

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	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	YTD
KPI 1	Calls Answered within 60 seconds	85%	90%	No. Calls answered	11,826	11,836	10,278	10,708	11,804	10,013	10,454	9,818	7,863	10,206	104,806
				KPI Achieved	8,064	9,147	9,182	8,510	8,974	7,027	7,959	7,715	5,900	7,601	80,079
				KPI Performance	68.19%	77.28%	89.34%	79.47%	76.03%	70.18%	76.13%	78.58%	75.03%	74.48%	76.41%
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	4,286	5,914	5,974	5,762	6,065	6,096	6,258	6,486	5,157	6,317	58,315
				KPI Achieved	546	597	497	479	524	853	884	1,827	2,651	2,794	11,652
				KPI Performance	12.74%	10.09%	8.32%	8.31%	8.64%	13.99%	14.13%	28.17%	51.41%	44.23%	19.98%
KPI 3	Non-Renal Inbound Journeys to arrive between 75 and 0 minutes early	75%	80%	No. Journeys	3,880	5,379	5,594	5,455	5,791	5,795	5,962	6,160	5,002	5,974	54,992
				KPI Achieved	2,796	3,932	4,400	4,356	4,589	4,534	4,677	4,890	4,081	4,940	43,195
				KPI Performance	72.06%	73.10%	78.66%	79.85%	79.24%	78.24%	78.45%	79.38%	81.59%	82.69%	78.55%
KPI 4	Renal Inbound Journeys to arrive between 45 and 0 minutes early	75%	90%	No. Journeys	2,281	3,320	3,264	3,323	3,408	3,253	3,311	3,315	3,388	3,243	32,106
				KPI Achieved	1,380	2,069	2,270	2,358	2,365	2,247	2,265	2,323	2,321	2,261	21,859
				KPI Performance	60.50%	62.32%	69.55%	70.96%	69.40%	69.07%	68.41%	70.08%	68.51%	69.72%	68.08%
KPI 5	Renal Outbound Journeys to collect within 30 minutes	80%	85%	No. Journeys	2,239	3,158	3,223	3,290	3,445	3,264	3,296	3,327	3,372	3,260	31,874
				KPI Achieved	1,696	2,437	2,657	2,756	2,827	2,683	2,659	2,706	2,848	2,734	26,003
				KPI Performance	75.75%	77.17%	82.44%	83.77%	82.06%	82.20%	80.67%	81.33%	84.46%	83.87%	81.58%
KPI 5a	Renal Outbound Journeys to collect within 60 minutes			No. Journeys	2,239	3,158	3,223	3,290	3,445	3,264	3,296	3,327	3,372	3,260	31,874
				Target Achieved	1,999	2,857	3,043	3,121	3,228	3,070	3,053	3,102	3,171	3,125	29,769
				Target Performance	89.28%	90.47%	94.42%	94.86%	93.70%	94.06%	92.63%	93.24%	94.04%	95.86%	93.40%
KPI 6	Non-Renal Outbound Journeys (excluding discharges) to collect within 60 minutes	75%	80%	No. Journeys	3,675	4,993	5,287	5,066	5,350	5,315	5,505	5,670	4,633	5,540	51,034
				KPI Achieved	3,247	4,478	4,824	4,726	4,900	4,871	4,978	5,173	4,241	5,006	46,444
				KPI Performance	88.35%	89.69%	91.24%	93.29%	91.59%	91.65%	90.43%	91.23%	91.54%	90.36%	91.01%
KPI 7	Pre-Planned Ward Discharges to be collected within 60 minutes	75%	80%	No. Journeys	577	640	701	667	682	704	716	781	701	773	6,942
				KPI Achieved	430	490	542	537	508	530	503	547	447	515	5,049
				KPI Performance	74.52%	76.56%	77.32%	80.51%	74.49%	75.28%	70.25%	70.04%	63.77%	66.62%	72.73%
KPI 7a	Pre-Planned Ward Discharges to be collected within 90 minutes			No. Journeys	577	640	701	667	682	704	716	781	701	773	6,942
				Target Achieved	482	544	606	609	572	600	575	640	533	607	5,768
				Target Performance	83.54%	85.00%	86.45%	91.30%	83.87%	85.23%	80.31%	81.95%	76.03%	78.53%	83.09%
KPI 8	Unplanned Ward and A&E Discharges to be collected within 120 minutes	85%	90%	No. Journeys	2,812	3,122	3,072	2,697	2,799	2,871	2,938	2,942	2,873	3,011	29,137
				KPI Achieved	2,217	2,423	2,427	2,156	2,154	2,136	2,060	2,138	2,032	2,274	22,017
				KPI Performance	78.84%	77.61%	79.00%	79.94%	76.96%	74.40%	70.12%	72.67%	70.73%	75.52%	75.56%