


Performance Excellence Council

Department Report




Department Updates:



Performance Improvement:

Metrics	Threshold	Past Quarter Q4 19-20	Current Quarter Q1 20-21
Timely Admission to Cardiac Rehab To determine whether patients are admitted to Cardiac Rehab in a timely manner.	85%	NA	%

Action Plan:



Performance Excellence Council

Department Report



System Metric Focus for Quarter:

Introduction– explaining who you are and what your purpose is

Action Plan:



Service Excellence:

Metrics	Threshold	Past Quarter Q4 19-20	Current Quarter Q1 20-21
Overall Scores	75th Percentile Rank	92 nd Percentile Rank	93 rd Percentile Rank
Registration Overall	95% Top Box	74% Top Box	80% Top Box
Comfort of waiting area	95% Top Box	68% Top Box	71% Top Box
Helpfulness of registration person	95% Top Box	72% Top Box	86% Top Box
Ease of the registration process	95% Top Box	74% Top Box	82% Top Box
Waiting time in registration	95% Top Box	78% Top Box	79% Top Box
Your Care Overall	95% Top Box	74% Top Box	76% Top Box
Personal Issues Overall	95% Top Box	72% Top Box	78% Top Box
Staff washed hands before exam	95% Top Box	76% Top Box	72% Top Box
Staff introduced/explained purpose	95% Top Box	72% Top Box	78% Top Box

Action Plan:

