

Tracking What Matters: Metrics That Drive Strong Referral Relationships



What Are Referral KPIs?

Referral KPIs are measurable indicators that show how effectively your post-acute organization builds and maintains relationships with referral sources like hospitals, physicians, and clinics. Tracking the right KPIs helps you strengthen partnerships, improve patient outcomes, and grow referral volume.

WHERE TO START WHEN THINKING ABOUT METRICS



Leading Indicators

- Referrals generated per physician
- Follow-up call completion
- Timely submission of patient data



Lagging Indicators

- Readmission rate
- Patient satisfaction
- Network retention rate



Best Practices for Measuring & Monitoring Metrics

- Define clear and actionable KPIs
- Track metrics consistently and at the right cadence
- Use dashboards for visualization
- Establish accountability and share insights across teams
- Continuously review and refine metrics

Monitoring Cadence Examples

Metric	Daily	Weekly	Monthly
Referrals	✓		
Follow-ups		✓	
Readmissions			✓
Satisfaction Scores			✓

Top 6 Referral KPIs for PAC Leaders

KPI	Definition	Action
Referral Volume	Number of patients referred from each source	Identify top referrers, strengthen relationships, implement referral programs
Referral Acceptance Rate	% of referrals accepted by your organization	Engage & educate partners, address capacity or protocol issues
Timely Follow-Up	% of patients contacted within 24-48 hrs post-discharge	Standardize follow-up workflows, assign responsibilities, automate reminders
Patient Satisfaction	Average satisfaction score from patients	Improve care experience, address feedback promptly, enhance communication
Readmission Rate	30-day readmission percentage	Implement care coordination programs, discharge planning, post-discharge monitoring
Provider Engagement	% of referral partners receiving regular updates	Schedule regular check-ins, share outcome reports, educate on services

Want to track your referral metrics in one place?

Discover an all-in-one Market Insights + CRM platform to monitor KPIs, strengthen partnerships, and grow your network.

[Request a personalized demo today!](#)

