

YDI Performance Audit



Period covered	From	To
Notes	01/08/17	31/07/18
Annual report. Key quality metrics: (1) Referral received to patient scan date (2) Scan completed to report received date (3) Referral received to report delivered		

Referral info			
Time between referral received and scan (days)	Number of patients	% of all patients	
0	34	11.00%	
1	56	18.12%	
2	48	15.53%	
3	47	15.21%	
4	36	11.65%	
5	22	7.12%	
>5	66	21.36%	

Report info			
Time between scan done and report received (days)	Number of patients	% of all patients	
0	11	3.57%	
1	117	37.99%	
2	123	39.94%	
3	45	14.61%	
4	10	3.25%	
5	2	0.65%	
>5	0	0.00%	

Journey info			
Time between referral received report delivered (days)	Number of patients	% of all patients	
0	0	0.00%	
1	11	3.56%	
2	39	12.62%	
3	56	18.12%	
4	45	14.56%	
5	42	13.59%	
6	27	8.74%	
7	21	6.80%	
8	13	4.21%	
9	12	3.88%	
10	12	3.88%	
>10	31	10.03%	

Totals	309	100.00%	308	100.00%
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Period summary	78% of patients scanned within 5 days of referral; 29% on the same day or next; 82% of reports returned to YDI within 48 hours (SLA); 79% of patients have their report within 7 days (KPI).		
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YDI performance audit

Period covered	From	To
Notes	01/08/17	11/03/18
Periodic report: data are for the period where scanning was not undertaken in a dedicated single day clinic. Key quality metrics: (1) Referral received to patient scan date (2) Scan completed to report received date (3) Referral received to report delivered		

Referral info		
Time between referral received and scan (days)	Number of patients	% of all patients
0	18	9.94%
1	31	17.13%
2	35	19.34%
3	23	12.71%
4	23	12.71%
5	10	5.52%
>5	41	22.65%

Report info		
Time between scan done and report received (days)	Number of patients	% of all patients
0	6	3.33%
1	75	41.67%
2	74	41.11%
3	21	11.67%
4	3	1.67%
5	1	0.56%
>5	0	0.00%

Journey info		
Time between referral received report delivered (days)	Number of patients	% of all patients
0	0	0.00%
1	7	3.87%
2	22	12.15%
3	35	19.34%
4	26	14.36%
5	25	13.81%
6	15	8.29%
7	12	6.63%
8	3	1.66%
9	7	3.87%
10	6	3.31%
>10	23	12.71%

Totals	181	100.00%	180	100.00%
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Period summary	77% of patients scanned within 5 days of referral; 26% on the same day or next; 86% of reports returned to YDI within 48 hours (SLA); 79 % of patients have their report within 7 days (KPI).			
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Period covered	From	To
Notes	12/03/18	31/07/18
Periodic report: data are for the period where scanning was undertaken in a dedicated single day clinic. Key quality metrics: (1) Referral received to patient scan date (2) Scan completed to report received date (3) Referral received to report delivered		

Referral info		
Time between referral received and scan (days)	Ref to scan	
	Number of patients	% of all patients
0	16	12.50%
1	25	19.53%
2	13	10.16%
3	24	18.75%
4	13	10.16%
5	12	9.38%
>5	25	19.53%

Report info		
Time between scan done and report received (days)	Number of patients	% of all patients
0	5	3.91%
1	42	32.81%
2	49	38.28%
3	24	18.75%
4	7	5.47%
5	1	0.78%
>5	0	0.00%

Journey info		
Time between referral received report delivered (days)	Number of patients	% of all patients
0	0	0.00%
1	4	3.13%
2	17	13.28%
3	21	16.41%
4	19	14.84%
5	17	13.28%
6	12	9.38%
7	9	7.03%
8	10	7.81%
9	5	3.91%
10	6	4.69%
>10	8	6.25%

Totals	128	100.00%
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128	100.00%
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Period summary	80% of patients scanned within 5 days of referral; 32% on the same day or next; 77% of reports returned to YDI within 48 hours (SLA); 79% of patients have their report within 7 days (KPI). No significant reduction in quality of service as a result of moving to a "clinic" model.
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