

**From:** Teletracking <Teletracking@HHSC.CA>  
**Sent:** November 13, 2013 7:01 AM  
**To:** Teletracking; DiSimoni David; Amatangelo Frank; Deans Ian  
**Subject:** Daily Porter Performance Summary Report - Juravinski

**Sensitivity:** Confidential

## Daily Porter Performance Summary - Juravinski Hospital and Cancer Center

**Tuesday, Nov 12, 2013**

### SITE STATISTICS

<u>DAILY STATISTICS</u>								<u>SITE AVERAGES FOR TUESDAYS</u>						
<u>Job</u>	<u>% of</u>	<u>Porter</u>	<u>Average</u>	<u>Average</u>	<u>Average</u>	<u>%</u>		<u>Job</u>	<u>% of</u>	<u>Porter</u>	<u>Average</u>	<u>Average</u>	<u>Average</u>	<u>%</u>
<u>Count</u>	<u>Total</u>	<u>Time</u>	<u>Dispatch</u>	<u>Response</u>	<u>Transaction</u>	<u>Within</u>		<u>Count</u>	<u>Total</u>	<u>Time</u>	<u>Dispatch</u>	<u>Response</u>	<u>Transaction</u>	<u>Within</u>
		<u>(hrs)</u>	<u>(min)</u>	<u>(min)</u>	<u>(min)</u>	<u>30</u>				<u>(hrs)</u>	<u>(min)</u>	<u>(min)</u>	<u>(min)</u>	<u>30</u>
						<u>mins</u>								<u>mins</u>
<b>All</b>	402	100%	118.8	12.0	19.1	24.6	47%	391	100%	118.0	10.0	20.4	25.7	49%
<b>Patient</b>	198	49%	91.1	8.0	25.7	35.5	44%	209	53%	91.3	8.0	25.0	34.1	45%
<b>Item</b>	204	50%	27.7	16.0	8.4	13.4	49%	184	47%	27.1	12.0	11.0	15.3	53%
<b>Cancelled</b>	28	6%	2.5					29	7%	2.5				
<b>Delayed</b>	32	7%	6.5			11.0		24	6%	5.3				

### SITE STATISTICS BY HOUR OF DAY

#### PATIENT TRANSPORTS

<u>HOURL</u>	<u>0-6</u>	<u>07</u>	<u>08</u>	<u>09</u>	<u>10</u>	<u>11</u>	<u>12</u>	<u>13</u>	<u>14</u>	<u>15</u>	<u>16</u>	<u>17</u>	<u>18</u>	<u>19</u>	<u>20</u>	<u>21</u>	<u>22</u>	<u>23</u>
# Pending	4	5	14	23	19	18	25	21	22	23	15	9	3	4	2	0	0	1
# Complete	5	0	6	18	20	20	17	22	23	23	21	10	6	3	3	1	0	0
Average TRX Mins.	28	0	31	42	42	37	27	38	38	30	33	31	38	28	32	44	0	0
% TRX Within 30 mins	80%	0%	50%	27%	20%	50%	82%	31%	26%	65%	42%	60%	16%	66%	66%	0%	0%	0%

#### ITEM TRANSPORTS

<u>HOURL</u>	<u>0-6</u>	<u>07</u>	<u>08</u>	<u>09</u>	<u>10</u>	<u>11</u>	<u>12</u>	<u>13</u>	<u>14</u>	<u>15</u>	<u>16</u>	<u>17</u>	<u>18</u>	<u>19</u>	<u>20</u>	<u>21</u>	<u>22</u>	<u>23</u>
# Pending	16	11	11	9	18	18	11	11	14	20	27	9	10	8	5	7	3	2
# Complete	17	5	16	5	13	9	20	15	8	20	13	22	11	12	6	4	5	3
Average TRX Mins.	13	31	22	14	20	23	48	47	25	34	54	56	85	40	12	27	30	19

### UNIT STATISTICS - PATIENTS

<u>Unit</u>	<u>ORIGINATING FROM UNIT</u>							<u>DESTINED TO UNIT</u>		
	<u>Job</u>	<u>Delay</u>	<u>Total Delays</u>	<u>Avg Dispatch</u>	<u>Avg Response</u>	<u>Std</u>		<u>Job</u>	<u>Avg Transaction</u>	<u>Std</u>
	<u>Count</u>	<u>Count</u>	<u>(mins)</u>	<u>(mins)</u>	<u>(mins)</u>	<u>Dev</u>		<u>Count</u>	<u>(mins)</u>	<u>Dev</u>
B3 ORTHO	6	3	45.0	13.0	35.6	13		6	31.7	4
C3 ONCOLOGY/GI MEDICINE	0	0	0.0	0.0	0.0	0		4	37.3	12

C3 ONCOLOGY/GI MEDICINE - EAST	10	2	21.0	8.1	31.6	9	7	43.7	18
C3 ONCOLOGY/GI MEDICINE - NORTH	1	0	0.0	2.0	12.0	0	1	24.0	0
C4 HAEMATOLOGY - EAST	4	0	0.0	15.3	21.0	0	4	35.0	18
C4 HAEMATOLOGY - NORTH	6	0	0.0	8.7	40.5	21	5	38.2	5
C4 HAEMATOLOGY - SOUTH	2	0	0.0	20.5	64.0	0	1	21.0	0
CARDIAC AND CRITICAL CARE [CCU]	3	1	8.0	6.0	25.0	8	1	13.0	0
CMR WARD 2	5	1	16.0	11.0	31.6	11	8	45.1	14
CRITICAL CARE ICU [CICU]	1	0	0.0	3.0	0.0	0	0	0.0	0
CT - B1	15	1	5.0	5.7	17.1	6	15	34.8	13
DI INTERV #1	12	1	13.0	6.3	22.1	7	7	33.6	12
E2 ORTHOPEDICS	3	0	0.0	13.0	37.0	0	6	25.5	10
E3 MEDICINE	15	3	54.0	10.4	31.0	11	18	29.8	10
E4 SURGERY	3	0	0.0	7.7	22.3	9	7	28.7	5
EMERGENCY DEPT	17	4	42.0	4.2	19.7	8	7	30.7	15
ENDOSCOPY	2	0	0.0	8.0	25.5	6	3	37.3	19
EXPRESS UNIT	7	3	46.0	4.1	22.6	10	4	28.5	14
F3 MEDICINE	10	3	33.0	11.4	28.0	13	9	44.7	15
F4 SURGICAL	6	1	21.0	8.7	30.3	14	12	36.5	9
F5 ALC	0	0	0.0	0.0	0.0	0	3	41.7	17
INFORMATION DESK	0	0	0.0	0.0	0.0	0	1	49.0	0
INTENSIVE CARE UNIT [ICU]	5	0	0.0	8.6	37.0	10	3	32.0	14
JC 10C	1	0	0.0	23.0	42.0	0	1	25.0	0
JC 10-D	1	0	0.0	7.0	0.0	0	1	28.0	0
JC 21H	1	0	0.0	2.0	26.0	0	1	48.0	0
JC 21I	1	0	0.0	4.0	7.0	0	1	51.0	0
JC AMBULATORY HOLDING	2	1	8.0	2.0	14.0	0	1	16.0	0
JC CLINIC B	1	0	0.0	14.0	0.0	0	0	0.0	0
JC CLINIC E	1	0	0.0	5.0	21.0	0	0	0.0	0
JC LAKEVIEW LODGE	1	0	0.0	3.0	27.0	0	0	0.0	0
JC RADIATION	1	1	14.0	13.0	28.0	0	1	52.0	0
JC REVIEW CLINIC	1	0	0.0	12.0	33.0	0	0	0.0	0
MDU	12	0	0.0	6.8	18.5	3	13	32.8	11
MORGUE	0	0	0.0	0.0	0.0	0	4	38.3	12
MRI	4	0	0.0	5.3	24.8	8	4	31.3	4
MSR WARD 3 REHAB	1	0	0.0	19.0	47.0	0	2	59.5	34
NUCLEAR MEDICINE	9	0	0.0	12.6	24.8	5	11	46.2	13
ONCOLOGY DAY SERVICES	1	1	16.0	5.0	0.0	0	2	33.5	10
OR	0	0	0.0	0.0	0.0	0	1	22.0	0
PACU	6	2	20.0	4.5	22.2	7	0	0.0	0

SAME DAY SURGERY	0	0	0.0	0.0	0.0	0	4	27.0	7
SURGICAL CENTER - M4	1	0	0.0	23.0	0.0	0	0	0.0	0
ULTRASOUND	7	0	0.0	7.1	12.7	5	6	41.2	6
X-RAY CORE	13	1	14.0	9.6	24.4	8	13	34.2	13

**PORTER STATISTICS**

<b>Porter</b>	<b>Shift Start</b>	<b>Shift End</b>	<b>Shift Hrs</b>	<b># of Jobs</b>	<b>Productive Hrs</b>	<b>Break3 Hrs</b>	<b>Idle Hrs</b>	<b># of Breaks</b>	<b>Break Mins</b>	<b># of Delays</b>	<b>Delay Mins</b>	<b># of Delays &gt; 13 mins</b>	<b>Avg Trip Mins</b>
VSPILOTRO	07:57	15:46	7.8	29	5.6	0.0	1.3	3	57.0	0	0.0	0	11.5
JHAUGEN	07:55	15:52	8.0	17	3.5	2.5	1.1	3	45.3	2	18.4	0	12.5
JHAZELL	23:03	07:17	8.2	16	3.1	0.0	4.6	1	31.5	0	0.0	0	11.7
BCAIN	15:16	22:55	7.7	15	4.3	0.0	2.6	2	47.8	1	16.5	0	17.1
RJAMIESON	07:56	16:06	8.2	14	4.4	0.0	0.8	3	39.6	2	24.2	0	18.7
GGORSIE	13:00	20:55	7.9	14	3.6	3.1	0.8	1	24.3	0	0.0	0	15.5
ASTEVENSON	16:01	23:52	7.9	14	4.4	0.0	2.4	3	58.7	7	45.5	1	19.0
CSFERRAZZA	13:06	20:50	7.7	12	4.3	0.0	2.7	2	42.9	1	13.0	1	21.5
SSTRONG	14:59	18:54	3.9	12	2.9	0.0	0.8	1	15.5	0	0.0	0	14.4
DCASSAVIA	23:07	06:55	7.8	12	2.8	0.0	5.0	0	0.0	0	0.0	0	14.2
GWRIG	07:06	16:06	9.0	12	4.3	0.6	3.4	2	44.4	1	12.5	0	21.7
DSNOUKPHONH	07:04	14:58	7.9	11	6.0	0.0	1.2	2	43.6	0	0.0	0	32.8
JBELL	09:30	17:18	7.8	11	4.7	0.0	2.1	3	59.9	2	21.8	0	25.5
RGILES	08:56	16:55	8.0	11	6.4	0.0	0.5	3	65.8	5	52.2	5	35.1
SDUNBAR	09:04	16:58	7.9	11	5.4	0.0	1.4	3	65.1	4	42.4	2	29.4
PCLELAND	07:01	14:53	7.9	10	5.9	0.0	1.1	3	55.8	0	0.0	0	35.1
EGIBSON	07:18	14:57	7.7	10	4.1	2.3	0.8	1	28.4	1	16.4	0	24.4
MSMITH	10:07	17:48	7.7	10	4.6	1.6	0.8	2	39.1	1	18.6	0	27.7
BONEAL	09:03	16:51	7.8	9	3.0	0.0	1.0	1	36.0	1	5.8	0	20.3
KPICKLE	09:10	16:54	7.7	9	3.5	2.5	0.7	2	61.7	2	32.1	0	23.3
JPEKRUL	10:08	17:59	7.9	8	4.9	0.8	1.0	4	71.6	1	16.5	0	36.5
RHOTRUM	10:23	16:10	5.8	8	4.3	0.0	0.8	1	38.9	0	0.0	0	31.9
RFIORINO	09:05	16:58	7.9	8	4.1	2.4	0.2	3	68.2	2	35.0	0	31.0
DMANN	08:17	16:02	7.8	7	3.2	2.7	1.0	2	49.2	1	10.3	0	27.7
PROYSTON JR	08:36	16:27	7.9	6	3.1	2.5	1.1	3	72.4	0	0.0	0	30.9
PROYSTON SR	10:40	17:06	6.4	5	2.7	0.0	1.6	2	56.5	1	18.2	0	32.3
RGILVEAR	10:59	18:28	7.5	5	3.0	2.4	0.9	4	69.6	1	6.0	0	35.9
AODONNELL	15:04	22:52	7.8	4	2.0	4.5	0.5	2	49.2	0	0.0	0	30.2
JPROCTOR	15:05	22:55	7.8	4	1.7	3.9	1.1	3	65.4	0	0.0	0	25.7
RPEARSON	10:56	17:06	6.2	4	3.4	0.0	0.8	3	71.3	1	21.4	0	50.7
DROGERS	11:17	19:04	7.8	4	2.2	3.8	0.9	2	53.1	0	0.0	0	33.2
AWINTER	14:39	19:02	4.4	3	1.1	3.2	0.1	0	0.0	0	0.0	0	22.8
CLAMPMAN	07:43	13:21	5.6	2	0.6	2.8	2.3	0	0.0	0	0.0	0	16.8
JGARDINER	08:32	16:25	7.9	2	0.2	0.0	6.5	3	70.6	0	0.0	0	6.0
LCHECCHIA	07:12	10:29	3.3	2	0.1	0.0	2.8	1	21.1	0	0.0	0	3.9
RSPARROCK	05:18	12:04	6.8	1	1.5	0.0	5.0	1	15.7	0	0.0	0	90.0