

Performance Monitor



MedQuist®
Inspired listening.

Facility Name : **Demo Hospital
(12345)**

Report Date Range : **01/01/2010 to 01/31/2010**

Current Performance Summary

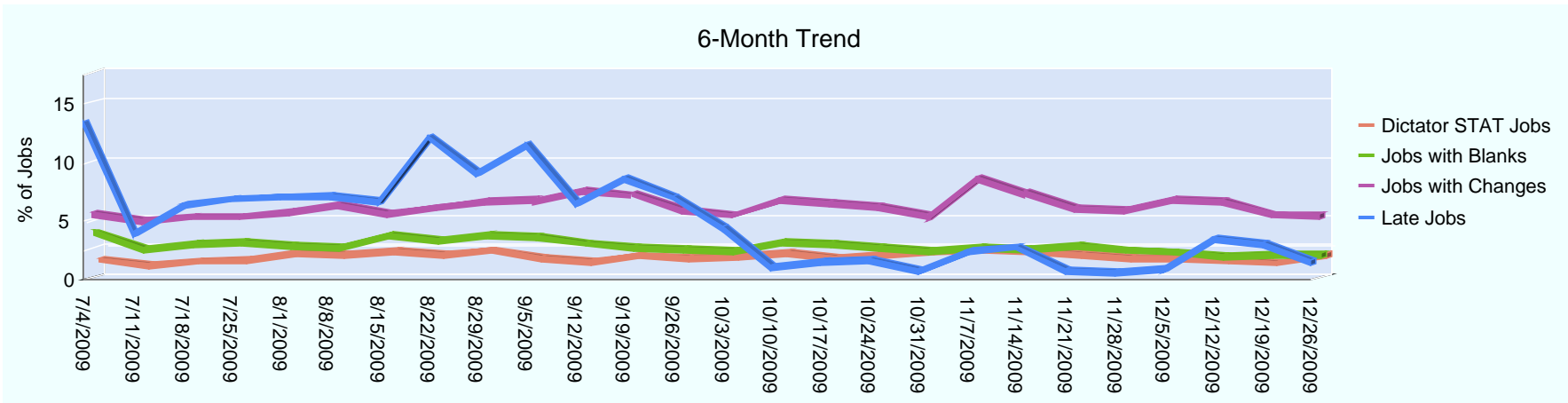
A summary of all data shown in the MedQuist Performance Monitor.

TIMELY PATIENT CARE	Total Jobs	Late Jobs	TAT Comp
Turn Around Time Compliance	9356	177	98.1%

DOCUMENTATION ACCURACY	Total Jobs	Total Blanks	% Jobs/Blanks
Blanks in Delivered Documents	9356	137	1.5%

BEST PRACTICES	Total Jobs	Affected Jobs	%
Dictator Stat Jobs	9356	209	2.2%
Jobs with Demographic Changes	9356	458	4.9%

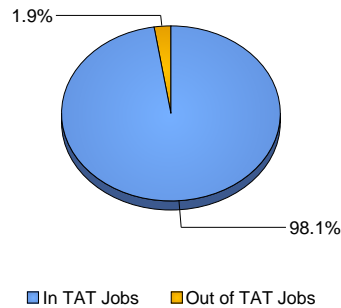
A 6-month trend for the percentage of jobs delivered late, percentage of jobs with at least 1 blank at delivery, percentage of dictator STAT jobs and percentage of jobs with demographic changes.



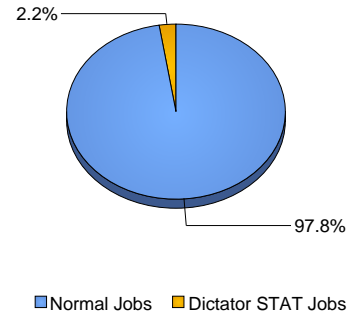
Turnaround Time and Dictator STAT Summary

	Total Jobs	Late Jobs	TAT Compliance	Average TAT (hours)	Dictator STAT %
Normal Jobs	9125	166	98.2%	5.9	
STAT Jobs	231	11	95.2%	1.1	
Total Jobs	9356	177	98.1%	5.9	2.2%

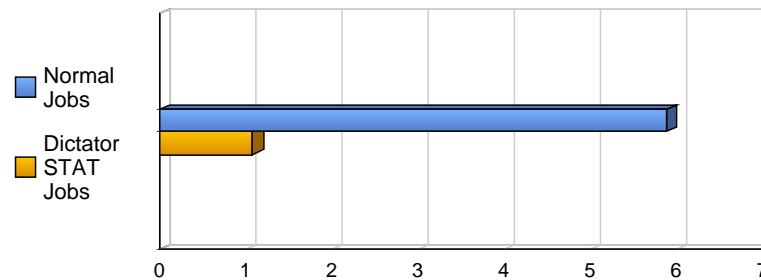
TAT Compliance



Dictator Stat

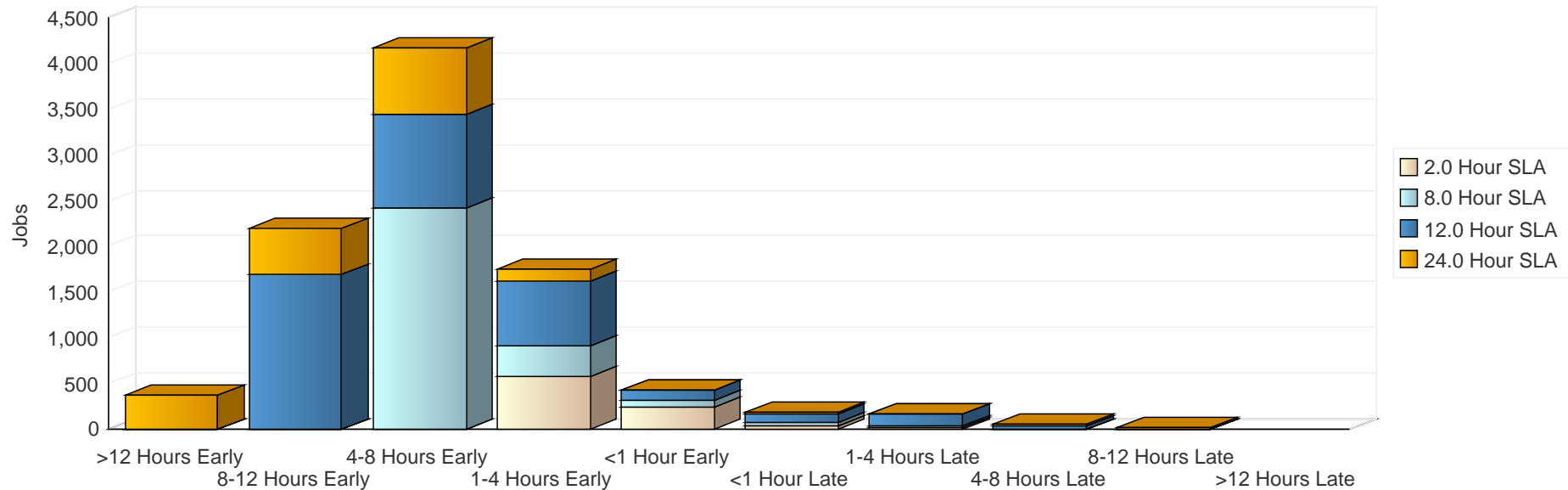


Average TAT (hours)



Turnaround Time Distribution

A breakdown of actual turnaround time (TAT) by service-level agreement (SLA) in hours.



Hours	> 12 hours Early	8-12 hours Early	4-8 hours Early	1-4 hours Early	< 1 hour Early	< 1 hour Late	1-4 hours Late	4-8 hours Late	8-12 hours Late	> 12 hours Late	Total Jobs	% of Total
2 Hour SLA	0	0	0	600	241	14	6	0	0	0	861	9.2%
8 Hour SLA	0	0	2488	344	77	15	6	1	0	0	2931	31.3%
12 Hour SLA	0	1741	1062	726	120	40	54	16	0	1	3760	40.2%
24 Hour SLA	380	522	739	133	6	4	4	6	8	2	1804	19.3%
Total Jobs	380	2263	4289	1803	444	73	70	23	8	3	9356	100%
% of Total	4.1%	24.2%	45.8%	19.3%	4.7%	0.7%	0.7%	0.2%	0.1%	0.1%	100%	
Cumulative %	4.1%	28.3%	74.1%	93.4%	98.1%	98.8%	99.5%	99.7%	99.9%	100%		

Work Type Breakdown

A breakdown of the turnaround time (TAT) for each work type, by dictator STAT and normal jobs.

Work types are listed by volume of normal jobs.

Work Type	SLA (hrs)	STAT SLA (hrs)	NORMAL			DICTATOR STAT		
			Total Jobs	Late Jobs	TAT Compliance	Total Jobs	Late Jobs	TAT Compliance
Operative Report	8	2	2866	25	99.1%	8	0	100.0%
Consultation	12	2	2020	80	96.0%	74	12	83.9%
History & Physical	12	2	1830	27	98.5%	78	6	92.3%
Discharge Summary	24	2	1745	24	98.6%	25	0	100.0%
Pre-Surgery History & Physical	2	2	652	0	100.0%	23	2	91.3%
No Dictation	24	2	33	1	97.0%	0	0	0.0%
Letter	24	2	31	0	100.0%	0	0	0.0%
Transfer Priority	2	2	0	0	0.0%	1	0	100.0%
Total			9147	157	92.3%	209	20	90.4%

Dictator STAT Per Dictator

Top 25 dictators with the highest STAT percentage. Dictators are listed by STAT percentage.

Dictator Name	Total Jobs	Dictator STAT Jobs	Dictator STAT %
Barge, Marsha	17	16	94.1%
Petit, Lois	14	7	50.0%
Geurrero, Margarita	48	23	47.9%
Warden, Joseph	62	29	46.8%
Caldwell, Todd	15	7	46.7%
Hower, Rodney	91	24	26.4%
Colby, Lilian	23	6	26.1%
Murray, Alan	38	9	23.7%
Storm, John	45	8	17.8%
Grady, Leonard	43	6	14.0%
Frankin, Hannah	79	9	11.4%
Spalding, Yvette	115	13	11.3%

To appear in the list above, dictators must have a STAT percentage of over 3% and more than 5 total STAT jobs.

Demographic Changes Summary

Breakdown of the main job demographic changes.

Demographic Type	Total Jobs	Jobs with Changes	% of Jobs
Dictator Changes	9356	3	0.0%
Work Type Changes	9356	72	0.8%
Patient Changes	9356	407	4.4%
Total	9356	458	4.9%

Demographic Changes Summary Per Dictator

Breakdown of job demographic changes for the top 25 dictators with the highest number of changes. Dictators are listed by number of changes.

Dictator Name	Total Jobs	Change Detail			Total Changes	Jobs with Changes	% Jobs with Changes	TAT Compliance
		Dictator	Work Type	Patient				
Lowe, Georgia	53	0	34	1	35	34	64.2 %	95.3%
Roderick, Thomas	129	0	1	24	25	24	18.6 %	100.0%
Underwood, Benjamin	26	0	14	5	19	17	65.4 %	94.4%
Wilmoth, Donald	89	0	1	17	18	17	19.1 %	97.1%
Samuelson, Philip	89	0	0	15	15	15	16.9 %	96.7%
Fielder, Gerald	69	0	1	13	14	13	18.4 %	96.4%
Somers, Eugene	30	0	9	5	14	12	40.0 %	97.6%
Crowson, Jesse	90	0	0	12	12	12	13.3 %	95.8%
Bolden, Earl	170	0	1	11	12	11	6.5 %	95.1%
Humphrey, James	56	0	0	11	11	11	16.6 %	95.0%
Pettigrew, David	48	0	0	10	10	10	20.8 %	100.0%
Cimino, Shelley	40	0	3	6	9	7	17.5 %	93.6%
Wiener, Richard	41	0	1	8	9	8	19.5 %	100.0%
Ketchum, Fred	40	0	0	9	9	9	22.5 %	100.0%
Steib, Justin	37	0	1	8	9	9	24.3 %	100.0%
Miller, William	58	0	3	5	8	6	10.3 %	100.0%
Sanabria, Steve	47	0	0	8	8	8	17.0 %	100.0%
Valez, Kristin	39	0	0	7	7	7	18.0 %	96.9%
Rhine, Dale	32	0	1	6	7	9	28.1 %	93.3%
Loftus, Norman	27	0	1	5	6	5	18.5 %	98.3%
Slade, William	30	0	0	6	6	6	20.0 %	96.9%

Dictator Name	Total Jobs	Change Detail			Total Changes	Jobs with Changes	% Jobs with Changes	TAT Compliance
		Dictator	Work Type	Patient				
Steib, Justin	32	0	0	6	6	6	18.8 %	93.5%
Bolden, Earl	31	0	0	6	6	6	19.4 %	98.6%
McCloud, Patircia	74	0	0	6	6	6	8.1 %	100.0%
Crowson, Jesse	27	0	0	5	5	5	18.5 %	92.6%

To appear in the list above, dictators must have over 25 total jobs and over 5% of their jobs must have at least 1 change.

Common Work Type Changes

Top 25 values entered incorrectly as work types at dictation that were subsequently changed during transcription. Work type ids are listed by 'Total Jobs with Work Type Changes'.

Incorrect Work Type ID	Total Jobs with Work Type Changes	% of Total Jobs
2	22	0.2%
1	19	0.2%
3	17	0.2%
4	7	0.1%
6	6	0.1%

To appear in the list above, incorrect work type ids must have been used in 5 or more jobs.

Number of Blanks Per Job

Ratio of number of jobs with blanks to the total number of jobs.

Number of Blanks	Jobs with Blanks	Ratio	Description
1	43	1 : 218	For every 218 report(s), we deliver one with 1 blank
2	19	1 : 492	For every 492 report(s), we deliver one with 2 blanks
3+	5	1 : 1,871	For every 1,871 report(s), we deliver one with 3+ blanks

Blanks Per Work Type

Breakdown of the number of blanks in jobs at delivery, by dictator STAT jobs and normal jobs for each work type. Work types are listed by total number of blanks in normal jobs.

Work Type	NORMAL				DICTATOR STAT			
	Total Jobs	Blanks	% Jobs w/ Blanks	Avg Blanks (Jobs w/ Blanks)	Total Jobs	Blanks	% Jobs w/ Blanks	Avg Blanks (Jobs w/ Blanks)
Consultation	2020	50	0.8%	3.2	74	1	1.4%	1.0
History & Physical	1830	38	1.2%	1.7	78	1	1.3%	1.0
Operative Report	2866	32	0.6%	1.8	8	1	12.5%	1.0
Discharge Summary	1745	10	0.2%	2.4	25	1	4.0%	1.0
Pre-Surgery History & Physical	654	2	0.3%	1.0	23	0	0.0%	0.0
Letter	31	1	3.2%	1.0	0	0	0.0%	0.0
Transfer Priority	0	0	0.0%	0.0	1	0	0.0%	0.0
No Dictation	33	0	0.0%	0.0	0	0	0.0%	0.0
Total	9147	133	0.7%	2.1	209	4	1.9%	1.0

Blanks Per Dictator

Breakdown of the number of blanks in jobs at delivery, by dictator STAT jobs and normal jobs for the top 25 dictators. Dictators are listed by '% Jobs w/ Blanks' in normal jobs.

Dictator Name	NORMAL				DICTATOR STAT			
	Total Jobs	Blanks	% Jobs w/ Blanks	Avg Blanks (Jobs w/ Blanks)	Total Jobs	Blanks	% Jobs w/ Blanks	Avg Blanks (Jobs w/ Blanks)
Steen, Carlos	29	13	27.6%	1.6	0	0	0.0%	0.0
Arnette, Ralph	37	8	27.0%	0.8	8	4	12.5%	4.0
Roderick, Thomas	31	7	19.4%	1.2	0	0	0.0%	0.0
Lowe, Georgia	48	7	18.8%	0.7	0	0	0.0%	0.0
Robichaud, Lynda	65	23	18.5%	1.9	0	0	0.0%	0.0
Whal, Peter	11	10	18.2%	5.0	0	0	0.0%	0.0
Mount, Carole	18	7	16.7%	2.5	0	0	0.0%	0.0

To appear in the list above, dictators must have at least 10 jobs and at least 5 blanks.