Stored Process for PLM Chemistry and Specialty Assays

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Author: Sterling, Bonnie

Chemistry and Specialty Assay Greater Than 60 Day and Escalated Complaints
Report.

Report Analyst - Bonnie Sterling

Date - 10April2019

Greater Than 60 Day Open and Monthly Escalated Complaints Report

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LD GREATER THAN 60 DAY AND ESCALATED COMPLAINTS TRENDING REPORT FOR PLM IMMUNOASSAYS
REPORT DATE: 10APR19
DATA LAST UPDATED:  10APR2019:07:30:00
DATA SOURCE BAS_DI HC_PRD_D_RDDL_SDTB_O_2_O_O_O_O_O_O SDTB_DM_CHA_3OO_PM
NOTE: ALL OPEN CLAIMS THAT ARE OPEN FOR GREATER THAN 60 DAYS AT EOM ARE COUNTED.
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LD PLM CHEMISTRY & SPECIALTY ASSAYS

CATEGORY : ASSAY

TARGETS FOR 2018 AND 2019

TARGET FOR ADVIA CHEMISTRY: 30

TARGET FOR DIMENSION : 30

TARGET FOR VISTA: 65

TARGET FOR SYVA : 10

TARGET FOR PLM : 135

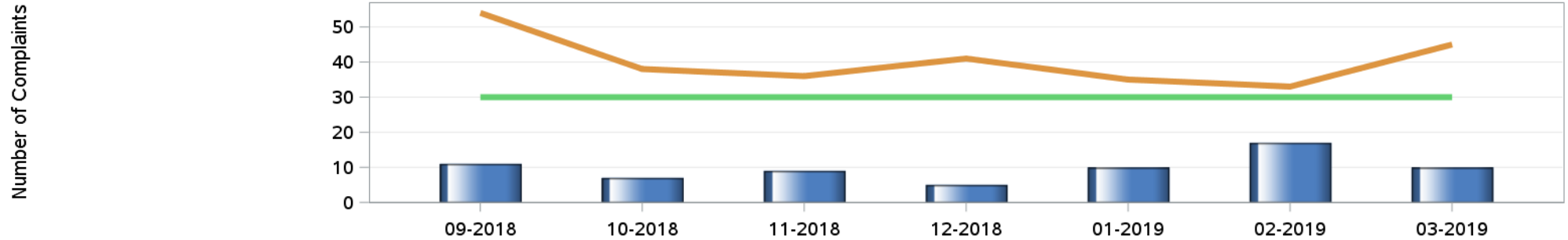GT 60 DAY VALUES EXCEEDING THE TARGET ARE HIGHLIGHTED AND IN BOLD RED

LD PLM Chemistry & Specialty Assays
PHT=ADVIA CHEMISTRY CATEGORY=ASSAYS
OPEN CLAIMS GT 60 DAYS

PHT_GROUP	TARGET MONTH	ADVIA_CHEMISTRY	ADVIA_CHEMISTRY_TARGET
LD PLM CHEMISTRY & SPECIALTY ASSAYS	SEP2018	11	30
LD PLM CHEMISTRY & SPECIALTY ASSAYS	OCT2018	7	30
LD PLM CHEMISTRY & SPECIALTY ASSAYS	NOV2018	9	30
LD PLM CHEMISTRY & SPECIALTY ASSAYS	DEC2018	5	30
LD PLM CHEMISTRY & SPECIALTY ASSAYS	JAN2019	10	30
LD PLM CHEMISTRY & SPECIALTY ASSAYS	FEB2019	17	30
LD PLM CHEMISTRY & SPECIALTY ASSAYS	MAR2019	10	30

LD PLM Chemistry & Specialty Assays
PHT=ADVIA CHEMISTRY CATEGORY=ASSAYS
PHT PLOT Overlay Plot of 1. Complaints by Month/Year, 2. Open Complaints GT 60 Days Old, and 3.GT 60 Day Target

Legend:
- Total Escalated Open > 60 Days
- Total Escalations By Month & Year
- Target

	09-2018	10-2018	11-2018	12-2018	01-2019	02-2019	03-2019
Total Open Complaint Escalations > 60 Days	11	7	9	5	10	17	10
Total LD Complaint Escalations	54	38	36	41	35	33	45
Target > 60 Days	30	30	30	30	30	30	30

LD PLM Chemistry & Specialty Assays
PHT=DIMENSION CATEGORY=ASSAYS
OPEN CLAIMS GT 60 DAYS

PHT_GROUP	TARGET MONTH	ADVIA_CHEMISTRY	ADVIA_CHEMISTRY_TARGET
LD PLM CHEMISTRY & SPECIALTY ASSAYS	SEP2018	23	30
LD PLM CHEMISTRY & SPECIALTY ASSAYS	OCT2018	35	30
LD PLM CHEMISTRY & SPECIALTY ASSAYS	NOV2018	45	30
LD PLM CHEMISTRY & SPECIALTY ASSAYS	DEC2018	26	30
LD PLM CHEMISTRY & SPECIALTY ASSAYS	JAN2019	9	30
LD PLM CHEMISTRY & SPECIALTY ASSAYS	FEB2019	7	30
LD PLM CHEMISTRY & SPECIALTY ASSAYS	MAR2019	12	30

LD PLM Chemistry & Specialty Assays
PHT=DIMENSION CATEGORY=ASSAYS
PHT PLOT Overlay Plot of 1. Complaints by Month/Year, 2. Open Complaints GT 60 Days Old, and 3.GT 60 Day Target

Legend:
- Total Escalated Open > 60 Days
- Total Escalations By Month & Year
- Target
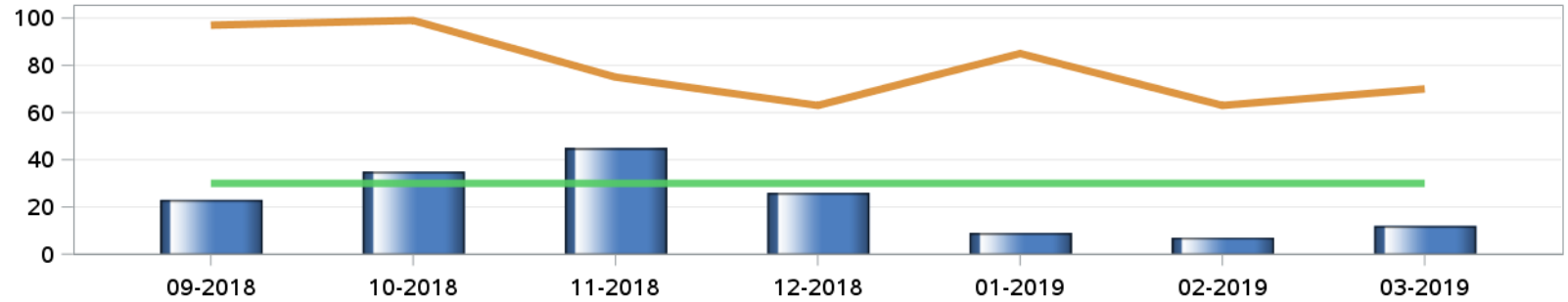
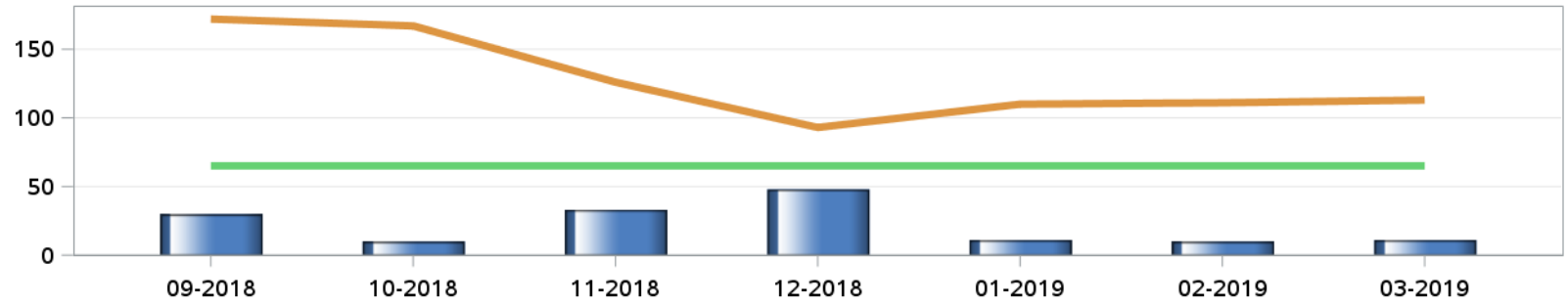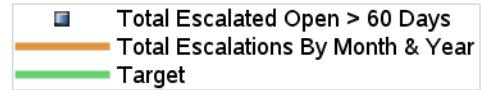|	09-2018	10-2018	11-2018	12-2018	01-2019	02-2019	03-2019
Total Open Complaint Escalations > 60 Days	23	35	45	26	9	7	12
Total LD Complaint Escalations	97	99	75	63	85	63	70
Target > 60 Days	30	30	30	30	30	30	30

LD PLM Chemistry & Specialty Assays
PHT=VISTA CATEGORY=ASSAYS
OPEN CLAIMS GT 60 DAYS

PHT_GROUP	TARGET MONTH	ADVIA_CHEMISTRY	ADVIA_CHEMISTRY_TARGET
LD PLM CHEMISTRY & SPECIALTY ASSAYS	SEP2018	30	65
LD PLM CHEMISTRY & SPECIALTY ASSAYS	OCT2018	10	65
LD PLM CHEMISTRY & SPECIALTY ASSAYS	NOV2018	33	65
LD PLM CHEMISTRY & SPECIALTY ASSAYS	DEC2018	48	65
LD PLM CHEMISTRY & SPECIALTY ASSAYS	JAN2019	11	65
LD PLM CHEMISTRY & SPECIALTY ASSAYS	FEB2019	10	65
LD PLM CHEMISTRY & SPECIALTY ASSAYS	MAR2019	11	65

LD PLM Chemistry & Specialty Assays
PHT=VISTA CATEGORY=ASSAYS
PHT PLOT Overlay Plot of 1. Complaints by Month/Year, 2. Open Complaints GT 60 Days Old, and 3.GT 60 Day Target

Legend:
- Total Escalated Open > 60 Days
- Total Escalations By Month & Year
- Target

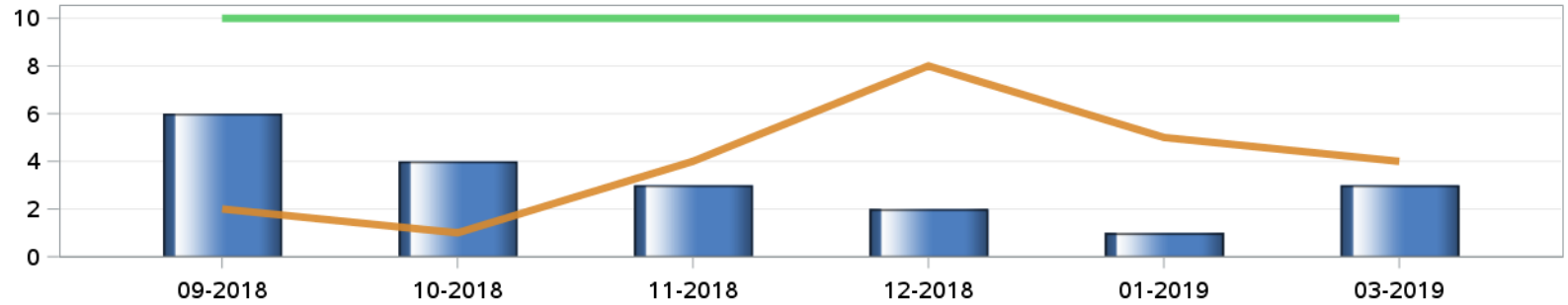|	09-2018	10-2018	11-2018	12-2018	01-2019	02-2019	03-2019
Total Open Complaint Escalations > 60 Days	30	10	33	48	11	10	11
Total LD Complaint Escalations	172	167	126	93	110	111	113
Target > 60 Days	65	65	65	65	65	65	65

LD PLM Chemistry & Specialty Assays
PHT=SYVA CATEGORY=ASSAYS
OPEN CLAIMS GT 60 DAYS

PHT_GROUP	TARGET MONTH	ADVIA_CHEMISTRY	ADVIA_CHEMISTRY_TARGET
LD PLM CHEMISTRY & SPECIALTY ASSAYS	SEP2018	6	10
LD PLM CHEMISTRY & SPECIALTY ASSAYS	OCT2018	4	10
LD PLM CHEMISTRY & SPECIALTY ASSAYS	NOV2018	3	10
LD PLM CHEMISTRY & SPECIALTY ASSAYS	DEC2018	2	10
LD PLM CHEMISTRY & SPECIALTY ASSAYS	JAN2019	1	10
LD PLM CHEMISTRY & SPECIALTY ASSAYS	FEB2019	2	10
LD PLM CHEMISTRY & SPECIALTY ASSAYS	MAR2019	3	10

LD PLM Chemistry & Specialty Assays
PHT=SYVA CATEGORY=ASSAYS
PHT PLOT Overlay Plot of 1. Complaints by Month/Year, 2. Open Complaints GT 60 Days Old, and 3.GT 60 Day Target

Legend:
- Total Escalated Open > 60 Days
- Total Escalations By Month & Year
- Target
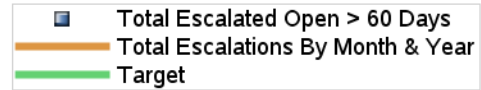
	09-2018	10-2018	11-2018	12-2018	01-2019	03-2019
Total Open Complaint Escalations > 60 Days	6	4	3	2	1	3
Total LD Complaint Escalations	2	1	4	8	5	4
Target > 60 Days	10	10	10	10	10	10

LD PLM Chemistry & Specialty Assays
PLM Plot Data. If Open Claims GT 60 Days Exceed Target Value Then They Appear In Bold and Red

Created_Month_Year	Total_LD_Complaint_Escalations	Tot_Open_GT_60_Days	Monthly_Target
09-2018	325	70	135
10-2018	305	56	135
11-2018	241	90	135
12-2018	205	81	135
01-2019	235	31	135
02-2019	207	36	135
03-2019	232	36	135

LD PLM Chemistry & Specialty Assays
PLM PLOT Overlay Plot of 1. Complaints by Month/Year, 2. Open Complaints GT 60 Days Old, and 3.GT 60 Day Target

Legend:
- Total Escalated Open > 60 Days
- Total Escalations By Month & Year
- Target

Number of Complaints
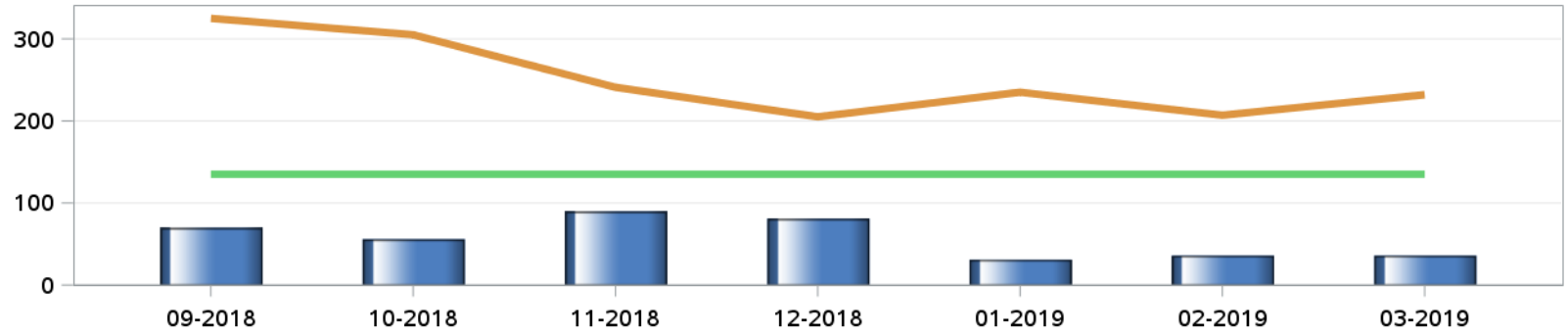
	09-2018	10-2018	11-2018	12-2018	01-2019	02-2019	03-2019
Total Open Complaint Escalations > 60 Days	70	56	90	81	31	36	36
Total LD Complaint Escalations	325	305	241	205	235	207	232
Target > 60 Days	135	135	135	135	135	135	135

SUMMARY BY OWNER PSI/PPI AND TARGET MONTH
OPEN CLAIMS GT 60 DAYS

ASSIGNED=DCU PHT=ADVIA CHEMISTRY SAFETY_CLASSIFICATION=PPI

ASSIGNED	PHT	SAFETY_CLASSIFICATION	TARGET_MONTH	COUNT
DCU	ADVIA CHEMISTRY	PPI	SEP2018	1
DCU	ADVIA CHEMISTRY	PPI	OCT2018	1
DCU	ADVIA CHEMISTRY	PPI	NOV2018	1
DCU	ADVIA CHEMISTRY	PPI	DEC2018	1
DCU	ADVIA CHEMISTRY	PPI	JAN2019	1
DCU	ADVIA CHEMISTRY	PPI	FEB2019	2
DCU	ADVIA CHEMISTRY	PPI	MAR2019	1

ASSIGNED=DCU PHT=ADVIA CHEMISTRY SAFETY_CLASSIFICATION=PSI

ASSIGNED	PHT	SAFETY_CLASSIFICATION	TARGET_MONTH	COUNT
DCU	ADVIA CHEMISTRY	PSI	SEP2018	6
DCU	ADVIA CHEMISTRY	PSI	OCT2018	3
DCU	ADVIA CHEMISTRY	PSI	NOV2018	5
DCU	ADVIA CHEMISTRY	PSI	DEC2018	4
DCU	ADVIA CHEMISTRY	PSI	JAN2019	5
DCU	ADVIA CHEMISTRY	PSI	FEB2019	5
DCU	ADVIA CHEMISTRY	PSI	MAR2019	4

ASSIGNED=DCU PHT=DIMENSION SAFETY_CLASSIFICATION=PPI

ASSIGNED	PHT	SAFETY_CLASSIFICATION	TARGET_MONTH	COUNT
DCU	DIMENSION	PPI	SEP2018	11
DCU	DIMENSION	PPI	OCT2018	15
DCU	DIMENSION	PPI	NOV2018	20
DCU	DIMENSION	PPI	DEC2018	8
DCU	DIMENSION	PPI	JAN2019	3
DCU	DIMENSION	PPI	FEB2019	3
DCU	DIMENSION	PPI	MAR2019	5

SUMMARY BY OWNER PSI/PPI AND TARGET MONTH
OPEN CLAIMS GT 60 DAYS

ASSIGNED=DCU PHT=DIMENSION SAFETY_CLASSIFICATION=PSI

ASSIGNED	PHT	SAFETY_CLASSIFICATION	TARGET_MONTH	COUNT
DCU	DIMENSION	PSI	SEP2018	9
DCU	DIMENSION	PSI	OCT2018	16
DCU	DIMENSION	PSI	NOV2018	14
DCU	DIMENSION	PSI	DEC2018	6
DCU	DIMENSION	PSI	JAN2019	4
DCU	DIMENSION	PSI	FEB2019	3
DCU	DIMENSION	PSI	MAR2019	2

ASSIGNED=DCU PHT=SYVA SAFETY_CLASSIFICATION=PPI

ASSIGNED	PHT	SAFETY_CLASSIFICATION	TARGET_MONTH	COUNT
DCU	SYVA	PPI	SEP2018	6
DCU	SYVA	PPI	OCT2018	4
DCU	SYVA	PPI	NOV2018	3
DCU	SYVA	PPI	DEC2018	2
DCU	SYVA	PPI	JAN2019	1

ASSIGNED=DCU PHT=VISTA SAFETY_CLASSIFICATION=PPI

ASSIGNED	PHT	SAFETY_CLASSIFICATION	TARGET_MONTH	COUNT
DCU	VISTA	PPI	SEP2018	3
DCU	VISTA	PPI	OCT2018	3
DCU	VISTA	PPI	NOV2018	22
DCU	VISTA	PPI	DEC2018	39
DCU	VISTA	PPI	JAN2019	5
DCU	VISTA	PPI	FEB2019	3
DCU	VISTA	PPI	MAR2019	4

SUMMARY BY OWNER PSI/PPI AND TARGET MONTH
OPEN CLAIMS GT 60 DAYS

ASSIGNED	PHT	SAFETY_CLASSIFICATION	TARGET_MONTH	COUNT
DCU	VISTA	PSI	SEP2018	21
DCU	VISTA	PSI	OCT2018	5
DCU	VISTA	PSI	NOV2018	10
DCU	VISTA	PSI	DEC2018	8
DCU	VISTA	PSI	JAN2019	3
DCU	VISTA	PSI	MAR2019	4

SUMMARY BY OWNER PSI/PPI AND TARGET MONTH
OPEN CLAIMS GT 60 DAYS

ASSIGNED=HSC PHT=ADVIA CHEMISTRY SAFETY_CLASSIFICATION=PPI

ASSIGNED	PHT	SAFETY_CLASSIFICATION	TARGET_MONTH	COUNT
HSC	ADVIA CHEMISTRY	PPI	SEP2018	4
HSC	ADVIA CHEMISTRY	PPI	OCT2018	3
HSC	ADVIA CHEMISTRY	PPI	NOV2018	3
HSC	ADVIA CHEMISTRY	PPI	JAN2019	4
HSC	ADVIA CHEMISTRY	PPI	FEB2019	10
HSC	ADVIA CHEMISTRY	PPI	MAR2019	5

ASSIGNED=HSC PHT=DIMENSION SAFETY_CLASSIFICATION=PPI

ASSIGNED	PHT	SAFETY_CLASSIFICATION	TARGET_MONTH	COUNT
HSC	DIMENSION	PPI	SEP2018	3
HSC	DIMENSION	PPI	OCT2018	4
HSC	DIMENSION	PPI	NOV2018	11
HSC	DIMENSION	PPI	DEC2018	12
HSC	DIMENSION	PPI	JAN2019	2
HSC	DIMENSION	PPI	FEB2019	1
HSC	DIMENSION	PPI	MAR2019	5

ASSIGNED=HSC PHT=SYVA SAFETY_CLASSIFICATION=PPI

ASSIGNED	PHT	SAFETY_CLASSIFICATION	TARGET_MONTH	COUNT
HSC	SYVA	PPI	FEB2019	2
HSC	SYVA	PPI	MAR2019	3

ASSIGNED=HSC PHT=VISTA SAFETY_CLASSIFICATION=PPI

ASSIGNED	PHT	SAFETY_CLASSIFICATION	TARGET_MONTH	COUNT
HSC	VISTA	PPI	SEP2018	6
HSC	VISTA	PPI	OCT2018	2
HSC	VISTA	PPI	NOV2018	1
HSC	VISTA	PPI	DEC2018	1
HSC	VISTA	PPI	JAN2019	3
HSC	VISTA	PPI	FEB2019	7
HSC	VISTA	PPI	MAR2019	3

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************************* END OF REPORT *******************************************

REPORT DATE: 10APR19

DATA LAST UPDATED:  10APR2019:07:30:00

DATA SOURCE BAS_DI HC_PRD_D_RDDL_SDTB_O_2_O_O_O_O_O_O SDTB_DM_CHA_3OO_PM

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