## **UW Medicine Orcas Island Clinic - Quality Metrics**

Year-To-Date

rear-10-Date													1 1	Cur.		
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Mo.	% Changefrom June	Var from Goal
Willingness	to R	ecom	mend													90.9
Orcas	92.3	89.6	87.8	87.7										87.7	-4.6	-3.2
														Cur.		_
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Mo.	% Changefrom June	Var from Goal
Patient Acc	ess C	ompo	site													80.1
Orcas	57.5	60.4	61.9	59.2									$\wedge$	59.2	1.7	-20.9
														Cur.		
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Mo.	% Changefrom June	Var from Goal
<b>Preventive</b>	Care		osite							·	•					74.0
Orcas	25.7	27.3	29.5	31.8	34.1								/	34.1	8.4	-39.9
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Pneumoco										•						85.5
Orcas	36.0	36.7	40.6	45.1	48.3								/	48.3	12.3	-37.2
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
<b>Breast Can</b>										•						75.7
Orcas	29.7	29.0	32.8	34.1	35.3								1	35.3	5.6	-40.4
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
<b>Cervical Ca</b>										•						77.9
Orcas	28.1	32.5	34.4	37.1	38.9									38.9	10.8	-39.0
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Colon Cano															, , , , , , , , , , , , , , , , , , ,	66.4
Orcas	14.5	16.2	16.5	17.2	19.4								ر	19.4	4.9	-47.0
																'
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Pediatric In							,,				/					58.2
Orcas	0.0	0.0	0.0	0.0	0.0								_	0.0	0.0	-58.2
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Chlamydia							74.7				,					53.5
Orcas	16.7	17.6	21.7	25.0	29.7								/	29.7	13.0	-23.8
															13.0	25.0
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Disease Ma											,		55			66.5
Orcas	62.2	57.3	55.2	56.9	56.7								\c_	56.7	-5.5	-9.8
													•	55.7	J.J	5.0

## Monthly Actual

Monthly Actual												1				
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May .	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Willingness	to R	ecom	men	d												90.9
Orcas	92.3	87.7	84.4	83.6									\	83.6	-8.7	-7.3
												ı				
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May .	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
<b>Patient Acc</b>	ess C	ompo	osite													80.1
Orcas	57.5	71.0	71.5	55.4									$\wedge$	55.4	-2.1	-24.7
												ı				
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May .	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Preventive	Care	Com	posit	е												74.0
Orcas	25.7	28.9	34.7	37.5	42.1								/	42.1	16.4	-48.8
												ı				
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May .	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Pneumocoo	ccal \	/accin	e													85.5
Orcas	36.0	37.3	50.3	56.4	60.0								_	60.0	24.0	-25.5
												ı				
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May .	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
<b>Breast Can</b>	cer S	creen	ing													75.7
Orcas	29.7	28.2	40.6	37.0	40.4								<i></i>	40.4	10.7	-35.3
												ı				
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May .	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Cervical Ca	ncer	Scree	ning													77.9
Orcas	28.1	37.7	38.5	44.4	44.4								_	44.4	16.3	-33.5
												ı				
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May .	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Colon Canc	er Sc	reeni	ng													66.4
Orcas	14.5	18.0	17.2	19.0	26.7								~	26.7	12.2	-39.7
												ı				
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May .	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Pediatric In	nmui	nizatio	ons													58.2
Orcas	0.0	0.0	0.0	0.0	0.0									0.0	0.0	-58.2
												ı				
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May .	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Chlamydia	Scre	ening														53.5
Orcas	16.7	20.0	33.3	33.3	60.0								1	60.0	43.3	6.5
												ı				
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May .	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Disease Ma		ement	t Con	nposi	te											66.5
Orcas	62.2	52.5	50.8	61.4	55.9								V	55.9	-6.3	-10.6

																_
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Diabetic H	gA1c									·	·					73.0
Orcas	62.5	57.8	64.5	68.3	70.4								$\checkmark$	70.4	7.9	-2.6
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
<b>Diabetic B</b>	lood F	ressu	ire													68.8
Orcas	83.3	68.9	66.1	70.7	68.5								<b>√</b>	68.5	-14.8	-0.3
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
<b>Diabetic E</b>	ve Exa	ım	·								,				· ·	58.9
Orcas	16.7	15.6	12.9	13.4	13.9								1	13.9	-2.8	-45.0
														_		•
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Hypertens	ion Bl	ood P	ressu	re						·						67.7
Orcas	84.7	80.0	74.3	77.3	76.8								\_	76.8	-7.9	9.1
																512
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Depressio										746.	,				/s change on the	65.0
Orcas	42.3	38.9	38.2	36.1	36.9								٧.	36.9	-5.4	-28.1
0.003													V	30.3	3.4	20.1
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Panel-Bas							74			, . <b></b>	,				, containing on contraining	71.5
Orcas	30.2	30.5	34.1	36.2	39.6								/	39.6	9.4	-31.9
0.003					-								3	00.0		52.0
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Annual W	ellnes														0	61.2
Orcas	0.0	0.0	0.0	0.0	0.0								_	0.0	0.0	-61.2
													i			
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Staff Turn	over -	UWN	C								Í				·	22.0
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	۸nr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
<b>Employee</b>					1404	DEC	Jan	, ED	iviai	Αþi	iviay	Jun	rrend		, change i om Julie	4.0
Lilipioyee	Liiga	gemei	it - 0 v	VIVC												4.0
														Cur.	1	
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Mo.	% Changefrom June	Var from Goal
Clinician S	atista	ction -	- UWN	IC												77.0
														Cur.	1	
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Mo.	% Changefrom June	Var from Goal
wRVUs																100.0

	Jul	Aug	Sep	Oct	Nov	Dec	lan	Feh	Mar	Δnr	Mav	lun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Diabetic H		7.4-6	ССР				<b>J</b> u			р.	,	74			75 Gilangell oill saile	73.0
Orcas	62.5	52.4	82.4	80.0	76.9								. /~	76.9	14.4	3.9
Orcas	02.5	32.4	02.4	80.0	70.5								<b>V</b>	70.9	14.4	3.9
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
<b>Diabetic Bl</b>	ood I	Pressu	ıre													68.8
Orcas	83.3	52.4	58.8	85.0	61.5								$\vee$	61.5	-21.8	-7.3
													1			<del>-</del>
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Diabetic Ey	e Exa	am														58.9
Orcas	16.7	14.3	5.9	15.0	15.4								$\vee$	15.4	-1.3	-43.5
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Mav	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Hypertensi	on B			ure											,	67.7
Orcas	84.7	75.6	63.2	84.2	75.0								<b>~</b>	75.0	-9.7	7.3
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Mav	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Depression							-				,		110110		,,	65.0
Orcas	42.3	36.1	36.7	30.9	39.2								<b>\</b>	39.2	-3.1	-25.8
0.003														33.2	3.1	23.0
	Jul	Aug	Sep	Oct	Nov	Dec	lan	Feh	Mar	Δnr	May	lun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Panel-Base					1101		<del>-</del>	100	11101	7,61	iviay	Juli	TTCHG		70 Changerrom Jane	71.5
Orcas	30.2	30.5	34.1	36.2	39.6								/	39.6	9.4	-31.9
Unempanelled	55.2	53.9	57.9	57.6	58.8								<u> </u>	58.8	3.6	-12.7
, , , , , , , , , , , , , , , , , , , ,																
	Jul	Aug	Sep	Oct	Nov	Dec	lan	Feh	Mar	Δnr	May	lun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Annual We							<b>J</b> u			7.10		Ju			75 Gilangen om Falle	61.2
Orcas	0.0	0.0	0.0	0.0	0.0									0.0	0.0	-61.2
Unempanelled	22.5	22.0	38.2	34.5	32.9									32.9	10.4	-28.3
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Mav	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Staff Turno											,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		110110		,	22.0
Jean Taille	701	O 3011														
	11		<b>C</b> 4 -		N1 -	D		F . 1.	N# -	A	NA -		Tax - 1	C \$4-	O/ Channel	Van franco Cont
F!	Jul	Aug	Sep	Oct		Dec	Jan	reb	Mar	Apr	iviay	Jun	Trend	cur. Mo.	% Changefrom June	Var from Goal
<b>Employee</b>	Enga	geme	nt - U	WN(	_											4.0
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Clinician Sa	itisfa	ction	- UW	NC												77.0
													1			
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
wRVUs																100.0

Jul   Aug   Sep   Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Trend   Mas   % Changefrom June   Var from Goal   Vorcas   120.5   122.8   104.5   105.3   100.2   100.0   Vorcas   100.2   20.3   0.2																		
Jul   Aug   Sep   Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Trend   Mo.   % Changefrom June   Var from Goal   Visits   Jun   Jun   Aug   Sep   Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Trend   Mo.   % Changefrom June   Var from Goal   Expense per Visit   Jun   Aug   Sep   Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Trend   Mo.   % Changefrom June   Var from Goal   Expense per Visit   Jun   Aug   Sep   Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Trend   Mo.   % Changefrom June   Var from Goal   Jun   Aug   Sep   Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Trend   Mo.   % Changefrom June   Var from Goal   Jun   Aug   Sep   Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Trend   Mo.   % Changefrom June   Var from Goal   Jun   Aug   Sep   Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Trend   Mo.   % Changefrom June   Var from Goal   Jun   Aug   Sep   Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Trend   Mo.   % Changefrom June   Var from Goal   Jun	Orcas	120.0	117.9	104.5	101.8	96.1								\	96.1	-23.9	-3.9	Or
Jul   Aug   Sep   Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Trend   Mo.   % Changefrom June   Var from Goal   Visits   Jun   Jun   Aug   Sep   Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Trend   Mo.   % Changefrom June   Var from Goal   Expense per Visit   Jun   Aug   Sep   Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Trend   Mo.   % Changefrom June   Var from Goal   Expense per Visit   Jun   Aug   Sep   Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Trend   Mo.   % Changefrom June   Var from Goal   Jun   Aug   Sep   Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Trend   Mo.   % Changefrom June   Var from Goal   Jun   Aug   Sep   Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Trend   Mo.   % Changefrom June   Var from Goal   Jun   Aug   Sep   Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Trend   Mo.   % Changefrom June   Var from Goal   Jun   Aug   Sep   Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Trend   Mo.   % Changefrom June   Var from Goal   Jun														ı	Cur			
Subsidy per Visit   100.0		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend		% Changefrom June	Var from Goal	
Subsidy per Visit   100.0	Visits																100.0	V
Subsidy per Visit   100.0	Orcas	120.5	112.8	104.5	105.3	100.2								7	100.2	-20.3	0.2	Or
Subsidy per Visit																		
Expense per Visit		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Mav	Jun	Trend		% Changefrom June	Var from Goal	
Dreas	Expense pe															<u> </u>		Ex
Jul   Aug   Sep   Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Trend   Mo.   % Changefrom June   Var from Goal   100.0   Ocas   10				88.5	91.5	96.0								5	96.0	20.9	-4.0	
Subsidy per Visit																		•
Subsidy per Visit		hul	Διισ	Sen	Oct	Nov	Dec	lan	Feh	Mar	Δnr	May	lun	Trend		% Changefrom June	Var from Goal	
Dreas	Subsidy ne			эср		1101	<u> </u>	Juli	100	IVIGI	ДР	iviay	Jun	Trend		70 Changerrom sanc		Si
Jul   Aug   Sep   Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Trend   Mo.   % Changefrom June   Var from Goal   Internal Referrals   TBD   Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Trend   Mo.   % Changefrom June   Var from Goal   MALUEL   Oct   Mar   May   Jun   Trend   Mo.   % Changefrom June   Var from Goal   Mar   May		V 131													1000.0	0.0		
Jul   Aug   Sep   Oct   Nov   Dec   Jan   Feb   Mar   Apr   May   Jun   Trend   Mo.   % Changefrom June   Var from Goal   TBD   Ir   TBD   TBD	Orcas														1000.0	0.0	300.0	O.
Internal Referrals		i.d		C	0-4	N.	D		F = 1				1	T		0/ Chanastran I	Van fram Caal	
Orcas   Go.1   Go.33   S8.2   S4.8     O.0   Go.1   SYALUE	1.1I.D.			Sep	Oct	NOV	Dec	Jan	Feb	iviar	Apr	iviay	Jun	rrena	IVIO.	% Changerrom June		
Access Questior Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Mo. % Changefrom June Var from Goal  Urgent Appt Orcas 70.8 80.4 84.5 83.2														_				In
Access Questior Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Mo. % Changefrom June Var from Goal  Urgent Appt Orcas 70.8 80.4 84.5 83.2	Orcas	60.1	60.33	58.2	54.8										0.0	-60.1	#VALUE!	Or
Corest   C														ſ	Cur.	ı		
Orcas   70.8   80.4   84.5   83.2   12.4   -7.7     Orcas   70.8   80.4   84.5   83.2     12.4   -7.7     Orcas   20.5	Access Question	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Mo.	% Changefrom June	Var from Goal	
Access Questior Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Mo. % Changefrom June Var from Goal  Routine Appt Orcas 80.6 86.4 88.3 86.0	<b>Urgent App</b>	t															80.1	U
Access Questior Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Mo. % Changefrom June Var from Goal  Routine Appt  Orcas 80.6 86.4 88.3 86.0	Orcas	70.8	80.4	84.5	83.2										83.2	12.4	-7.7	Or
Access Questior Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Mo. % Changefrom June Var from Goal  Routine Appt  Orcas 80.6 86.4 88.3 86.0														ı	Cur			
Orcas         80.6         86.4         88.3         86.0         5.3         5.9           Access Questior Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Mo.         May Jun Trend Mo.         Cur. Mo.         % Changefrom June Var from Goal           Access Questior Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Mo.         31.8         10.4         48.3           Access Questior Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Mo.         % Changefrom June Var from Goal           Access Questior Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Mo.         % Changefrom June Var from Goal           Access Questior Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Mo.         % Changefrom June Var from Goal           Wait Time         80.1	Access Question	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend		% Changefrom June	Var from Goal	
Orcas         80.6         86.4         88.3         86.0         5.3         5.9           Access Questior Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Mo.         May Jun Trend Mo.         Cur. Mo.         % Changefrom June Var from Goal           Access Questior Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Mo.         31.8         10.4         48.3           Access Questior Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Mo.         % Changefrom June Var from Goal           Access Questior Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Mo.         % Changefrom June Var from Goal           Access Questior Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Mo.         % Changefrom June Var from Goal           Wait Time         80.1	Routine Ap	pt															80.1	R
Access Questior Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Mo. % Changefrom June Var from Goal  Same Day Call Orcas 21.4 28.0 34.0 31.8	-	•	86.4	88.3	86.0									$\wedge$	86.0	5.3	5.9	Or
Access Questior Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Mo. % Changefrom June Var from Goal  Same Day Call Orcas 21.4 28.0 34.0 31.8																		
Same Day Call	Access Question	Jul	Δυσ	Sen	Oct	Nov	Dec	lan	Feb	Mar	Anr	Mav	lun	Trend		% Changefrom June	Var from Goal	
Orcas         21.4         28.0         34.0         31.8         10.4         -48.3           Access Questior Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Mo.         Trend Mo.         % Changefrom June Var from Goal           After-Hours Call           Orcas         33.3         33.3         25.0         -8.3         -55.1           Access Questior Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Mo.         % Changefrom June Var from Goal           Wait Time			7.448			1101		74			7 4 7	,	70			/s change in sum sum s		S
Access Questior Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Mo. % Changefrom June Var from Goal  After-Hours Call Orcas 33.3 33.3 33.3 25.0 \ \ \ \ 25.0 \ \ \ 25.0 \ \ -8.3 \ \ -55.1  Access Questior Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Mo. % Changefrom June Var from Goal  Wait Time	-		28.0	34.0	31.8									<u></u>	31.8	10.4		Or
Access Questior Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Mo. % Changefrom June Var from Goal  After-Hours Call  Orcas 33.3 33.3 33.3 25.0 \$\frac{1}{25.0}\$ \$1	0.003				02.0									,	31.0	10.1	10.5	0.
After-Hours Call  Orcas 33.3 33.3 33.3 25.0	Access Question	Ind	Λιισ	Son	Oct	Nov	Doc	lan	Eah	Mar	Anr	May	lun	Trond		% Changefrom June	Var from Goal	
Access Question Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Cur. % Changefrom June Var from Goal  Wait Time  80.1			Aug	Зер	Oct	NOV	Dec	Jan	reb	IVIAI	Дрі	iviay	Juli	Heliu		% Changerrom June		Δ.
Access Question Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Cur. % Changefrom June Var from Goal  Wait Time  80.1			22.2	22.2	25.0									1	25.0	0.2		A
Access Question Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Trend Mo. % Changefrom June Var from Goal  Wait Time  80.1	Urcas	33.3	33.3	33.3	25.0									1	25.0	-8.3	-55.1	Or
Wait Time 80.1			_				_				_		_	L .		L		
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Mo.	% Changefrom June		
Orcas 81.5 74.0 69.1 70.2 70.2 70.2 -11.2 -9.9	Wait Time																	
	Orcas	81.5	74.0	69.1	70.2										70.2	-11.2	-9.9	Or

Orcas	120.0	116.1											/	116.1	-3.9	16.1
																<u> </u>
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goa
Visits			•							•					J	100.0
Orcas	120.5	106.0											\	106.0	-14.5	6.0
Orcus													`	100.0	14.5	0.0
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goa
Expense															0	100.0
Orcas		-												#VALUE!	#VALUE!	#VALUE!
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goa
Subsidy p	er Visi	it														100.0
Orcas														#VALUE!	#VALUE!	#VALUE!
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goa
Internal I	Referra														<b>U</b>	TBD
Orcas	60.1	60.3	57.7	46.32										46.32	-13.8	-53.7
0.000														10.02		50
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
<b>Urgent A</b>		7.4-6	ССР				-				,	-			/ Containing of the contrained	80.1
Orcas	70.8	87.5	92.9	79.3									$\wedge$	79.3	8.5	-0.8
Orcas	70.0	07.13	32.3	75.5									/	75.5	0.5	0.0
		_	_			_	_			_		_	l		l.,	
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Routine A	Appt															80.1
Orcas	80.6	91.4	92.9	77.8									$\wedge$	77.8	-2.9	-2.3
													ı			
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
Same Da	v Call															80.1
Orcas	21.4	36.4	40.9	26.3									$\wedge$	26.3	4.9	-53.8
													,			55.5
	Jul	۸	Sa-	0.04	Nex	Das	lo-	Eak	Mar	۸	Mari	lu-	Trand	Cur Mc	% Changefrom I	Var from C
After He		Aug	Sep	Oct	Nov	Dec	Jan	rep	iviar	Apr	May	Jun	Trend	Cui. IVIO.	% Changefrom June	Var from Goal
After-Ho													1			80.1
Orcas	33.3	0.0		20.0									1	0.0	-33.3	-80.1
													l			
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Changefrom June	Var from Goal
<b>Wait Tim</b>	e															80.1
Orcas	81.5	68.5	59.4	73.8									$\vee$	73.8	-7.7	-6.3