

Referral Development Checklist

AMRPA IRF Boot Camp Edition 2025

Checklist for Referral Development Program	Never	Rarely	Frequent	Always
	0	1	2	3
Comprehensive Training on IRF Rules on Hire				
Training on Admission Criteria that fits your IRF on Hire				
Training on Documentation Standards on Hire				
Pre-Auth Training (Physician Training Included)				
Sufficient Numbers of Liaisons for Demand				
Two Hour Time Frame in Place				
Established Expectations for Communication with Ref Sources				
Tasks to do when Referrals Are Low				
Annual Training for Liaisons				
Back Up Personnel for Liaisons to Maintain 2 Hour Time Frame				
Established Ratio of Beds to Liaisons				
Incentive Bonus for Liaisons				
Service Recovery Routines in Place (i.e. website complaints)				
Collateral Materials on Rehab Program				
Web Site Built for Defined Audience				
Retention Program for Liaisons				
Weekend Coverage System for 7 Days a Week				
Succession Program for Liaisons				
Sufficient Tools for Liaisons to Perform Job Efficiently				
Critical Analysis of Patients That Fail Rehab				
Evaluation of Non-Admissions				
Ready Supply of New Activities Happening at IRF				
Data Captured on Patients Lost to Competition				
Liaisons Involved with Patient Satisfaction Analysis				

Never = Never or almost never occurs

Rarely = Done on occasion or a portion of Admission Liaisons to this. Not institutionalized.

Frequent = Includes for most liaisons but not reinforced for all.

Always = Part of the institution's best practice and applied to all liaisons as a routine.