

Key Performance Metrics KPI

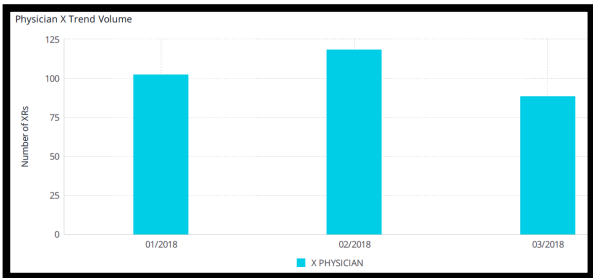
1: Physician X Orders volume down.
 2: New Paper order built 75% complete.
 3: Electronic orders 99% complete.

Key Performance Metrics KPI

1: Staffing metrics: New SBAR for upstaffing scheduling (9 FTE)
 2: Outstanding on base orders
 - 3/23/2018: 600
 - 4/23/2018: 1339
 - 5/15/2018: 880

Key Performance Metrics KPI

1: Printed reports for outside providers stack down from 3 reams to 1 ream.
 2: Autofax add: 714
 Autofax off : 197
 3: Cerner physician add: 136
 4: Staffing: Team of 3, with a project leader.



Time Frame	Average Speed to Answer	Average Call processing time	Average time to Abandon	Calls abandoned
3/1- 3/31	4:23	8:22	4:22	2091
4/01 - 4/21	2:36	7:58	3:13	783
5/1- 5/15	3:04	9:05	pending	pending

