

**SCAS Patient Transport Services**  
**Key Performance Indicators Dashboard 2017 - 2018**

KPI	Parameter	Threshold	Target	Values	Apr-17	May-17	Jun-17	Jul-17	Aug-17	YTD
KPI 1	Calls Answered within 60 seconds	85%	90%	No. Calls answered	11,826	11836	10278	10708	11804	56,452
				KPI Hit	8,064	9147	9182	8510	8974	43,877
				KPI Performance	68.19%	77.28%	89.34%	79.47%	76.03%	77.72%
KPI 2	Provider to contact all patients within 24 hours of planned pickup to confirm booking (excluding regular renal/chemo patients who chose to 'opt out')	85%	90%	No. Journeys	4,285	5914	5974	5763	6070	28,006
				KPI Hit	545	593	491	428	469	2,526
				KPI Performance	12.72%	10.03%	8.22%	7.43%	7.73%	9.02%
KPI 3	Non-Renal Inbound Journeys to arrive between 75 and 0 minutes early	75%	80%	No. Journeys	3,879	5379	5594	5213	5427	25,492
				KPI Hit	2,795	3932	4400	4132	4252	19,511
				KPI Performance	72.05%	73.10%	78.66%	79.26%	78.35%	76.54%
KPI 4	Renal Inbound Journeys to arrive between 45 and 0 minutes early	75%	90%	No. Journeys	2,265	3320	3264	3254	3345	15,448
				KPI Hit	1,368	2069	2270	2301	2311	10,319
				KPI Performance	60.40%	62.32%	69.55%	70.71%	69.09%	66.80%
KPI 5	Renal Outbound Journeys to collect within 30 minutes	80%	85%	No. Journeys	2,227	3158	3223	3185	3346	15,139
				KPI Hit	1,684	2437	2657	2666	2739	12,183
				KPI Performance	75.62%	77.17%	82.44%	83.70%	81.86%	80.47%
KPI 5a	Renal Outbound Journeys to collect within 60 minutes			No. Journeys	2,227	3158	3223	3185	3346	15,139
				KPI Hit	1,987	2857	3043	3017	3130	14,034
				KPI Performance	89.22%	90.47%	94.42%	94.73%	93.54%	92.70%
KPI 6	Non-Renal Outbound Journeys (excluding discharges) to collect within 60 minutes	75%	80%	No. Journeys	3,674	4993	5287	4835	5059	23,848
				KPI Hit	3,247	4478	4824	4502	4628	21,679
				KPI Performance	88.38%	89.69%	91.24%	93.11%	91.48%	90.90%
KPI 7	Pre-Planned Ward Discharges to be collected within 60 minutes	75%	80%	No. Journeys	578	640	701	666	675	3,260
				KPI Hit	431	490	542	536	502	2,501
				KPI Performance	74.57%	76.56%	77.32%	80.48%	74.37%	76.72%
KPI 7a	Pre-Planned Ward Discharges to be collected within 90 minutes			No. Journeys	578	640	701	666	675	3,260
				KPI Hit	483	544	606	608	566	2,807
				KPI Performance	83.56%	85.00%	86.45%	91.29%	83.85%	86.10%
KPI 8	Unplanned Ward and A&E Discharges to be collected within 120 minutes	85%	90%	No. Journeys	2,812	3122	3071	2696	2788	14,489
				KPI Hit	2,217	2423	2426	2155	2145	11,366
				KPI Performance	78.84%	77.61%	79.00%	79.93%	76.94%	78.45%