

SECTION 3 - WEEKLY STABILIZATION METRICS TRACKER

Metric	Target	Wk 1	Wk 2	Wk 3	Wk 4	Wk 5	Wk 6	Wk 7	Wk 8	Trend
P1/P2 incidents (daily avg)	<3/day	8	6	5	4	3	2	2	1	DOWN
Open Critical defects	0	5	3	1	0	0	0	0	0	CLEAR
Help desk calls (Epic-related)	Declining	145	132	118	104	89	78	72	71	DOWN
Documentation timeliness (>30 min late %)	<30%	52%	47%	41%	36%	31%	28%	26%	24%	DOWN
CDS alert override rate (highest alert)	<80%	91%	91%	90%	88%	87%	86%	85%	83%	DOWN
Charge capture rate (vs baseline)	>=95%	82%	86%	89%	92%	95%	96%	97%	98%	UP
Enhancement requests received	Monitor	22	18	15	14	12	11	10	9	DOWN
Enhancement backlog size (total items)	<150	31	48	62	74	83	89	94	96	UP
Break-glass events per week	<5	3	4	2	3	1	2	1	1	STABLE