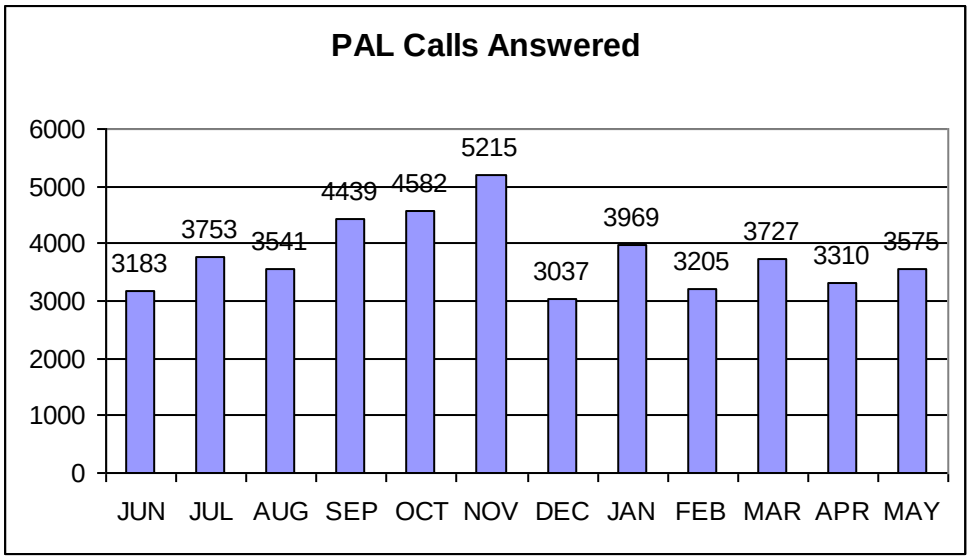
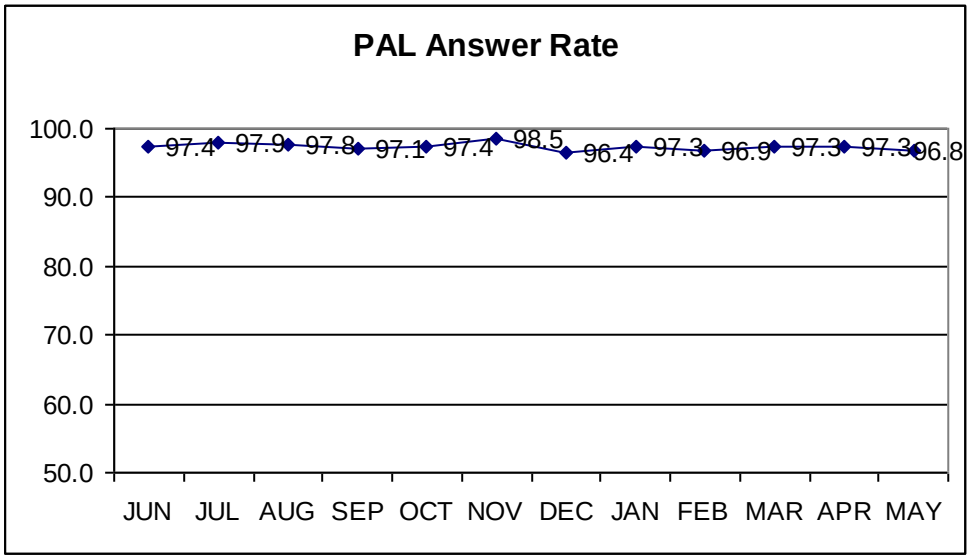
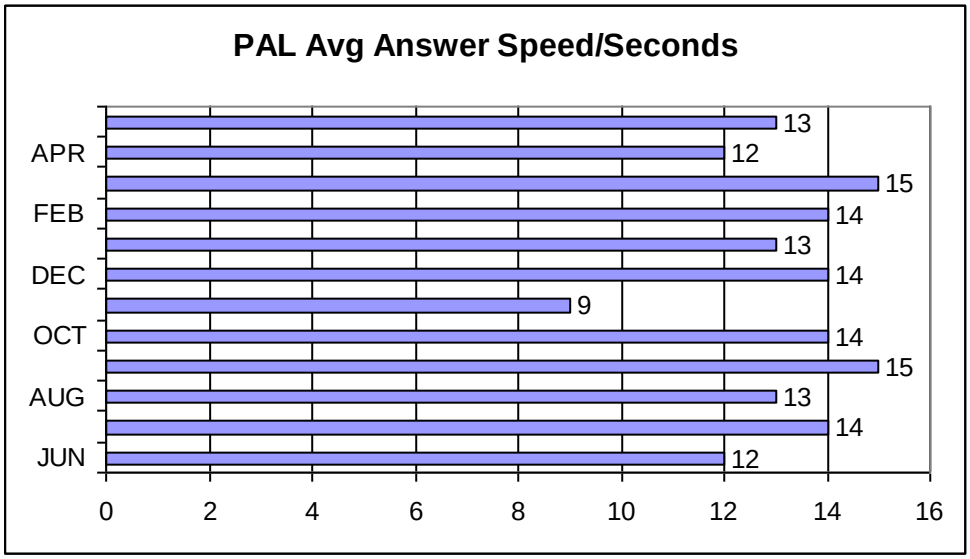
Patient Advice Line Performance Dashboard (June 2009 through May 2010)



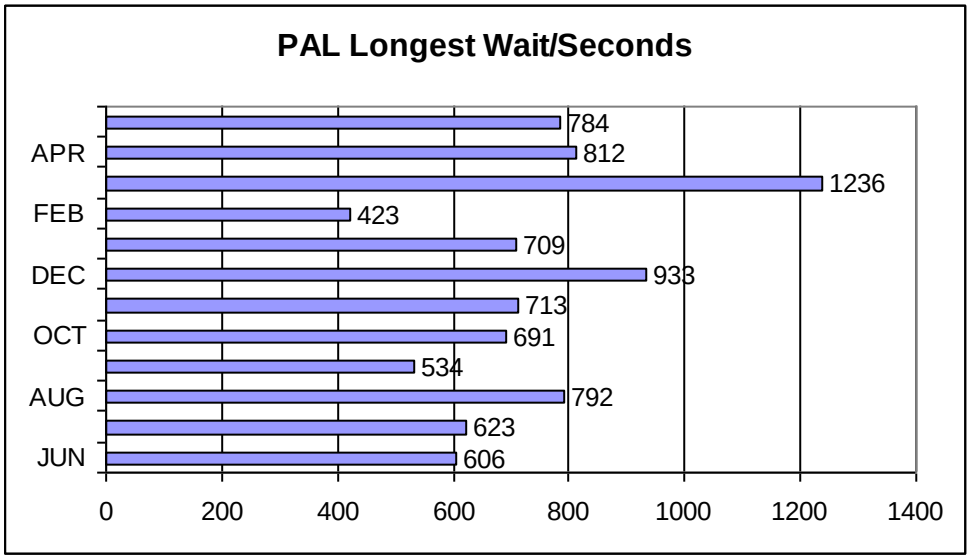
Answer rate average – Compilation of answered calls/offered calls for the month



Answer speed average – Average each day added to obtain average for month



Identified calls each month with longest wait or abandon time…



June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
10:06 m	10:23 m	13:12 m	8:54 m	11:31 m	11:53 m	15:33 m	11:49 m	7:03 m	20:36 m	13:32 m	13:04 m