

DEPARTMENT PERFORMANCE - 2021

SCORES	STANDARD	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Case Entry	95%	98.64%	99.53%	98.68%	99.46%	97.40%	97.29%	97.29%	99.44%	98.81%	99.13%	98.99%	99.14%
Key Questions	90%	98.55%	98.22%	98.60%	98.37%	97.18%	95.23%	95.83%	97.70%	98.17%	97.76%	99.33%	99.51%
Chief Complaint Selection	95%	97.74%	97.20%	99.32%	97.10%	99.64%	91.93%	97.75%	98.00%	99.74%	96.74%	96.65%	95.16%
Post Dispatch Instruction	90%	98.37%	96.39%	99.22%	98.68%	97.33%	96.92%	94.67%	99.65%	98.29%	96.65%	96.65%	100.00%
Pre Arrival Instruction	95%		50.00%	100.00%	95.00%		88.33%		100.00%	100.00%			100.00%
Final Code Selection	90%	96.33%	92.09%	97.17%	96.87%	95.90%	94.94%	93.60%	96.62%	96.92%	95.56%	95.56%	98.97%
Overall Performance	90%	97.93%	96.35%	98.58%	98.05%	97.49%	95.05%	95.83%	98.66%	98.39%	97.17%	97.20%	98.56%

DETERMINANT DRIFT

Correct		89	78	94	79	78	75	67	70	74	83	67	94	948
Over Response		4	5	4	1	2	1	4	3	2	5	2	1	34
Under Response		1	3	0	1	3	4	2	0	2	1	1	0	18
Total Incorrect		5	8	4	2	5	5	6	3	4	6	3	1	52
Total Cases Reviewed		94	86	99	83	84	85	75	76	78	79	72	97	1008
% Correct	95%	94.38%	89.74%	95.74%	97.47%	93.59%	93.33%	91.04%	95.71%	94.59%	92.77%	95.52%	98.94%	94.51%
% Safe		98.94%	96.51%	100.00%	98.80%	96.43%	95.29%	97.33%	100.00%	97.44%	98.73%	98.61%	100.00%	98.21%