

DEPARTMENT PERFORMANCE - 2022

SCORES	STANDARD	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
Case Entry	95%	98.95%	99.20%	98.76%	99.18%	98.25%	98.65%	99.48%	99.58%	99.46%	99.13%	98.35%	99.37%
Key Questions	90%	97.80%	98.65%	96.95%	97.90%	99.54%	98.22%	99.10%	98.35%	98.88%	98.43%	99.42%	98.68%
Chief Complaint Selection	95%	98.64%	99.75%	98.25%	98.44%	99.25%	98.55%	98.55%	97.95%	98.75%	99.12%	97.85%	96.85%
Post Dispatch Instruction	90%	95.39%	97.42%	98.45%	98.68%	96.95%	98.57%	93.90%	95.87%	96.50%	95.42%	96.89%	100.00%
Pre Arrival Instruction	95%		100.00%		80.00%			100.00%			100.00%		
Final Code Selection	90%	97.87%	98.24%	97.17%	97.82%	98.25%	99.15%	97.38%	98.38%	98.24%	98.46%	99.27%	99.05%
Overall Performance	90%	97.73%	98.88%	97.92%	95.34%	98.45%	98.63%	98.07%	98.03%	98.37%	98.43%	98.36%	98.79%

DETERMINANT DRIFT

Correct		84	79	90	87	80	90	69	82	94	85	75	84	999
Over Response		5	2	4	4	6	1	3	2	4	2	0	1	34
Under Response		2	1	0	2	2	1	1	0	1	0	0	0	10
Total Incorrect		7	3	4	6	8	2	4	2	5	2	0	1	44
Total Cases Reviewed		91	82	94	93	88	92	73	84	99	87	75	85	1043
% Correct	95%	91.67%	96.20%	95.56%	93.10%	90.00%	97.78%	94.20%	97.56%	94.68%	97.65%	100.00%	98.81%	95.60%
% Safe		97.80%	98.78%	100.00%	97.85%	97.73%	98.91%	98.63%	100.00%	98.99%	100.00%	100.00%	100.00%	99.04%