

SCAS Patient Transport Services

Key Performance Indicators Dashboard - Rolling 12 Months

KPI	Parameter	Threshold	Target	Values	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Rolling 12 Month Trend	YTD	2017/18 YTD
KPI 1	Calls Answered within 60 seconds	85%	90%	No. Calls answered	11,804	10,013	10,454	9,818	7,863	10,206	9,004	9,636	10,078	10,309	9,691	10,084		40,162	123,446
				KPI Achieved	8,974	7,027	7,959	7,715	5,900	7,601	7,368	7,181	8,165	8,175	7,995	7,005		31,340	94,628
				KPI Performance	76.03%	70.18%	76.13%	78.58%	75.03%	74.48%	81.83%	74.52%	81.02%	79.30%	82.50%	69.47%		78.03%	76.66%
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	6,065	6,096	6,258	6,486	5,157	6,314	5,706	6,115	5,795	6,828	6,399	6,431		25,453	70,134
				KPI Achieved	526	858	890	1,832	2,656	2,806	2,675	3,249	3,029	3,485	3,146	3,283		12,943	17,624
				KPI Performance	8.67%	14.07%	14.22%	28.25%	51.50%	44.44%	46.88%	53.13%	52.27%	51.04%	49.16%	51.05%		50.85%	25.13%
KPI 3	Non-Renal Inbound Journeys to arrive between 75 and 0 minutes early	75%	80%	No. Journeys	5,791	5,798	5,963	6,160	5,008	6,013	5,452	5,933	5,602	6,491	6,184	5,981		24,258	66,427
				KPI Achieved	4,589	4,536	4,678	4,890	4,085	4,972	4,462	4,878	5,063	5,912	5,624	5,294		21,893	52,575
				KPI Performance	79.24%	78.23%	78.45%	79.38%	81.57%	82.69%	81.84%	82.22%	90.38%	91.08%	90.94%	88.51%		90.25%	79.15%
KPI 4	Renal Inbound Journeys to arrive between 45 and 0 minutes early	75%	90%	No. Journeys	3,408	3,263	3,315	3,315	3,390	3,247	2,957	3,411	3,201	3,266	3,262	3,236		12,965	38,494
				KPI Achieved	2,365	2,253	2,265	2,323	2,323	2,265	2,055	2,594	2,799	2,886	2,998	2,985		11,668	26,520
				KPI Performance	69.40%	69.05%	68.33%	70.08%	68.53%	69.76%	69.50%	76.05%	87.44%	88.36%	91.91%	92.24%		90.00%	68.89%
KPI 5	Renal Outbound Journeys to collect within 30 minutes	80%	85%	No. Journeys	3,445	3,278	3,311	3,327	3,373	3,266	2,991	3,419	3,190	3,235	3,255	3,263		12,943	38,321
				KPI Achieved	2,827	2,689	2,667	2,706	2,849	2,738	2,529	2,920	2,784	2,843	2,966	3,031		11,624	31,472
				KPI Performance	82.06%	82.03%	80.55%	81.33%	84.46%	83.83%	84.55%	85.41%	87.27%	87.88%	91.12%	92.89%		89.81%	82.13%
KPI 5a	Renal Outbound Journeys to collect within 60 minutes			No. Journeys	3,445	3,278	3,311	3,327	3,373	3,266	2,991	3,419	3,190	3,235	3,255	3,263		12,943	38,321
				Target Achieved	3,228	3,082	3,064	3,102	3,172	3,131	2,857	3,284	3,072	3,120	3,168	3,199		12,559	35,941
				Target Performance	93.70%	94.02%	92.54%	93.24%	94.04%	95.87%	95.52%	96.05%	96.30%	96.45%	97.33%	98.04%		97.03%	93.79%
KPI 6	Non-Renal Outbound Journeys (excluding discharges) to collect within 60 minutes	75%	80%	No. Journeys	5,350	5,332	5,515	5,670	4,636	5,574	5,068	5,572	5,193	6,045	5,746	5,533		22,517	61,738
				KPI Achieved	4,900	4,881	4,981	5,173	4,243	5,037	4,689	5,122	4,844	5,556	5,276	5,113		20,789	56,301
				KPI Performance	91.59%	91.54%	90.32%	91.23%	91.52%	90.37%	92.52%	91.92%	93.28%	91.91%	91.82%	92.41%		92.33%	91.19%
KPI 7	Pre-Planned Ward Discharges to be collected within 60 minutes	75%	80%	No. Journeys	682	704	716	781	701	766	718	795	790	864	864	830		3,348	8,448
				KPI Achieved	508	530	503	547	447	509	522	588	633	647	667	653		2,600	6,153
				KPI Performance	74.49%	75.28%	70.25%	70.04%	63.77%	66.45%	72.70%	73.96%	80.13%	74.88%	77.20%	78.67%		77.66%	72.83%
KPI 7a	Pre-Planned Ward Discharges to be collected within 90 minutes			No. Journeys	682	704	716	781	701	766	718	795	790	864	864	830		3,348	8,448
				Target Achieved	572	600	575	640	533	601	605	668	705	745	751	739		2,940	7,035
				Target Performance	83.87%	85.23%	80.31%	81.95%	76.03%	78.46%	84.26%	84.03%	89.24%	86.23%	86.92%	89.04%		87.81%	83.27%
KPI 8	Unplanned Ward and A&E Discharges to be collected within 120 minutes	85%	90%	No. Journeys	2,799	2,877	2,942	2,942	2,873	3,010	2,702	2,963	2,847	2,995	2,824	2,863		11,529	34,811
				KPI Achieved	2,154	2,142	2,063	2,138	2,032	2,273	2,134	2,311	2,279	2,226	2,179	2,228		8,912	26,470
				KPI Performance	76.96%	74.45%	70.12%	72.67%	70.73%	75.51%	78.98%	78.00%	80.05%	74.32%	77.16%	77.82%		77.30%	76.04%