara Technical Support by Phone: 781.365.2213

Automatic response 09/Jun/25 2:44 PM
Your request status has changed to Waiting For Customer.

W w.wilkerson@housingworks.org 11/Jun/25 4:17 PM
Thank you! Nothing else is needed at this time.

Project Cycles



Cycle # & Dates	Description of Intervention	Target Population for Cycle	Goal for Cycle	Outcome Summary
1 6/20 – 7/2	Referrals Specialists will assess Q1 open referrals for expiration.	Q1 2025 Open Referrals	Reduce Q1 open referrals by 5%.	Q1 2025 Open Referrals went from 49% to 39% .
2 7/3 – 7/31	Continue to close out Q1 open referrals that are past 90 days and have not had any intervention. (i.e. scheduled visits or completed visits)	Q1 2025 Open Referrals	Reduce Q1 open referrals by an additional 10%.	Q1 2025 Open Referrals went from 39% to 28% .
3 7/31 - 8/31	Fine tune the tracking process to continue clean-up. Prioritize the “urgent” open referrals.	Q1 2025 Open Referrals & Urgent Referrals	Improve tracking of closed referrals and further reduce Q1 open referrals.	Q1 2025 Open Referrals went from 28% to 21% .
4 9/1 – 9/30	One final round of clean-up to close out Q1 open referrals that are past 90 days.	Q1 2025 Open Referrals & Urgent Referrals	Improve tracking of closed referrals and further reduce Q1 open referrals.	Q1 2025 Open Referrals went from 21% to 10% .

Key Lessons & Sustainable Practices

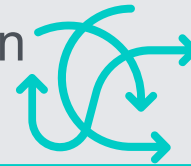


Challenges & Successes

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Challenges

- Inconsistent documentation practices across sites.
- Limited capacity for manual tracking and follow-up.
- Variation in referral outcomes due to specialist availability and patient non-response.
- Difficulty identifying urgent vs. routine referrals in historical data.

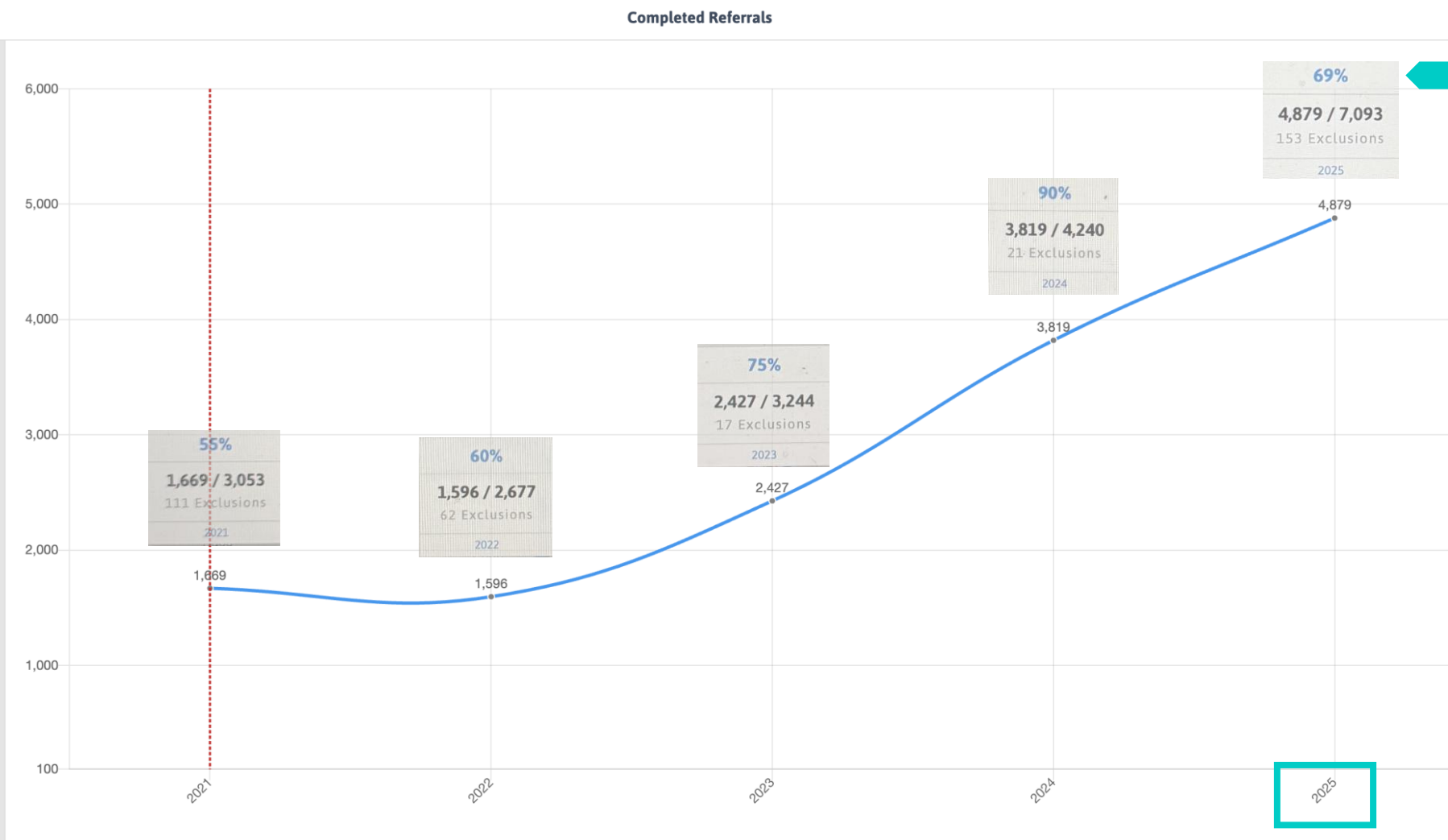


Successes

- Significant drop in open referrals following structured outreach and tracking.
- Improved referral documentation and closure rates in eCW.
- Increased staff engagement in tracking and completing referrals.
- Developed standardized workflow and smart phrases to support referral loop closure.



Operational Results



The Infrastructure Behind Referral Completion **15**



Team Structure

- Standardized referral roles
- Defined workflows & responsibilities
- Clear ownership of referral follow-up



Workflow Design

- End-to-end referral process map
- Standardized steps from referral order → completion
 - *Ensures consistency across clinics*

Data Tools (DRVS)

- Patient Visit Planning (PVP)
- Open Referral Chase Lists
- Daily monitoring of outstanding referrals

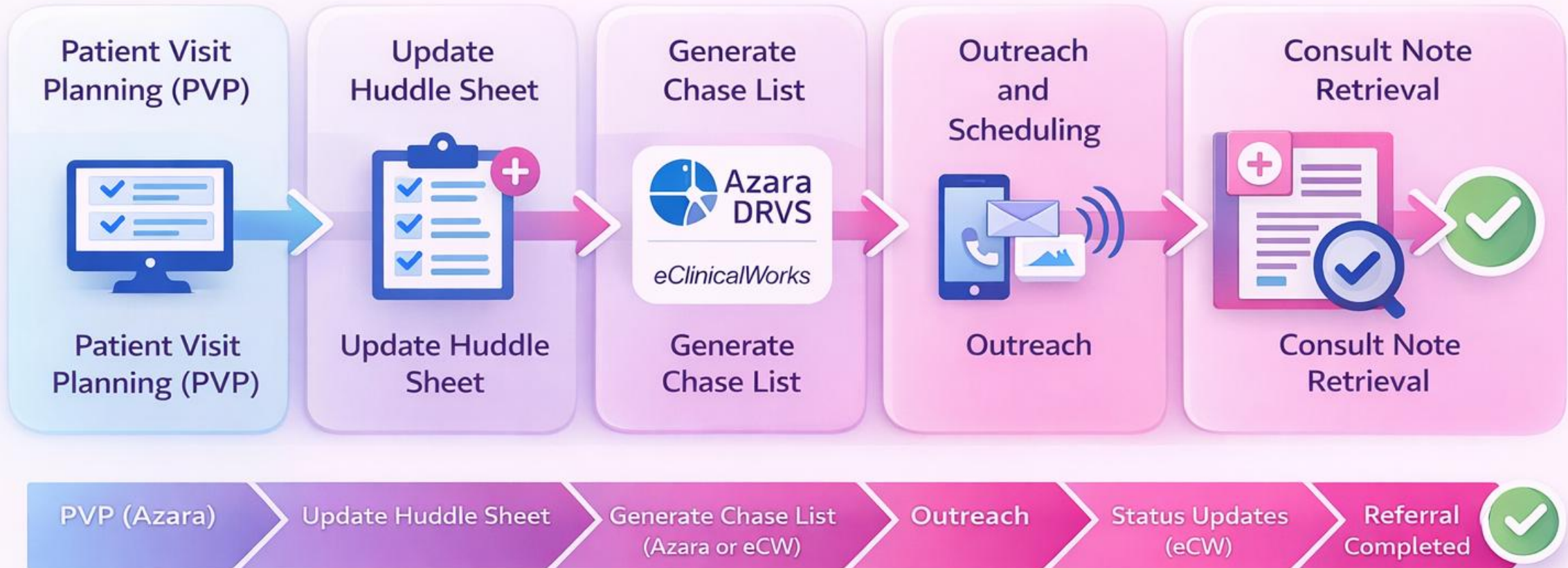


Resource Hub

- Referral Specialist Guidebook
- Partner MOUs and agreements
- Centralized training materials



DRVS as a Daily Work Tool



DRVS as a Daily Work Tool | PVP



3:45 PM Wednesday, February 11, 2026

Visit Reason: Pain F/U

MRN: [REDACTED]
DOB: [REDACTED]

Sex at Birth: F
GI: Female
SO: Choose not to disclose

Phone: [REDACTED]
Lang: English
Risk: Moderate (14)

Portal Access: 02/18/2026
PCP: [REDACTED]

Referral Specialists use the Patient Visit Planning (PVP) report to identify and flag scheduled patients with open referrals, and they discuss follow-up plans with the clinical team as part of the morning huddle.

DIAGNOSES (6)

Anxiety	Asthma	CNMP
HIV	HTN-E	PTSD

RISK FACTORS (4)

BMI	Pre-DM	SMI
TOB		

SDOH (2)

FPL<200%	RACE
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RAF GAP DISEASE GROUPS

Psychiatric	Infectious	Cardiovascular
Pulmonary		

ALERT	MESSAGE
Colon CA 45+	Missing
Mammo	Missing
Hep C	Overdue 3/7/2025
Adult Pneumo	Due [REDACTED], PCV21 or PCV15 Date: 8/8/2016 Most Recent: n/a (50+ 1-dose PCV)
Annual Due	Overdue 3/7/2025 12:00AM
Annual Due	Overdue 3/7/2025
Anxiety Screen w/Dx	Missing

OPEN REFERRAL W/O RESULT	SPECIALIST/LOCATION	ORDERED DATE	APPT. DATE
Neurology		2/19/2026	
Podiatry		11/5/2025	
Orthopedic Surgery		7/17/2025	



Open Referrals Chase List



Operations Team uses the Detail List of the Open Referrals measure to identify patients with open referrals, and they use this to conduct outreach to close the referral loop.

Open Referrals MEASURE

PERIOD: Q2 2025 | RENDERING PROVIDERS: HW Primary Care | RENDERING LOCATIONS: HW Health Centers

MEASURE ANALYZER | **DETAIL LIST** | VALUE SETS

Search Patients ...

All | Num | Excl

MRN	DEMOGRAPHICS >		REFERRING		REFERRED TO	
	NAME	TYPE	PROVIDER	LOCATION	PROVID... ↓	LOCATION
		Pulmonology		Westside Health Center	Woodhull Hosp/...	
		Pre-Authorization		Downtown Brooklyn Health Ce...	Urdanigo, Talia	Downtown Broo...
		Pre-Authorization		East New York Health Center	Prepetit, Patrick	East New York H...



Referral Guide Before



Referral Specialist Guide

File Home Insert Draw View Help Tell me what you want to do

Calibri Light 20 B I U

Referral Specialist Guide

- + Add section
- + Add page
- Overview How to Use This Guide
- Internal and Process ... Guide Index
- Diagnostic and Prev...
- Specialty Medical Care
- Surgical Services
- Supportive and Reha...
- Community and Soci...
- Defining Terms
- Memorandum of Und...
- E Consults
- Allergy, Immune
- Anoscopy
- Bariatric
- Bariatric Surgery
- Cardiology
- Colposcopy
- Dental
- Dermatology
- Ear, Nose, Throat
- Endocrinology
- Fertility
- Food Pantry
- Gastroenterology
- Urology

How to Use This Guide

Wednesday, October 02, 2024 2:42 PM

Referral Specialist Guide – Overview

The Referral Specialist Guide is designed as a centralized resource to support referral specialists in navigating external referral options for patients across a variety of needs (mammograms, breast cancer screenings, specialty care, diagnostic imaging, and community services).

The purpose of this guide is to:

- Provide consistency:** Ensure referral staff have standardized, up-to-date information on trusted entities and referral pathways.
- Enhance efficiency:** Reduce the time spent searching for appropriate referral options by housing information in one accessible place.
- Strengthen relationships:** Highlight referral entities with established partnership strong working relationships, while also listing other recommended options.
- Improve patient care:** Support timely, accurate, and appropriate referrals so patients receive the services they need without unnecessary delays.

This guide is intended to be a **practical tool** that specialists can quickly consult when coordinating care. It does not replace clinical judgment or provider decision-making but instead serves as a structured, easy-to-navigate reference for referral workflows.

Guide Navigation

This Referral Specialist Guide is designed as a quick, practical resource to help you navigate referral options efficiently and consistently. Please follow these steps when using the guide:

- 1. Identify the Patient's Need**
 - Review the provider's referral order in **eCW** or the patient's stated request (e.g., mammogram, cardiology, housing support).
 - Clarify any missing information (insurance coverage, preferred location, urgency).
- 2. Navigate to the Correct Section**
 - Use the **Notebook Section** to find the category (e.g., *Diagnostic Imaging*, *Specialty Medical Care*, *Community Resources*) or **Guide Index**.
 - Within each section, click on the **Page** for the specific service (e.g., *Mammogram*, *Endocrinology*).
- 3. Review Entity Options**

On each page, you will find:

- Entity Name & Contact Info** (address, phone, fax, scheduling line, portal)

Referral Specialist Guide

File Home Insert Draw View Help Tell me what you want to do

Calibri Light 20 B I U

Referral Specialist Guide

- + Add section
- + Add page
- Internal and Process ... Defining Terms
- Diagnostic and Prev... Memorandum of Under...
- Specialty Medical Care Documentation in eClini...
- Surgical Services E-Consults
- Supportive and Reha... Updates & Notes
- Community and Soci...
- Defining Terms
- Memorandum of Und...
- E Consults
- Allergy, Immune
- Anoscopy
- Bariatric
- Bariatric Surgery
- Cardiology
- Colposcopy
- Dental
- Dermatology
- Ear, Nose, Throat
- Endocrinology
- Fertility
- Food Pantry
- Gastroenterology
- Urology
- NYC Hospitals Refer...

Memorandum of Understanding (MOUs)

Tuesday, September 16, 2025 9:01 AM

This section outlines Housing Works' formal **Memorandums of Understanding (MOUs)** with external partner organizations. These agreements establish clear referral pathways and ensure patients have streamlined access to a broad range of specialty and supportive services. Referral specialists should prioritize MOU partners whenever appropriate, as these relationships often include expedited scheduling, shared workflows, and coordinated follow-up processes. The table below displays all our entities with active MOUs.

Entity	Services	Updated: 9.17.25
Be Well Primary Healthcare	GI, dermatology, ENT, podiatry, ophthalmology, orthopedic surgery, Cardiology, pain mgmt, PT, nephrology, endocrinology, neurology, urology, general surgery, allergy & immunology.	
Brooklyn Plaza	Preventive dental, Prenatal, Obstetrical and Postnatal Care, and Ryan White Services (Part A and/or Part C)	
Callen Lorde	Primary Care, Transgender Care	
Doral Health and Wellness	Behavioral Health, Cardiology, CDPAP, Endocrinology, Ophthalmology, Gastroenterology, Gynecology, Home Health Care, Nephrology, Pain Management, Podiatry, Primary Care, Urology	
Harlem United/URAM	Preventive dental, Prenatal, Obstetrical and Postnatal Care	
Institute for Advanced Medicine	HIV primary care services, general primary care, supportive services, population-focused programs, medical specialties, access to clinical research opportunities, dental care, sexual health, and HIV prevention services. Individuals with HIV infection can be seen at any of our IAM sites, as well as those who are interested in PEP or PrEP. For the HIV negative community, primary care providers are available at the Jack Martin Fund Center in Harlem (158 West 124th Street) and the Comprehensive Health Program at 275 7th Avenue in Chelsea.	
Mount Sinai Medical Center	Inpatient services, Emergency Services, Mental Health, Substance Use Services, OB/GYN Services, other specialty	
Peter Distler -	Gastroenterology	
Project Renewal	Preventive Dental, Comprehensive Oral Health Care	
William Ryan	Primary Care and Specialty Services	
Woodhull Hospital	Inpatient and Outpatient specialty services	

Referral Specialist Resource Hub



RS Referral Specialist Resource Hub

[New](#)
[Page details](#)
[Preview](#)
[Analytics](#)

- Home
- Referral Specialist Guideb...
- MOUs & Partner Services
- Referral Glossary and Def...
- Training & Resources
- Contacts & Support
- Recycle bin
- Edit

Referral Specialist Resource Hub

Home of the Referral Specialist Guidebook and essential tools for referral coordination at Housing Works

The Referral Specialist Resource Hub is a centralized space designed to support Housing Works' referral specialists and care coordination teams. At the heart of the hub is the **Referral Specialist Guidebook**, a step-by-step reference for workflows, documentation practices, and best practices in managing referrals.

In addition to the Guidebook, the Hub includes Memoranda of Understanding (MOUs) with partner organizations, referral status definitions, templates, and quick-reference tools. Below a visual overview of Azara DRVS Referral Management Dashboard will be displayed and updated on a monthly basis. By bringing these resources together in one place, the Hub streamlines daily operations, ensures consistency across sites, and empowers staff to deliver seamless, patient-centered care. Whether you're entering historical data, reviewing partner services, or learning updated processes, the Hub is your go-to resource for everything referral related at Housing Works.

Referral Management Dashboard

(TY January 2026)

Referral Management Dashboard

PERIOD: TY January 2026

RENDERING PROVIDERS: HW Primary Care

RENDERING LOCATIONS: HW Health Centers

Filter

+ Add Filter

Update

% Open Referrals

44%

% Completed Referrals

56%

% Canceled Referrals

1%

% Deleted Referrals

0%

Stat Referrals Open > 7 Days

34

Stat Referrals Open > 7 days

Total Completed Referrals

Open Referrals by Location

RENDERING LOCATIONS	NUM	% TOTAL
125th Street Health Center	626	38%
Cyfar House Health Center	37	5%
Downtown Brooklyn Health Center	1,631	47%
East New York Health Center	702	20%
Westside Health Center	442	33%
Totals	3,438	

Open Referrals by Provider

Note: Click link below to view real-time referral status and performance metrics in Azara DRVS

"Open Referral Dashboard" link

RS Referral Specialist Resource Hub

[New](#)
[Promote](#)
[Page details](#)
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[Immersive reader](#)
[Analytics](#)

- Home
- Referral Specialist Guideb...
- Directory
- Diagnostic and Prev...
- Mammogram
- Colonoscopy
- Colposcopy
- Anoscopy
- Radiology
- Wound Clinic
- Specialty Medical Care
- Allergy / Immunology
- Cardiology
- Dermatology
- Gastroenterology
- Ophthalmology
- Surgical Services
- General Surgery
- Gynecology / Obstet...
- Supportive and Reha...
- Transgender Care
- Dental
- Physical Therapy
- Community and Soci...
- Housing / Case Ma...
- MOUs & Partner Services
- Referral Glossary and Def...
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- Edit

HOUSING WORKS HEALTH CENTERS

Referral Specialist Guidebook

The **Referral Specialist Guide** is designed as a centralized resource to support referral specialists in navigating external referral options for patients across a variety of needs (e.g., mammograms, breast cancer screenings, specialty care, diagnostic imaging, and community services).

Purpose of this guide:

- Provide consistency:** Ensure referral staff have standardized, up-to-date information on trusted entities and referral pathways.
- Enhance efficiency:** Reduce the time spent searching for appropriate referral options by housing information in one accessible place.
- Strengthen relationships:** Highlight referral entities with established partnerships or strong working relationships, while also listing other recommended options.
- Improve patient care:** Support timely, accurate, and appropriate referrals so patients receive the services they need without unnecessary delays.

The **Referral Partner Directory** lists all approved referral partners with active Memoranda of Understanding (MOUs) or non-active MOUs, organized by service category and specialty. Use this guide to identify referral destinations, contact information, and services offered

Legend: MOU (Active) Non-MOU Partner (External Referral)

Diagnostic and Preventive Services

^ Mammograms

Agreement	Partner	Address	Contact	Referral Method	Service
<input checked="" type="checkbox"/>	Mount Sinai Medical Center	One Gustave L. Levy Pl, NY, NY 10029	(212) 241-6500	Radiology scheduling or provider referral	Screening and diagnostic mammography
<input checked="" type="checkbox"/>	Woodhull Medical Center	760 Broadway, Brooklyn, NY 11206	(718) 963-8000	Call radiology scheduling	Screening mammography

^ Colonoscopy

Agreement	Partner	Address	Contact	Referral Method	Service
<input checked="" type="checkbox"/>	Peter Distler, MD – Mount Sinai	5 E 98th St, NY, NY 10029	(212) 241-8100	Provider referral or call office	Colonoscopy screening and diagnostic GI procedures
<input checked="" type="checkbox"/>	Mount Sinai Medical Center	One Gustave L. Levy Pl, NY, NY	(212) 241-6500	Gastroenterology referral	Colonoscopy and GI procedures

azara USER CONFERENCE 2026

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Memorandums of Understanding (MOUs)



RS Referral Specialist Resource Hub

Home + New Page details Preview Immersive reader

Referral Specialist Guideb...
MOUs & Partner Services
Referral Glossary and Def...
Training & Resources
Contacts & Support
Recycle bin
Edit

HOUSING WORKS HEALTH CENTERS

Memorandum of Understanding (MOUs)

This section outlines Housing Works' formal **Memorandums of Understanding** (MOUs) with external partner organizations.

Purpose of MOUs:

- These agreements establish clear referral pathways and ensure patients have streamlined access to a broad range of specialty and supportive services.
- Referral specialists should prioritize MOU partners whenever appropriate, as these relationships often include expedited scheduling, shared workflows, and coordinated follow-up processes.

Note: The table below displays all our entities with active MOUs

Entity	Services Offered
Be Well Primary Healthcare	GI, Dermatology, ENT, Podiatry, Ophthalmology, Orthopedic Surgery, Cardiology, Pain Management, Physical Therapy, Nephrology, Endocrinology, Neurology, Urology, General Surgery, Allergy & Immunology
Brooklyn Plaza	Preventive Dental; Prenatal, Obstetrical, and Postnatal Care; Ryan White Services (Part A and/or Part C)
Callen-Lorde	Primary Care; Transgender Care
Doral Health & Wellness	Behavioral Health, Cardiology, CDPAP, Endocrinology, Ophthalmology, Gastroenterology, Gynecology, Home Health Care, Nephrology, Pain Management, Podiatry, Primary Care, Urology
Harlem United / URAM	Preventive Dental; Prenatal, Obstetrical, and Postnatal Care
Institute for Advanced Medicine (IAM)	HIV Primary Care; General Primary Care; Supportive Services; Population-Focused Programs; Medical Specialties; Clinical Research Access; Dental Care; Sexual Health; HIV Prevention (PEP/PrEP)
Mount Sinai Medical Center	Inpatient Services; Emergency Services; Mental Health; Substance Use Services; OB/GYN; Specialty Care
Peter Distler	Gastroenterology
Project Renewal	Preventive Dental; Comprehensive Oral Health Care
William Ryan	Primary Care and Specialty Services
Woodhull Hospital	Inpatient and Outpatient Specialty Services

Purpose of MOUs:

- Establish clear referral pathways between Housing Works and partner organizations to ensure patients have timely access to specialty and supportive services.
- Strengthen collaboration and communication between primary care providers, referral specialists, and external partner organizations.
- Support coordinated care by promoting shared workflows, referral documentation standards, and follow-up processes.
- Improve referral efficiency by identifying trusted partner organizations familiar with Housing Works' patient population and care needs.
- Help close the referral loop by encouraging timely appointment scheduling, service completion tracking, and communication of outcomes back to the care team.

Summary



DRVS is a dynamic tool that can assist in referral management.



It's necessary to have the participation of all team members.



Do not be dogmatic in your processes.



Improvement takes time.





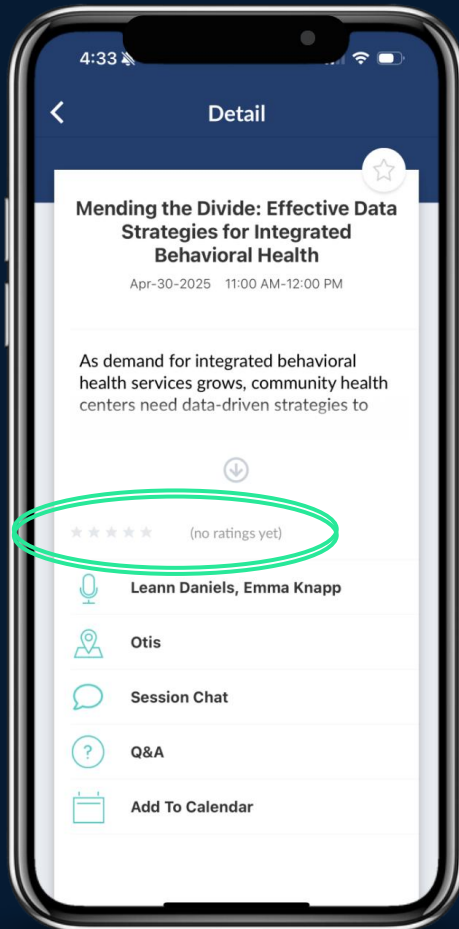
Questions?



We want to hear from you!

15

Click on the session from your agenda in the conference app.
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Quick and Easy



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azara2026

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Thanks for attending!





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