UAMS
University of Arkansas for Medical Sciences

Weekly Report	Week Ending 10/3/2020	9/26/2020	9/19/2020	9/12/2020	9/5/2020	August 2020	YTD
# Indexes assigned (all metrics based on the workload assigned for the week)			150	157	109	362	423
# Indexes Complete			120	122	88	283	334
% Indexed Complete			80.0%	77.7%	80.7%	78.2%	79.0%
# Indexes unreachable (Max Attempts)			24	28	19	54	75
% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)			16.0%	17.8%	17.4%	14.9%	17.7%
# Indexes Attempted calls (all completions + at least 1 attempt)			149	157	109	362	422
Average time from Index Received to Index Reached			0.10.08.27	0.19.18.38	1.01.50.34	0.18.28.37	0.17.47.00
Average Index Handle Time			0.00:14:27	0.00:14:32	0.01:02:40	0.00:25:31	0.00:27:25
% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)			65.3%	58.0%	57.8%	60.5%	60.0%
% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)			94.0%	95.5%	98.2%	97.0%	95.7%
# contacts generated			342	315	56	740	902
# contacts generated per Index Complete			2.9	2.6	23.7%	2.6	2.7
# contacts complete			217	178	192	420	538
% contacts complete			63.5%	56.5%	1.13:08:13	56.8%	59.6%
# contacts unreachable (Max Attempts + missing phone numbers)			46	61	0.00:10:20	145	163
% contacts unreachable (Max Attempts + missing phone numbers)			13.5%	19.4%	27.3%	19.6%	18.1%
# contact ATTEMPTED (all completions + at least 1 attempt)			262	229	58.6%	542	690
Average Time from Contact Generated to Contact Reached			0.11:24:40	1.02:55:19	2.14:41:31	1.02:46:32	0.23:23:15
Average Contact Handle Time			0.00:18:21	0.00:09:31	0.00:10:20	0.00:10:02	0.00:13:26
% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)			46.2%	26.0%	27.3%	30.7%	34.4%
% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)			79.1%	66.5%	58.6%	65.6%	69.3%
Average Time from receipt of initial case name to full completion of all related contacts			1.01:00:13	2.05:03:25	2.14:41:31	2.00:58:29	1.22:39:32