

UAMS University of Arkansas Medical System		Weekly Report																	Aug 2020	2021 YTD	
		6/12/2021	6/5/2021	5/29/2021	5/22/2021	5/15/2021	5/8/2021	5/1/2021	April	March	February	January	December	November	October	September	August	2020	2021	2021 YTD	
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	14	13	23	20	34	42	63	268	257	747	782	1736	2031	1596	2656	367	8386	2203	10589	
	# Indexes Complete	14	8	16	17	21	30	45	194	203	609	626	1415	1642	1338	2041	306	6742	1742	8484	
	% Indexes Complete	100.0%	61.5%	69.6%	85.0%	61.8%	71.4%	71.4%	72.4%	79.0%	81.5%	80.1%	81.5%	80.8%	83.8%	76.8%	83.4%	80.4%	80.4%	79.1%	80.1%
	# Indexes unreachable (Max Attempts)	0	5	7	3	13	11	18	74	51	136	153	311	381	238	596	26	1555	452	2207	
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	0.0%	38.5%	30.4%	15.0%	38.2%	26.2%	28.6%	27.6%	19.8%	18.2%	19.6%	18.1%	18.8%	14.9%	22.5%	7.1%	18.6%	20.5%	19.0%	
	# Indexes Attempted calls (all completions + at least 1 attempt)	14	13	23	20	34	42	63	268	255	747	782	1735	2030	1597	2649	332	8343	2201	10544	
	Average time from Index Received to Index Reached	0:01:46.48	0:02:07.43	0:01:37.52	0:01:37.06	0:01:01.43	0:01:06.32	0:02:34.38	0:03:27.38	0:02:10.24	0:02:05.16	0:01:57.33	0:02:16.03	0:03:40.56	0:04:41.22	0:14:20.53	0:13:37.44	0:06:56.56	0:02:17.29	0:04:15.49	
	Average Index Handle Time	0:00:10.52	0:00:10.52	0:00:10.52	0:00:10.52	0:00:10.52	0:00:10.52	0:00:10.52	0:00:09.48	0:00:10.59	0:00:09.16	0:00:09.16	0:00:09.22	0:00:10.58	0:00:16.20	0:00:14.04	0:00:11.41	0:00:12.30	0:00:09.31	0:00:10.47	
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	100.00%	61.54%	69.57%	85.00%	61.76%	71.43%	71.43%	71.43%	70.15%	76.20%	79.25%	75.32%	77.02%	76.75%	79.9%	61.9%	16.1%	73.08%	79.07%	74.56%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.9%	96.5%	97.2%	93.1%	94.5%	95.0%	98.2%	96.6%	23.2%	96.6%	99.9%	97.6%	
Contacts	# contacts generated	36	58	50	59	43	74	231	748	631	1823	2003	4440	5275	4331	5822	967	20836	5666	26502	
	# contacts generated per Index Complete	2.6	7.3	3.1	3.5	2.0	2.5	5.1	3.9	3.1	3.0	3.2	3.1	3.2	2.9	3.2	3.1	3.3	3.1		
	# contacts complete	33	48	35	42	36	52	102	466	540	1480	1702	3799	4468	3275	3818	758	16119	4541	20659	
	% contacts complete	91.7%	82.8%	70.0%	71.2%	83.7%	70.3%	44.2%	62.3%	85.6%	81.2%	85.0%	85.6%	84.7%	75.6%	65.6%	78.4%	77.4%	80.1%	78.0%	
	# contacts unreachable (Max Attempts + missing phone numbers)	2	10	9	12	5	20	23	120	72	249	255	489	769	729	1209	16	3267	789	4057	
	% contacts unreachable (Max Attempts + missing phone numbers)	5.6%	17.2%	18.0%	20.3%	11.6%	27.0%	10.0%	16.0%	11.4%	13.7%	12.7%	11.0%	14.6%	16.8%	20.8%	1.7%	15.7%	13.9%	15.3%	
	# contact attempted (all completions + at least 1 attempt)	36	58	44	56	40	71	130	603	608	1728	1959	4239	5165	3886	4718	800	18809	5343	24152	
	Average Time from Contact Generated to Contact Reached	0:00:27.56	0:00:14.20	0:00:30.24	0:00:19.58	0:00:11.39	0:00:39.22	0:01:03.04	0:00:52.20	0:00:38.47	0:01:16.21	0:01:18.09	0:01:16.23	0:02:50.11	0:09:51.01	1:11:51.36	0:17:12.39	0:11:46.13	0:00:47.30	0:05:26.26	
	Average Contact Handle Time	0:00:01:50	0:00:01:43	0:00:02:22	0:00:02:55	0:00:02:11	0:00:02:58	0:00:03:26	0:00:04:09	0:00:04:36	0:00:03:35	0:00:03:30	0:00:03:09	0:00:04:44	0:00:12:14	0:00:15:10	0:00:09:53	0:00:08:47	0:00:03:37	0:00:05:48	
	% contacts completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	91.67%	82.76%	70.00%	72.41%	87.80%	74.29%	44.16%	62.03%	85.58%	81.13%	84.87%	85.27%	84.21%	74.83%	55.43%	74.18%	75.40%	81.42%	82.22%	
% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	100.0%	100.0%	88.0%	96.6%	97.6%	101.4%	56.3%	80.3%	96.2%	94.1%	96.6%	94.8%	96.1%	90.5%	69.9%	86.8%	88.5%	95.2%	85.2%		
Average Time from receipt of initial case name to full completion of all related contacts	0:00:46:34	0:01:31:14	0:01:25:05	0:02:46:35	0:00:57:33	0:03:40:11	0:03:53:58	0:03:38:12	0:03:31:53	0:04:28:43	0:03:41:58	0:03:56:41	0:06:51:05	0:17:41:43	2:07:01:49	1:11:53:23	1:14:12:07	0:03:41:27	0:22:25:44		