ED Dashboard

Background: A centralized ED dashboard that enables providers and staff to view the department as a whole, with key operational metrics.

Stakeholders: Physician-in-Chief; ED and HBS Department Chiefs; Department Directors and Managers; Chief Administrative Officer; and Associate Chief Administrative Officers.

BI Tool Used: Tableau

MOC
medical office controllers
Process
Data Repository and Analytics

ED Dashboard
ED Arrivals

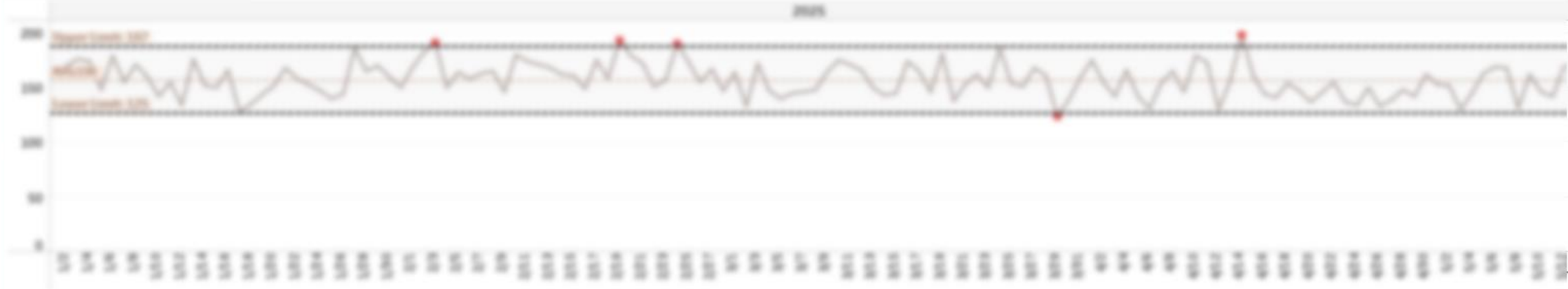
Available Data Range: 1/1/2019 - 6/12/2025
Data Source: HealthConnect
Data Refresh: Daily at 7 AM

- ED Arrivals
- ED Census
- ED Admission
- ED Bed Time
- ED Boarder
- ED LOS
- ED Discharge Order
- EPRP
- Staff Productivity

Filters
Year
Month

View by: Control Chart
Data Level: Day

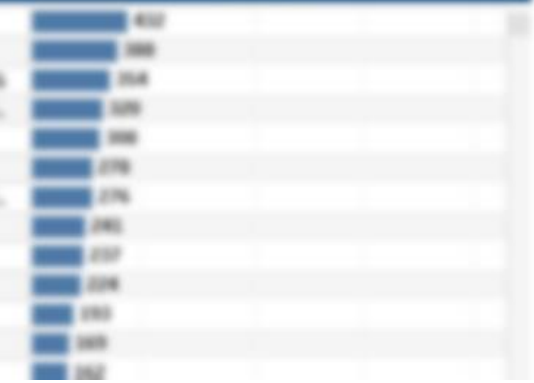
ED Arrivals by Day
Year: 2025 | Month: All | Acuity: All



Average Daily ED Arrivals by Hour of Day
Year: 2025 | Month: All | Acuity: All

Hour	Sun	Mon	Tue	Wed	Thu	Fri	Sat	AVG
0	3.3	2.6	3.5	3.1	3.7	3.1	3.2	3.2
1	3.2	3.1	2.4	2.5	2.4	2.8	3.1	2.8
2	2.2	2.8	2.9	2.9	2.6	2.8	2.8	2.6
3	2.7	2.7	2.3	2.4	2.5	2.9	2.8	2.6
4	2.3	2.6	2.6	2.4	2.7	1.8	2.8	2.5
5	3.1	2.6	2.4	2.5	2.1	2.8	2.7	2.6
6	2.7	3.2	3.2	3.2	2.9	3.1	3.3	3.1
7	8.6	5.1	8.1	8.8	8.7	3.8	8.7	8.6
8	6.9	7.9	7.4	7.4	7.7	6.5	6.4	6.9
9	7.2	9.3	9.6	8.9	9.0	7.8	7.8	8.6
10	9.8	11.5	9.1	9.8	10.4	10.9	9.2	10.0
11	10.5	12.6	10.6	11.6	10.3	9.0	8.5	10.4
12	9.2	10.9	9.8	8.9	10.4	9.3	9.1	9.6
13	8.6	10.5	10.4	9.9	10.1	10.6	8.6	9.8
14	7.7	10.3	8.4	8.7	7.7	9.1	8.9	8.7
15	9.8	10.6	9.7	9.2	9.1	9.2	7.2	9.1
16	7.5	9.9	9.8	9.5	8.3	8.1	8.8	8.8

Reasons for ED Visits
Year: 2025 | Month: All | Acuity: All



ED Arrival Volume by Age Group
Year: 2025 | Month: All | Acuity: All

MOC
medical office controllers
Finance
Efficiency, Responsiveness, and Accountability

ED Dashboard

ED Census

Available Data Range: 1/1/2025 - 6/24/2025

Data Source: HealthConnect

Data Refresh: Daily at 7 AM

- ED Arrivals
- ED Census
- ED Admission
- ED Bed Time
- ED Boarder
- ED LOS
- ED Discharge Order
- EPRP
- Staff Productivity

Filters

Year: 2025

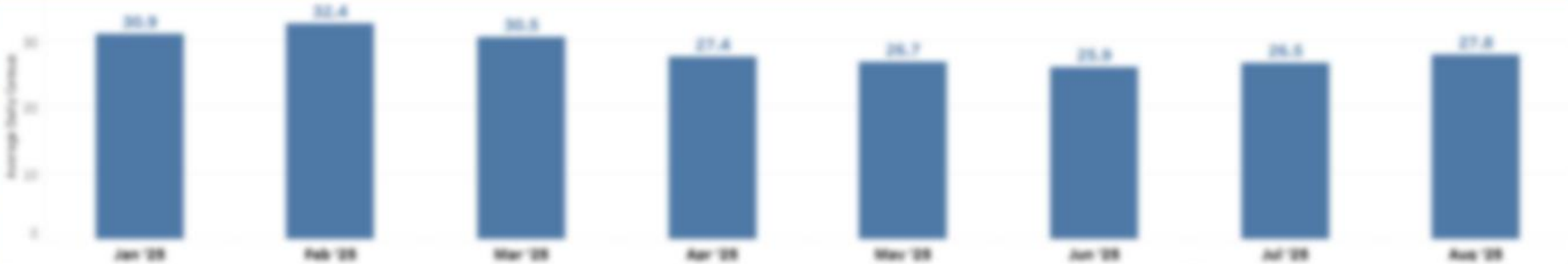
Month: (All)

Day of Week: (All)

Acuity Level: (All)

Average Daily Census by Month

Year: 2025 | Month: All | Day of Week: All | Acuity: All



ED Census by Hour of Day

Year: 2025 | Month: All | Acuity: All

Drilldown Available

Daily Patient Count

		0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
6/24/2025	Sun	16.2	15.4	14.9	14.5	14.6	12.8	12.0	13.0	16.1	21.1	28.2	32.4	32.3	31.4	31.2	30.7	28.9	28.8	29.2	26.6	22.7	21.4	19.1	18.0
6/25/2025	Sat	17.9	16.5	13.5	13.8	11.9	9.3	9.4	13.9	20.6	27.3	28.3	30.3	28.3	30.1	33.4	35.5	30.0	28.1	22.1	23.3	21.3	22.2	18.9	16.1
6/26/2025	Fri	34.0	29.6	26.9	23.6	19.6	20.3	20.3	26.2	31.2	38.9	40.7	42.3	37.2	31.4	34.3	34.7	37.5	36.9	35.0	36.2	40.2	30.2	27.2	23.4
6/25/2025	Thu	25.6	25.4	16.3	11.7	12.9	13.4	13.4	15.7	19.4	24.2	29.0	36.1	42.7	42.9	45.9	44.0	45.0	48.9	50.0	48.2	52.1	50.6	48.3	41.8
6/25/2025	Wed	16.7	11.8	12.7	13.8	15.1	13.0	9.5	13.2	17.9	23.4	29.7	36.9	46.8	49.2	46.1	47.8	47.8	47.2	47.7	42.6	39.2	36.3	37.5	31.3
6/24/2025	Tue	16.1	11.3	9.8	8.7	9.0	9.2	8.2	9.2	13.1	22.4	24.2	32.7	23.9	22.3	21.7	22.4	25.1	29.5	33.6	36.5	34.5	29.4	29.0	21.7
6/16/2025	Mon	19.3	16.9	14.5	16.4	12.1	13.1	16.3	23.9	14.5	16.1	24.5	31.9	38.8	42.2	46.3	41.8	40.9	33.9	34.4	33.5	32.3	25.5	22.6	18.7
6/23/2025	Sun	24.7	25.9	17.9	17.2	14.2	13.3	13.6	12.9	15.7	19.9	27.9	36.3	40.7	39.6	39.8	36.5	32.2	35.2	24.5	19.9	17.2	19.9	20.5	20.1
6/16/2025	Sat	29.8	22.5	20.1	17.1	16.2	14.8	14.4	16.7	22.5	22.1	24.9	22.5	27.7	31.6	33.1	34.1	34.6	31.9	30.2	27.5	25.5	21.7	25.6	28.4
6/26/2025	Fri	25.3	22.8	17.5	13.6	11.2	10.2	12.3	13.9	22.1	28.6	32.7	35.6	36.4	38.6	42.9	41.7	37.9	44.7	44.9	44.7	40.2	44.6	42.5	38.5
6/24/2025	Thu	19.1	19.2	17.8	15.1	14.5	14.0	14.8	14.5	16.2	24.4	37.5	42.9	47.5	40.1	39.2	40.4	36.6	34.7	34.1	37.5	39.6	35.2	29.4	25.6
6/23/2025	Wed	25.1	21.7	16.4	15.2	15.3	13.6	13.4	14.3	19.3	30.1	39.4	36.8	40.3	48.8	49.8	48.2	50.8	48.5	47.9	40.5	36.5	33.4	30.6	25.9
6/12/2025	Tue	23.8	21.4	18.8	15.7	12.5	12.7	13.5	11.3	17.5	25.6	30.2	35.4	46.3	47.4	46.1	43.1	46.0	40.3	43.2	44.2	39.2	36.7	33.0	26.4
6/11/2025	Mon	21.2	19.7	18.9	19.6	19.7	19.7	19.8	21.9	22.7	28.8	35.2	40.8	48.5	52.7	52.7	46.3	46.1	41.8	40.7	35.5	34.6	35.6	31.8	28.0
6/16/2025	Sun	25.7	17.9	19.4	16.7	19.9	21.1	22.1	23.9	25.8	25.5	34.3	33.6	26.2	28.4	29.5	24.2	21.3	18.4	19.4	24.9	26.5	25.3	25.3	20.4
6/9/2025	Sat	17.5	12.4	10.7	9.1	8.9	9.1	9.9	12.5	18.3	17.5	13.4	17.4	23.0	27.9	28.3	28.2	29.8	27.8	25.2	22.3	21.2	23.7	23.0	24.7
6/9/2025	Fri	28.3	22.6	15.2	11.1	8.4	6.9	8.4	7.4	7.8	15.3	23.2	28.5	24.3	28.4	33.7	35.7	35.2	23.8	23.9	23.6	23.6	21.7	20.9	18.6
6/12/2025	Thu	25.5	24.2	18.8	15.1	14.4	13.1	9.8	9.4	13.4	23.7	32.1	38.3	46.3	48.8	41.3	42.1	41.2	41.8	42.7	44.3	40.8	37.9	34.8	33.8

ED Census by Hour of Day (Grouped)

Year: 2025 | Month: All | Acuity: All

		0000 - 0359	0400 - 0759	0800 - 1159	1200 - 1559	1600 - 1959	2000 - 2359
6/24/2025	Sun	16.9	13.6	30.6	31.1	25.1	21.1
6/25/2025	Sat	16.9	11.6	30.3	32.2	22.1	16.9
6/26/2025	Fri	27.6	20.3	36.1	36.1	31.7	23.4
6/25/2025	Thu	17.3	13.5	40.5	46.9	37.6	27.6
6/25/2025	Wed	16.7	13.5	46.4	47.2	28.5	20.5
6/24/2025	Tue	13.5	9.0	25.1	23.1	23.4	19.4
6/16/2025	Mon	16.3	15.1	38.6	42.2	32.9	22.9
6/23/2025	Sun	24.9	15.1	33.9	35.1	20.1	20.1
6/16/2025	Sat	19.5	15.5	30.7	34.3	25.6	26.4
6/26/2025	Fri	17.9	12.2	40.2	44.6	42.5	34.6
6/24/2025	Thu	18.8	14.5	39.4	47.5	27.5	25.6
6/23/2025	Wed	19.3	14.3	46.2	49.8	28.7	25.9
6/12/2025	Tue	19.4	12.7	40.7	46.3	30.4	26.4
6/11/2025	Mon	19.4	19.8	46.2	52.7	28.0	28.0
6/16/2025	Sun	23.6	21.5	25.9	26.2	22.9	22.9
6/9/2025	Sat	12.2	9.1	26.0	28.3	18.7	18.7
6/9/2025	Fri	12.9	7.8	28.0	35.7	21.9	21.9
6/12/2025	Thu	19.4	13.1	40.9	46.3	30.1	30.1

MOC
medical office controllers
Fresno
Data Reporting and Analytics

ED Dashboard
ED Admission

Available Date Range: 1/1/2019 - 8/24/2025

Data Source: HealthConnect

Data Refresh: Daily at 7 AM

- ED Arrivals
- ED Census
- ED Admission
- ED Bed Time
- ED Boarder
- ED LOS
- ED Discharge Order
- EPRP
- Staff Productivity

Filters

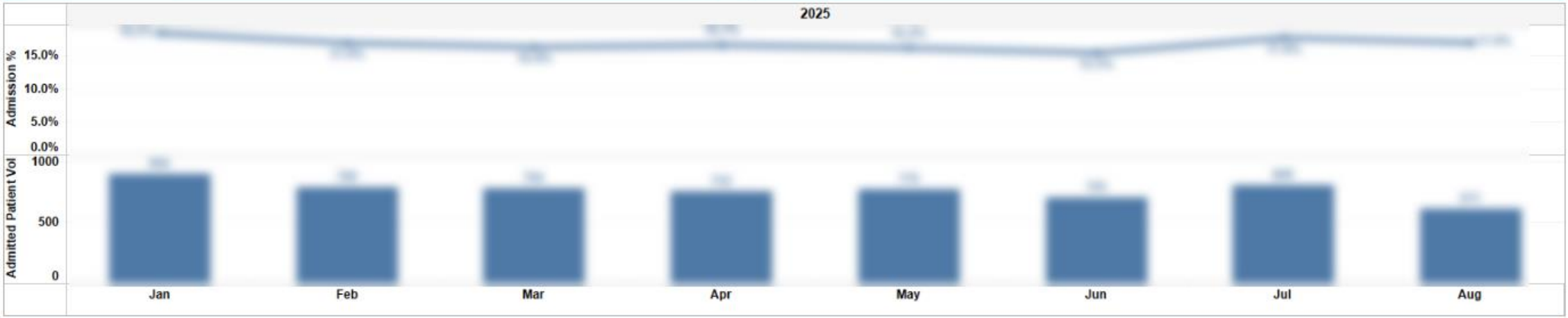
Year: 2025

Month: (All)

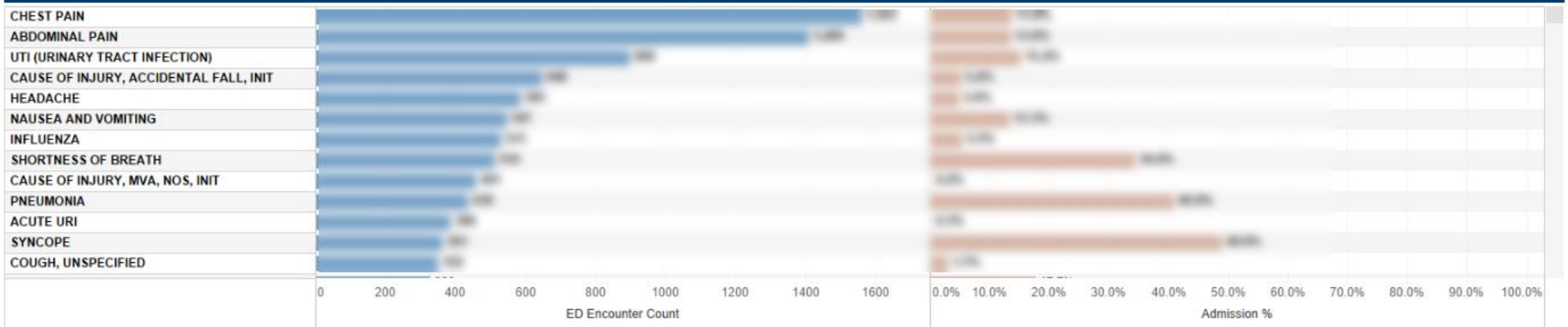
Acuity: (All)

Date Level: Month

ED Admission % by Day
Year:2025 | Month:All | Acuity: All



Admission % by Principal Dx
Year:2025 | Month: All | Acuity: All



MOC
medical office controllers
Finance
Data Repository and Analytics

ED Dashboard

ED Bed Time

Available Data Range: 1/1/2019 - 8/24/2025

Data Source: HealthConnect

Data Refresh: Daily at 7 AM

- ED Arrivals
- ED Census
- ED Admission
- ED Bed Time
- ED Boarder
- ED LOS
- ED Discharge Order
- EPRP
- Staff Productivity

Filters

Year: 2025

Month: August

Acuity: (All)

Average or Median: Average

Average Time Spent in an ED Bed by Acuity (HH:MM)

Year: 2025 | Month: August | Acuity: All

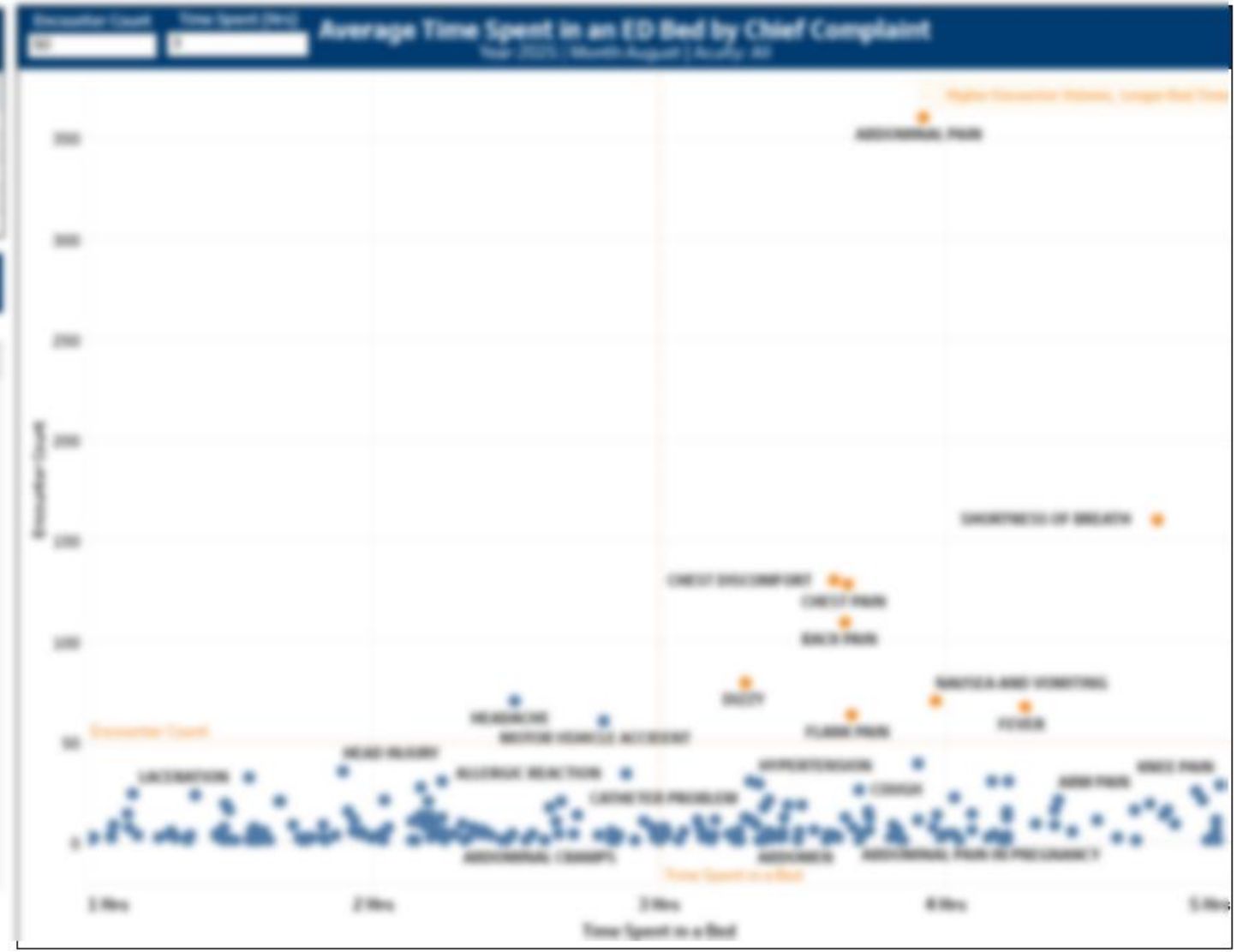
Acuity Level	Time Spent in a Bed (Hrs)
1-Resuscitative	6:16
2-Emergent	5:56
3-Urgent	3:44
4-Non-Urgent	1:02
5-Minor	0:18

Average Time Spent in an ED Bed by Chief Complaint (HH:MM)

Year: 2025 | Month: August | Acuity: All

Average Time Spent in an ED Bed by Chief Complaint

Year: 2025 | Month: August | Acuity: All



MOC
medical office controllers
Fresno
Data Reporting and Analytics

ED Dashboard
ED Boarder

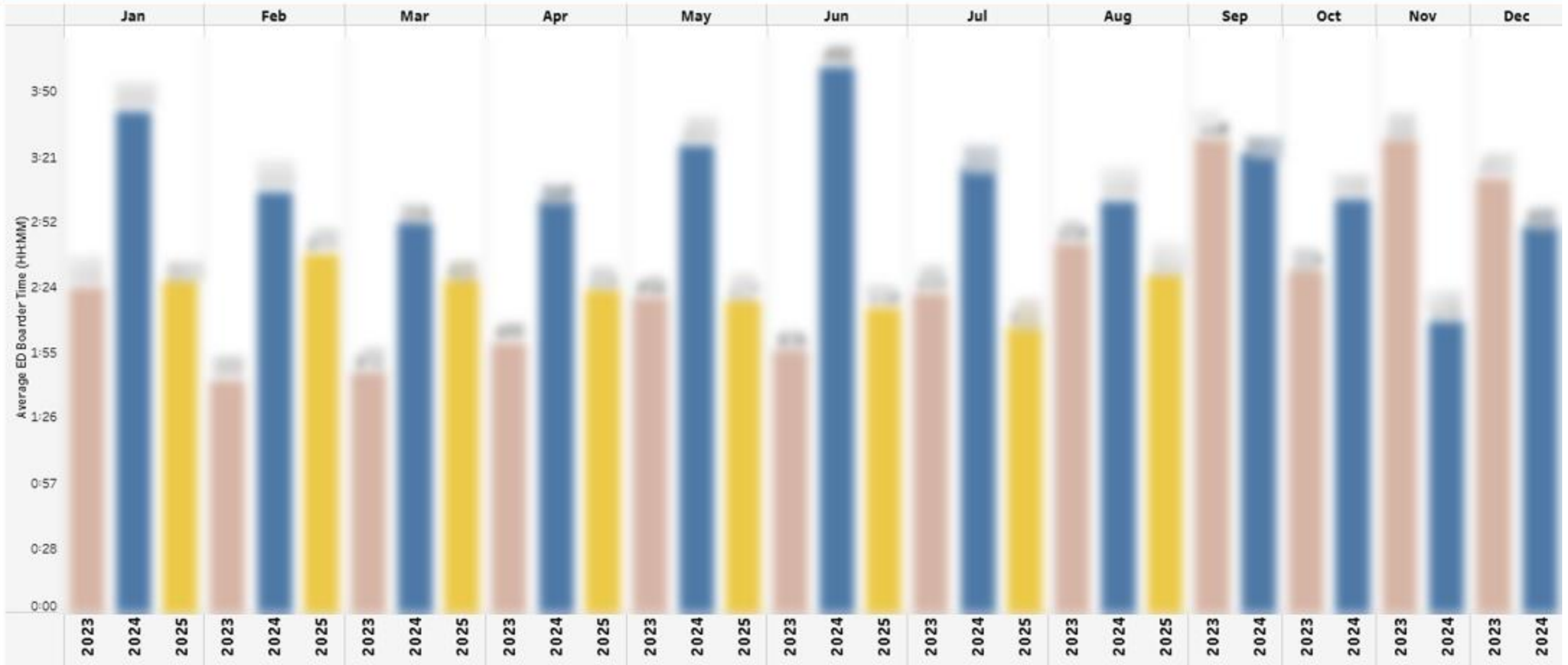
Available Date Range: 1/1/2023 - 8/24/2025
Data Source: HealthConnect
Data Refresh: Daily at 7 AM

- ED Arrivals
- ED Census
- ED Admission
- ED Bed Time
- ED Boarder
- ED LOS
- ED Discharge Order
- EPRP
- Staff Productivity

Metric: Avg ED Boarder Time

Avg ED Boarder Time

Total Boarder Hours



MOC
medical office controllers
Fresno
Data Reporting and Analytics

ED Dashboard
ED LOS

Available Date Range: 1/1/2019 - 8/24/2025

Data Source: HealthConnect

Data Refresh: Daily at 7 AM

- ED Arrivals
- ED Census
- ED Admission
- ED Bed Time
- ED Boarder
- ED LOS
- ED Discharge Order
- EPRP
- Staff Productivity

Filters

Year: 2025

Month: (All)

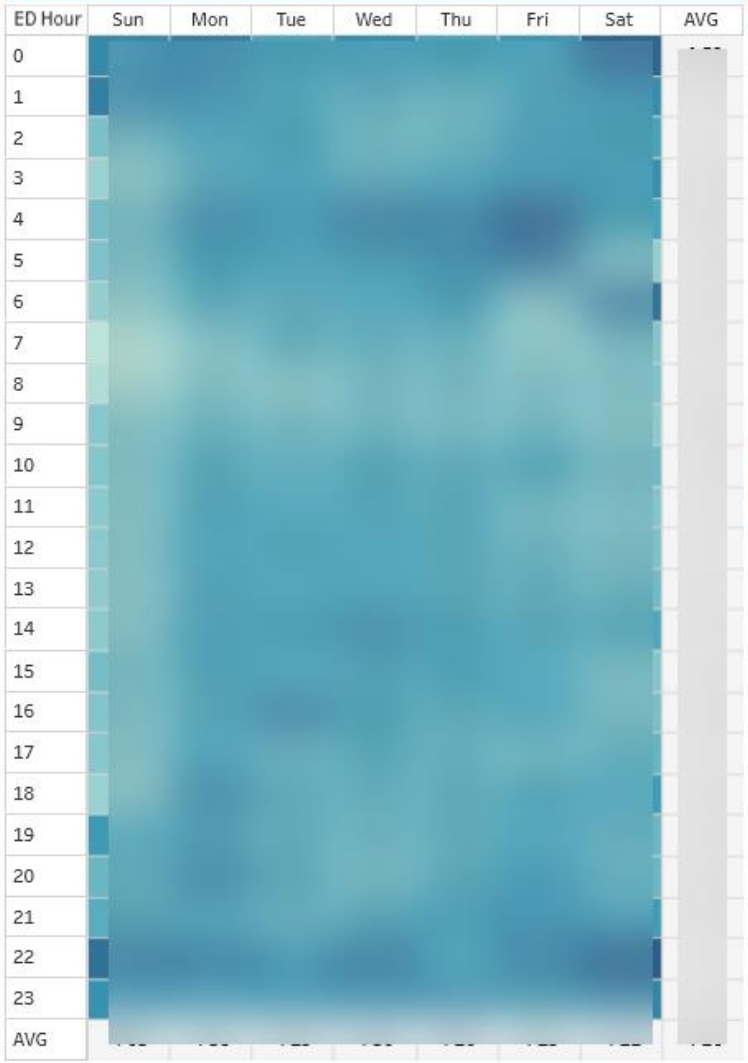
Acuity: (All)

ED Disposition: (All)

Average Length of Stay by Arrival Hour of Day (HH:MM)

Drilldown Available

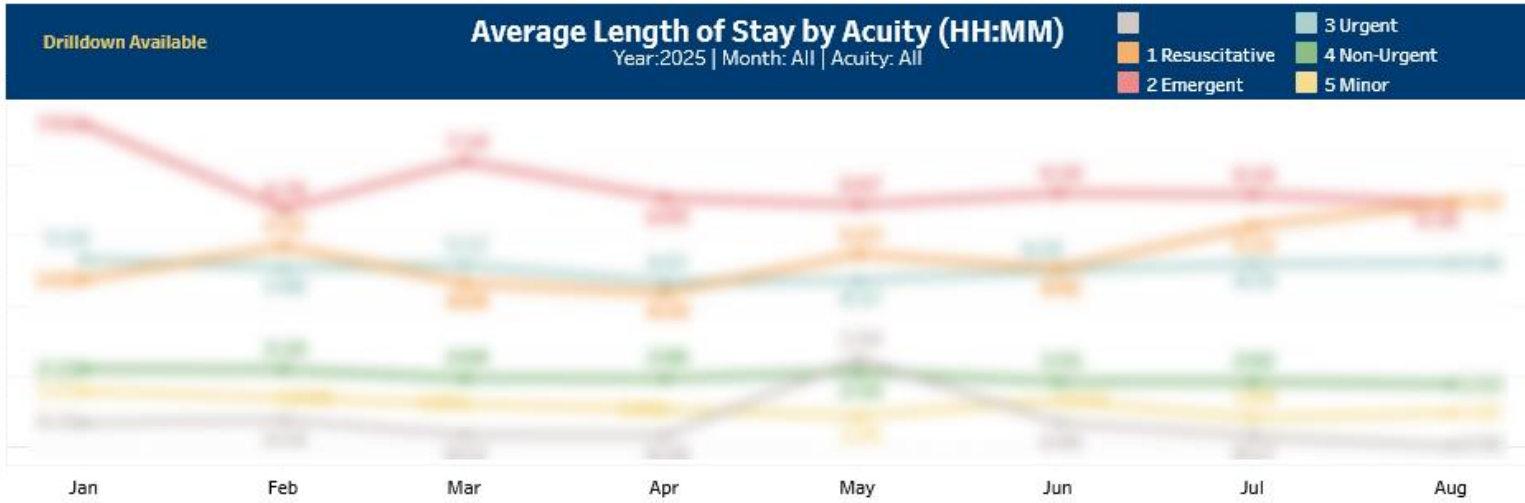
Year:2025 | Month: All | Acuity: All



Average Length of Stay by Acuity (HH:MM)

Drilldown Available

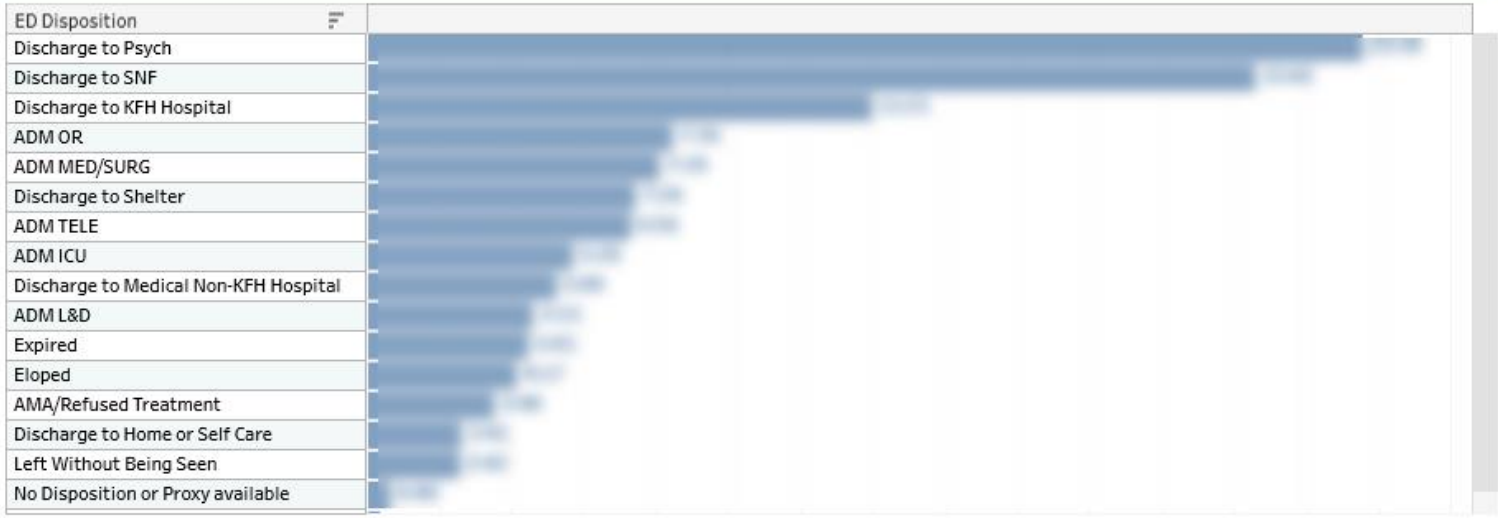
Year:2025 | Month: All | Acuity: All



Average Length of Stay by ED Disposition

Drilldown Available

Year:2025 | Month: All | Acuity: All



MOC
medical office controllers
Fresno
Data Reporting and Analytics

ED Dashboard
ED Discharge Order

Available Date Range: 1/1/2019 - 8/24/2025

Data Source: HealthConnect

Data Refresh: Daily at 7 AM

ED Arrivals
ED Census
ED Admission
ED Bed Time
ED Boarder
ED LOS
ED Discharge Order
EPRP
Staff Productivity

Filters

Average or Median
Average

Acuity
(All)

ED Discharge Order | LWBS/Eloped/AMA

Drilldown Available

Average Time (HH:MM) Between Discharge Order and ED Departure
Acuity: All

ED Disposition	Jan '24	Feb '24	Mar '24	Apr '24	May '24	Jun '24	Jul '24	Aug '24	Sep '24	Oct '24	Nov '24	Dec '24	Jan '25	Feb '25	Mar '25	Apr '25	May '25	Jun '25	Jul '25	Aug '25
Discharge to Home or Self Care																				
Discharge to KFH Hospital																				
Discharge to Medical Non-KFH Hospital																				
Discharge to Psych																				
Discharge to Shelter																				
Discharge to SNF																				
Dismiss to L&D for Assessment																				
AMA/Refused Treatment																				
Eloped																				
Left Without Being Seen																				
No Disposition or Proxy available																				

ED Dashboard

EPEP

ED Arrivals

ED Census

ED Admission

ED Bed Time

ED Boarder

ED LOS

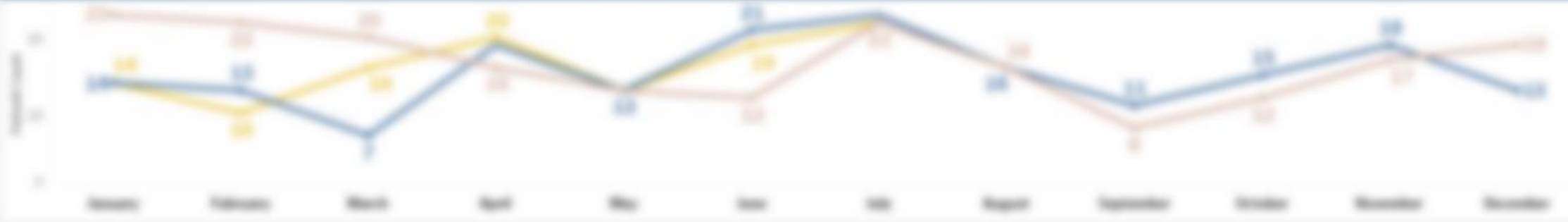
ED Discharge Order

EPEP

Staff Productivity

EPEP Volume (report)

EPEP patients who were transferred back to AP FED



Volume of LWBS, AMA, and Eloped Patients Visiting Another Hospital

Volume of LWBS, AMA, and Eloped Patients Visiting Another Hospital

LWBS, AMA, and Eloped Patients Visiting Another Hospital - MRN Level Details

MRN	ED Arrival Date/Time	Left ED Date/Time	Acuity Level	Visit Reason	ED Disposition	EPEP Visit Physician Date	Non-AP/I Name
Grand Total							
1280717	1/16/2024	1/16/2024 4:17:00 PM	3-Urgent	4043071	Eloped	1/16/2024 5:11:00 PM	ST NOBEL MEDICAL CEN
1015148	5/2/2024	5/2/2024 9:32:00 AM	2-Emergent	ABDOMINAL PAIN	Left Without Being Seen	5/2/2024 9:49:00 AM	CHRISTIANA MEDICAL
1046356	6/7/2024	6/7/2024 10:00:00 PM	3-Urgent	SHORTNESS OF B	Eloped	6/7/2024 10:11:00 PM	CENTRAL EMERGENCY MED
1035538	6/11/2024	6/11/2024 9:50:00 PM	3-Urgent	NAUSEA AND VO	Eloped	6/11/2024 9:53:00 PM	WILLIS KNIGHTON MED
1065916	7/16/2024	7/16/2024 1:09:00 PM	3-Urgent	CHEST PAIN	Eloped	7/16/2024 1:41:00 PM	ST NOBEL MEDICAL CEN
1046963	8/30/2024	8/30/2024 7:14:00 PM	4-Non-Urgent	SHORTNESS OF B	Left Without Being Seen	8/30/2024 9:47:00 PM	WILLIS KNIGHTON MED
1035958	9/26/2024	9/26/2024 9:30:00 AM	4-Non-Urgent	PAIN	Left Without Being Seen	9/26/2024 10:11:00 AM	WILLIS KNIGHTON MED
1062306	7/16/2024	7/16/2024 9:40:00 AM	5-Minor	SORE THROAT/COU	Left Without Being Seen	7/16/2024 9:53:00 AM	WILLIS KNIGHTON MED
1053760	8/12/2024	8/12/2024 9:48:00 PM	3-Urgent	TEST RESULTS	Left Without Being Seen	8/12/2024 9:49:00 PM	CENTRAL EMERGENCY MED
1053382	5/3/2024	5/3/2024 12:51:00 PM	3-Urgent	NAUSEA AND VO	Eloped	5/3/2024 9:49:00 PM	WILLIS KNIGHTON MED
1072824	10/27/2024	10/27/2024 9:49:00 AM	3-Urgent	ABDOMINAL PAIN/BACK	AMA/Refused Treatment	10/27/2024 11:28:00 AM	WILLIS KNIGHTON MED
1012467	5/1/2024	5/1/2024 9:39:00 AM		HEMATOMA	Left Without Being Seen	5/1/2024 9:50:00 AM	WILLIS KNIGHTON MED
1045365	6/21/2024	6/21/2024 9:49:00 AM	2-Emergent	NAUSEA AND VO	AMA/Refused Treatment	6/21/2024 11:13:00 AM	WILLIS KNIGHTON MED

MOC
medical office controllers
Fresno
Data Reporting and Analytics

ED Dashboard
Staff Productivity

Available Date Range: 12/15/2024 (PP1) - 7/12/2025 (PP15)

Data Source: HealthConnect

Data Refresh: Every Month on the 15th at 10 AM

ED Arrivals
ED Census
ED Admission
ED Bed Time
ED Boarder
ED LOS
ED Discharge Order
EPRP
Staff Productivity

Filters

Month
(All)

Staff Productivity: NPs and PAs

Year	Month	Pay Period Number	Employee	Account Name	# of Pts Seen	Hrs Worked (REG+OT)	# Patient Seen per Hour

PCP Quality Performance Dashboard

Background: A centralized quality performance dashboard to monitor PCP performance and support patient outreach efforts to meet quality goals.

Stakeholders: Physician-in-Chief; AFM Department Chief; Department Directors and Managers; Chief Administrative Officer; and Associate Chief Administrative Officers.

BI Tool Used: Tableau

MOC
medical office controllers
Fresno
Data Reporting and Analytics

FRS PCP Quality Performance Dashboard

Data As of: 8/22/2025

Dashboard Updated on: 8/25/2025 7:57:04 AM

Download

Highlight

Current Authmy Non-Compliant MRN List

PCP Name	Days	MRN	Patient Name	Status Name															

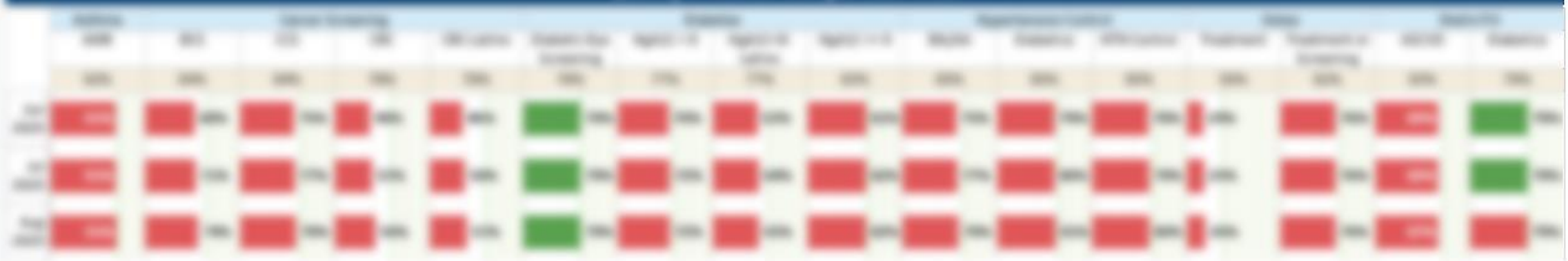
FRS PCP Quality Performance Dashboard

- PCP Overview
- Quality Year to Year
- Facility Overview
- PCP By Metrics
- Quality Trends

Out of 16 Metrics are ahead or the same compared to the same month last year

Quality Year over Year (YoY) View

Quality 3 Month Comparison View



MOC
medical office controllers
Fresno
Data Reporting and Analytics

FRS PCP Quality Performance Dashboard

Data As of: 8/22/2025

Dashboard Updated on: 8/25/2025 7:57:04 AM

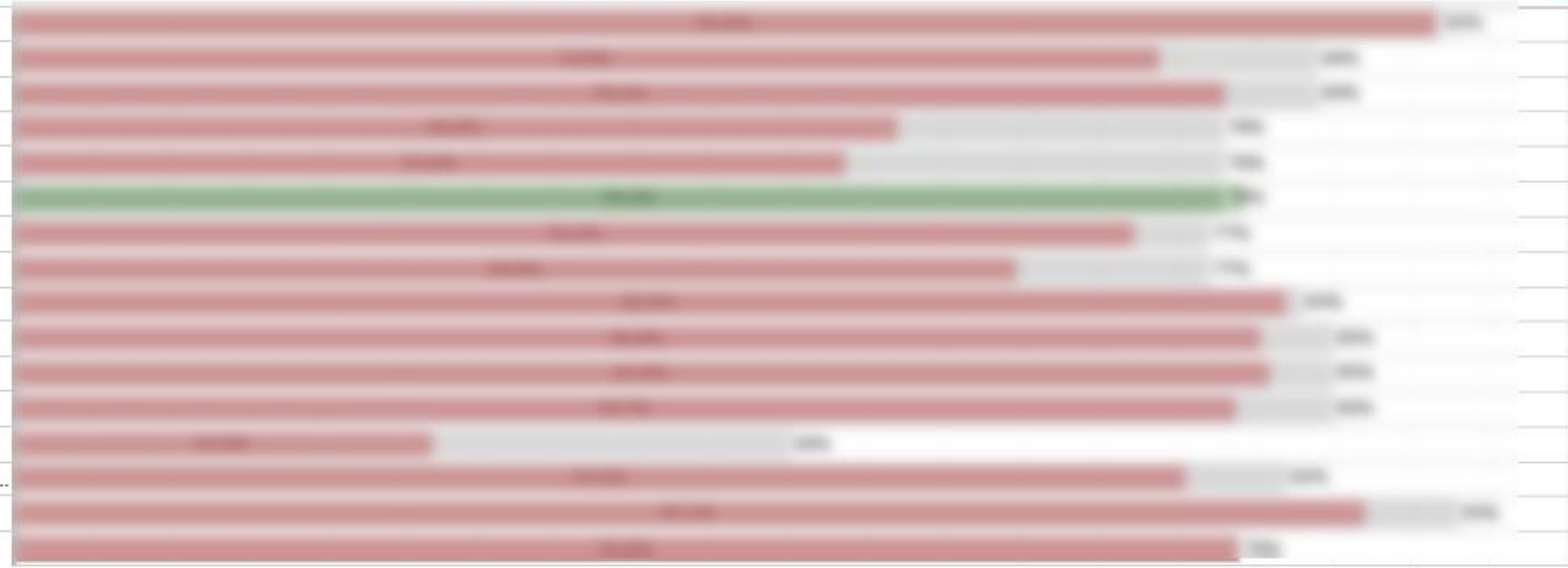
- PCP Overview
- Goals Year to Year
- Facility Overview
- PCP By Metrics
- Goals Trends

Quality Compliance Rates by Facility
Data as of:8/15/2025

	AMR	BCS	CCS	CRC	CRC-Latino	Diabetic Eye Screening	HgA1C < 8	HgA1C<8-Latino	HgA1C <= 9	HTN Control	Diabetics	Blk/AA	Treatment	Treatment or Screening	ASCVD	Diabetics
Overall																
CLO																
FRS																
OKH																
SEL																

Quality Compliance Details
Data as of: 8/15/2025

Asthma	Asthma AMR
Cancer Screening	BCS
	CCS
	CRC
	CRC-Latino
Diabetes	Diabetic Eye Screening
	HgA1C < 8
	HgA1C < 8-Latino
	HgA1C <= 9
Hypertension	HTN Control
	HTN Control (Diabetics)
	HTN Control Blk/AA
Osteo	Osteoporosis Treatment
	Osteoporosis Treatment or Screenin..
Statin	Statin Fill (ASCVD)
	Statin Fill (Diabetics)



FRS PCP Quality Performance Dashboard

medical office controllers
Fresno
Data Reporting and Analytics

Data Refresh -
Cognos Quality Performance: Every Friday
Non-Compliant MRN List: Daily

PCP Overview
Goals Year to Year
Facility Overview
PCP By Metrics
Goals Trends

Filters

Metric Name: Asthma AMR

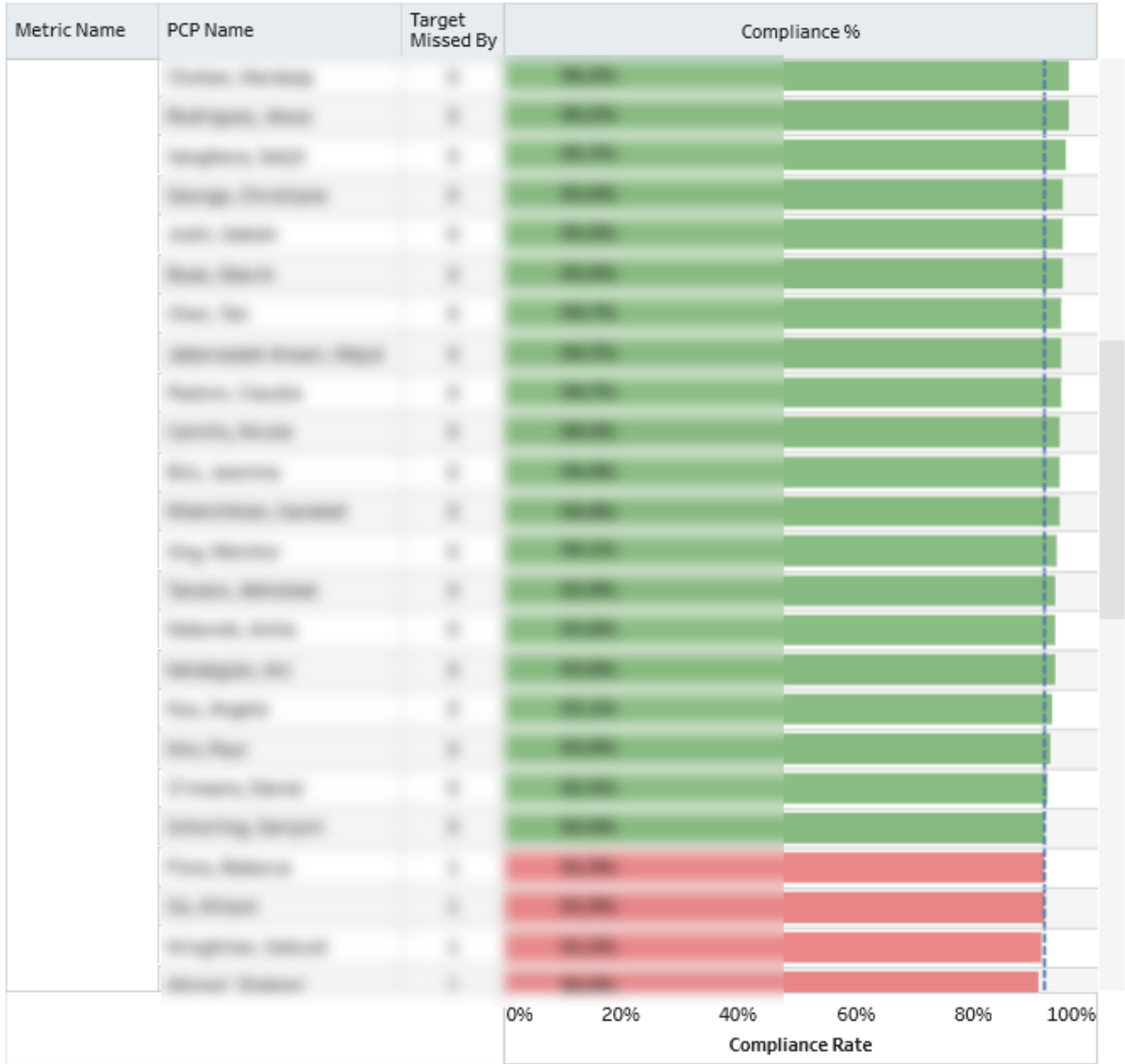
Facility: (All)

Target Missed By: 0 – 7

Target Met
Target Not Met

PCP by Compliance Rate

Metric Name: Asthma AMR | Facility: All | Selected Date: 8/15/2025



MOC
medical office controllers
Fresno
Data Reporting and Analytics

FRS PCP Quality Performance Dashboard

Data As of: 8/22/2025

Dashboard Updated on: 8/25/2025 7:57:04 AM

PCP Overview
Goals Year to Year
Facility Overview
PCP By Metrics
Goals Trends

Drill Up

% Targets Met

Al Saghbini, Samer
(4/ 14)

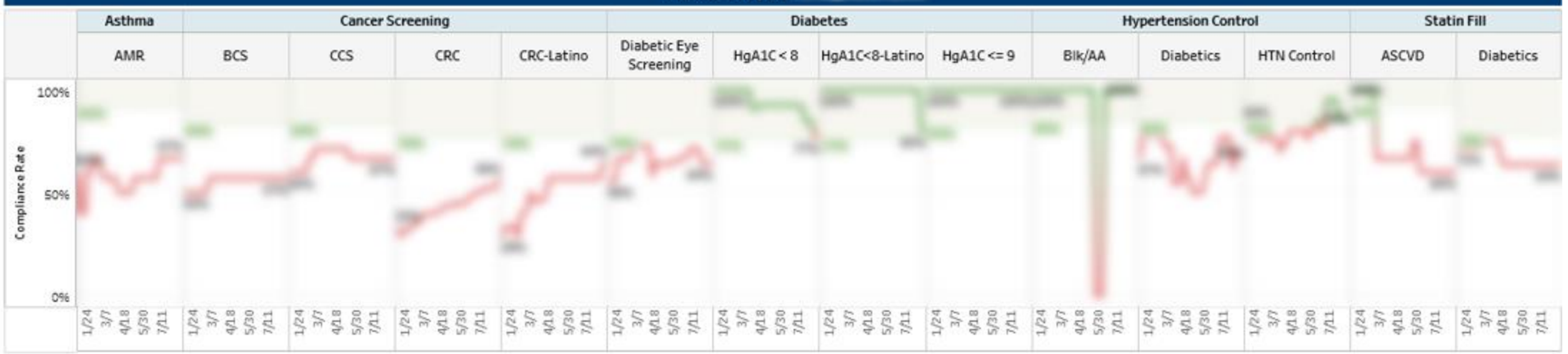
Quality Compliance Details

Data As o | Facility: FRS | PCP:

PCP Name	Metric Name	Target	Target Missed By	Compliance Rate	Target Met
	Asthma AMR				
	BCS				
	CCS				
	CRC				
	CRC-Latino				
	Diabetic Eye Screening				
	HgA1C < 8				
	HgA1C < 8-Latino				
	HgA1C <= 9				
	HTN Control				
	HTN Control (Diabetics)				
	HTN Control Blk/AA				
	Osteoporosis Treatment				
	Osteoporosis Treatment..				
	Statin Fill (ASCVD)				
	Statin Fill (Diabetics)				

YTD Quality Compliance Rates Weekly Trend

Facility: FRS | PCF



CareXM Mental Health Trainee Dashboard

Background: A Mental Health Trainee Care Experience dashboard that enables hospital leadership to monitor performance and use the results for coaching purposes.

Stakeholders: Regional Leadership Team for Mental Health

BI Tool Used: Tableau

Mental Health Trainee CareXM Dashboard

Overview

Reporting Period

Medical Center | Clinician Name | Resource ID | Survey Response Count

Clinician Composite Score

BASHOURA, DINA
80.5
(33/41)

Clinician Composite Score Distribution

CareXM Score Overview

Metric	Year Score	MD Score	PM Score	Year Score vs. MD Score	Year Score vs. PM Score
Clinician Compassion	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Clinician Explaining	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Clinician Familiarity Medic	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Clinician Involving Decisions	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Clinician Listening	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Clinician Time	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

CareXM Score by Encounter Type

	[illegible]	[illegible]	[illegible]
Clinician Compassion	[illegible]	[illegible]	[illegible]
Clinician Explaining	[illegible]	[illegible]	[illegible]
Clinician Familiarity Medic	[illegible]	[illegible]	[illegible]
Clinician Involving Decisions	[illegible]	[illegible]	[illegible]
Clinician Listening	[illegible]	[illegible]	[illegible]
Clinician Time	[illegible]	[illegible]	[illegible]

Mental Health Trainee CareXM Dashboard

Trend

Available Data: Jan 2024 - Jun 2025

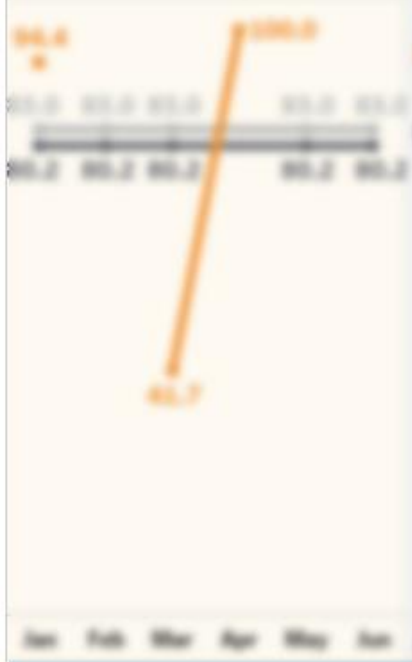
Refresh Schedule: Last Day of Every Month at 2 PM

Medical Center: OAK || Clinician Name: BASHOURA, DINA || Resource ID: 90023005 || Survey Response Count: 7

Data Level: Month

CareXM Score Trend

Clinician Composite



CareXM Score Trend by Metric

Clinician Compassion

Clinician Explaining

Clinician Familiarity Medhx

Clinician Involving Decisions

Clinician Listening

Clinician Time

Your CareXM Score Details

	Clinician Composite	Clinician Compassion	Clinician Explaining	Clinician Familiarity Medhx	Clinician Involving Decisions	Clinician Listening	Clinician Time
January	94.4 (1/1/24)	100.0 (1/1)	100.0 (1/1)	42.7 (1/1)	100.0 (1/1)	100.0 (1/1)	100.0 (1/1)
March	80.2 (3/1/25) 42.2 ▼	85.4 (3/1) 50.0 ▼	79.0 (3/1) 50.0 ▼	67.7 (3/1) 0.0 ▼	79.4 (3/1) 50.0 ▼	86.0 (3/1) 50.0 ▼	62.9 (3/1) 50.0 ▼
April	80.2 (4/1/25) 50.0 ▲	85.4 (4/1) 50.0 ▲	79.0 (4/1) 50.0 ▲	67.7 (4/1) 100.0 ▲	79.4 (4/1) 50.0 ▲	86.0 (4/1) 50.0 ▲	62.9 (4/1) 50.0 ▲

careXM PERMANENTE MEDICINE The Permanente Medical Group

Mental Health Trainee CareXM Dashboard

Ease of Getting Care Scores by Facility

Available Data: Jan 2024 - Jun 2025

Refresh Schedule: Last Day of Every Month at 2 PM

To download the list, click the icon and select "Ease of Getting Care". Choose the CSV format to avoid merged cells.

Data By
Facility

Year
2025

Quarter
(All)

Month
(All)

Med Center
(All)

Facility
(All)

Department
(All)

YTD n Size
3 207

Ease of Getting Care Scores by Facility

Survey question: How easy or difficult was it to get the care you needed?

	YTD	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025
TBA	83.3%		0.0%	100.0%	100.0%	100.0%	
FDL	83.3%	100.0%	100.0%	66.0%		100.0%	100.0%
SAC	82.1%	66.7%	87.1%	81.4%	66.8%	100.0%	100.0%
BMW	81.8%	100.0%	0.0%	66.7%	100.0%		
STR	76.8%	76.8%	66.0%	71.4%	77.8%	100.0%	
WIL	75.0%	75.8%	75.0%	87.7%	71.8%	76.8%	66.0%
ANT	72.2%	75.8%	100.0%	66.0%	61.8%	87.8%	66.7%
ESS	71.4%	0.0%	66.0%	76.0%	76.0%	100.0%	100.0%
BOS	76.8%	76.8%	81.1%	87.1%	82.8%	71.4%	66.8%
PLS	75.8%	66.0%	83.0%	100.0%	66.7%	66.0%	71.4%
SFO	75.0%	66.0%	100.0%	66.7%	76.0%	80.0%	100.0%
SSF	66.0%	75.0%	62.5%	66.0%	72.7%	75.0%	66.0%
SBY	66.2%	71.4%	100.0%	64.8%			
MOD	87.1%	66.0%	66.8%	66.7%	77.8%	62.8%	75.8%
VIC	66.7%		100.0%			66.0%	
SBF	66.7%	66.0%	75.0%	62.8%	66.8%	66.0%	75.8%
SUN	66.7%	0.0%		100.0%			100.0%
SMF	66.7%				66.7%		
RWC	66.7%	75.8%	66.0%	66.0%	66.7%	66.7%	75.0%
SBO	66.0%	75.0%	66.7%	0.0%	66.0%	100.0%	66.0%
WIL	62.5%	66.8%	66.8%	87.8%	62.8%	61.3%	71.4%
VRC	62.5%	66.0%	66.0%	66.0%	66.7%	66.0%	
SRM	57.8%	55.1%	75.0%	66.2%	66.0%	71.4%	87.1%
PCT	64.1%	66.7%	62.8%	87.1%	55.8%	83.3%	66.0%
SCH	63.8%	14.3%	66.8%	66.0%	66.7%	66.0%	72.7%
STR	61.8%	66.0%	75.0%	66.0%	62.8%	62.5%	0.0%
OAK	62.8%	62.8%	66.0%	81.8%	66.8%	62.5%	66.1%
SAN	66.0%	66.0%	100.0%	0.0%	0.0%	66.7%	
VAC	66.8%	66.1%	66.8%	76.8%	62.1%	66.7%	66.0%
PBS	66.8%	0.0%	0.0%	76.0%		100.0%	
WCR	62.8%	66.0%	66.0%	66.0%	66.0%	66.7%	66.8%
FLD	61.2%	100.0%	66.0%	66.0%	0.0%	0.0%	66.0%
RCH	58.1%	66.0%	0.0%		66.0%	62.5%	66.0%
SMM	57.8%		0.0%	66.0%	66.0%	100.0%	0.0%