

# California FQHC Referral Transformation

## A FQHC Success Story

### CLIENT OVERVIEW

A California-based Federally Qualified Health Center (FQHC) sought to improve specialty referral access, care coordination, and visibility across a growing and increasingly complex referral volume.

### THE CHALLENGE

Prior to September 2025, the FQHC was managing a large and accumulated referral volume that placed significant strain on an already fragmented, heavily manual process. Referral workflows and reporting did not consistently keep referrals in-network, convert orders into scheduled and completed visits, or return consult information to primary care providers, contributing to care gaps, low close-the-loop performance, and missed revenue opportunities as specialty demand continued to rise.

### WHAT CHANGED?

ReferWell partnered with the FQHC to redesign referral operations through a solution that combined technology, structured workflows, and human support. Using Critical-to-Quality (CTQ) workflow design, standardized referral life-cycle stages, clear productivity expectations, and operational reporting, ReferWell helped create a more accountable and transparent referral process from order through consult-note return.

ReferWell's model also brought patient-centered execution to the forefront. Through smart scheduling technology, human care navigators, and culturally responsive outreach, the solution helped patients move more successfully through the referral journey while reducing operational burden on clinic staff and providers.

### WHY THE SOLUTION WORKED

Patients in underserved communities do not just need referrals, they need referrals that result in care. ReferWell's combination of technology-enabled visibility and hands-on navigation support helped the FQHC address common barriers such as language differences, low follow-through, and fragmented communication between referring and receiving providers.

By pairing operational discipline with patient engagement, the solution supported faster referral movement, stronger loop closure, and a more equitable path to specialty access.



**97% loop  
closure achieved**

helping ensure providers  
remained informed  
of referral outcomes.

**Operational  
Discipline**

+

**Patient  
Engagement**

=

**Faster Referral  
Movement**

**Stronger  
Loop Closure**

**More Equitable Path  
To Specialty Access**

## IMPACT AT A GLANCE

The FQHC's investment in operational excellence, powered by ReferWell's referral management solution, created measurable progress against a large, accumulated referral volume. ReferWell was assigned 47,148 accumulated referrals and, over a 90-day period, successfully processed 35,286 while continuing to sustain the redesigned model and deliver operational movement at scale.

In each of the following months after the initial 90-day period, operational scale is producing:

~**37,737**

meaningful patient engagements

~**12,860**

referrals advanced to the next step in the referral life cycle

~**6,810**

patients had active progress in their referral journey

Every referral prioritized as Stat and processed in **one business day**

**97%**

loop closure achieved helping ensure providers remained informed of referral outcomes.

These results reflect a significant reduction in referral stagnation and a faster, more coordinated path to specialty access for thousands of patients. They also highlight the FQHC's results oriented leadership and commitment to building a more proactive, accountable, and patient-centered referral operation.

## WHY IT MATTERS

For FQHCs, referral performance directly affects access, care continuity, patient experience, and financial sustainability. The results show that by replacing fragmented, backlog-prone referral processes with CTQ-driven workflows, measurable productivity standards, and greater visibility across the referral life cycle, the organization positioned referral management as a strategic lever for closing care gaps, keeping more care in-network, and improving close-the-loop performance at scale.

## Ready to deliver a more efficient, patient-centered referral experience for your FQHC?

See how ReferWell's human care navigators and smart scheduling technology are helping health centers close the referral loop, improve member satisfaction, and shrink care gaps.

→ [Learn more at referwell.com](https://referwell.com)