

Lab Tests Auckland Pathology Service KPI Reporting 2017
KPI definition - Template version 3

Colour coding of cells
 yellow cells have conditional formatting and a target
 green cells contain values that do meet target
 orange cells contain a value that does not meet target
 blue cells indicate contracted KPIs

| Item | Contract | Indicator | Definition | Target | Unit | 2017 | | | | | 2018 | | | | | 2019 | | | | | 2020 | | | | | | | |
|------------------------------|----------|--|---|------------------|---------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|--------|--------|--------|--------|--------|--------|--------|
| | | | | | | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | |
| 1. CALL CENTRE | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1a | | Total inbound calls | Number of calls placed / received | | number | 1586 | 1484 | 1473 | 1,495 | 1493 | 1718 | 1590 | 1494 | 1,472 | 1511 | 1596 | 1526 | 1475 | 1,449 | 1596 | | | 1863 | 1573 | 1,593 | 1506 | 1641 | 1567 |
| 1.1b | | Total inbound calls - results line | Number of calls placed / received on results line | | number | 589 | 673 | 648 | 686 | 624 | 709 | 695 | 661 | 679 | 671 | 628 | 644 | 653 | 650 | 730 | | | 781 | 660 | 727 | 711 | 708 | 683 |
| 1.2 | | Total calls answered | Number of calls answered | | number | 1,538 | 1,450 | 1,433 | 1,481 | 1,457 | 1,636 | 1,550 | 1,461 | 1,440 | 1,476 | 1,570 | 1,502 | 1,457 | 1,434 | 1,568 | | | 1,801 | 1,543 | 1,559 | 1,464 | 1,600 | 1,539 |
| 1.3a | | % calls unanswered | Also known as "abandonment". 1 - (1.2 divided by 1.1a) | less than 7.0% | percent | 3.0% | 2.3% | 2.7% | 2.3% | 2.4% | 4.8% | 2.5% | 2.2% | 2.2% | 2.3% | 1.6% | 1.6% | 1.2% | 1.0% | 1.8% | | | 3.3% | 1.9% | 2.1% | 2.8% | 2.5% | 1.8% |
| 1.3b | | % calls unanswered for results line | Also known as "abandonment". 1 - (1.4 divided by 1.1b) | less than 3.0% | percent | 1.9% | 1.0% | 0.9% | 0.7% | 0.8% | 2.4% | 0.6% | 0.6% | 0.7% | 0.5% | 0.2% | 0.3% | 0.6% | 0.2% | 0.7% | | | 1.0% | 0.9% | 0.7% | 1.3% | 1.0% | 0.4% |
| 1.4 | | Results calls | Number of calls requesting test results | | number | 589 | 673 | 648 | 686 | 624 | 709 | 695 | 661 | 679 | 671 | 628 | 644 | 653 | 650 | 730 | | | 781 | 660 | 727 | 711 | 708 | 683 |
| 1.5 | | % results calls | 1.4 divided by 1.2 | | percent | 37.1% | 45.4% | 44.0% | 45.9% | 41.8% | 41.3% | 43.7% | 44.2% | 46.1% | 44.4% | 39.4% | 42.2% | 44.3% | 44.9% | 45.7% | | | 41.9% | 42.0% | 45.6% | 47.2% | 43.1% | 43.6% |
| 1.6 | | Average wait time | Average wait time on the phone for results, measured in seconds ("Lab Results" figure) | less than 150 | seconds | 42 | 31 | 39 | 30 | 33 | 59 | 33 | 32 | 37 | 36 | 32 | 22 | 29 | 23 | 39 | | | 47 | 34 | 36 | 43 | 39 | 31 |
| 1.7 | | Wait time >150 seconds | Number of calls with a wait time of more than 150 seconds | | number | 75 | 63 | 58 | 45 | 62 | 130 | 69 | 62 | 68 | 70 | 72 | 42 | 43 | 35 | 65 | | | 153 | 39 | 64 | 74 | 73 | 64 |
| 1.8 | | % of calls with wait time >150 seconds | 1.7 divided by 1.1 | less than | percent | 4.7% | 4.3% | 3.9% | 3.0% | 4.2% | 7.6% | 4.3% | 4.2% | 4.6% | 4.6% | 4.5% | 2.8% | 2.9% | 2.4% | 4.1% | | | 8.2% | 2.5% | 4.0% | 4.9% | 4.5% | 4.1% |
| 2. COLLECTION CENTRES | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2.1 | | Wait time Manukau DHB | Average waiting time in minutes for a sample of patients attending Manukau DHB collection centres between 7am and 11am (peak collection time) | less than 30 | minutes | 11 | 14 | 10 | 12 | 9 | 12 | 12 | 9 | 10 | 9 | 13 | 9 | 11 | 8 | 8 | | | 13 | 11 | 9 | 9 | 13 | 13 |
| 2.2 | | Wait time Auckland DHB | Average waiting time in minutes for a sample of patients attending Auckland collection centres between 7am and 11am (peak collection time) | less than 30 | minutes | 8 | 8 | 8 | 7 | 7 | 6 | 9 | 8 | 7 | 7 | 6 | 6 | 7 | 8 | 11 | | | 9 | 7 | 7 | 7 | 9 | 11 |
| 2.3 | | Wait time Waitemata DHB | Average waiting time in minutes for a sample of patients attending Waitemata collection centres between 7am and 11am (peak collection time) | less than 30 | minutes | 10 | 7 | 7 | 7 | 10 | 12 | 8 | 7 | 6 | 7 | 9 | 8 | 6 | 6 | 9 | | | 8 | 5 | 6 | 8 | 8 | 8 |
| 2.4 | | Number waiting | Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am | | number | 2,723 | 2,645 | 2,455 | 2,463 | 2,673 | 2,911 | 2,706 | 2,717 | 2,658 | 2,848 | 2,905 | 2,896 | 2,811 | 2,694 | 2,665 | | | 2,930 | 2,424 | 2,472 | 2,721 | 2,829 | 2,898 |
| 2.5 | | Long waits | Number of people waiting over 30 minutes | | number | 137 | 125 | 114 | 103 | 132 | 271 | 188 | 63 | 88 | 131 | 222 | 116 | 131 | 64 | 200 | | | 226 | 139 | 90 | 108 | 232 | 287 |
| 2.6 | | % wait over 30 mins | 2.5 divided by 2.4 | less than 10% | percent | 5.0% | 4.7% | 4.6% | 4.2% | 4.9% | 9.3% | 6.9% | 2.3% | 3.3% | 4.6% | 7.6% | 4.0% | 4.7% | 2.4% | 7.5% | #DIV/0! | 7.7% | 5.7% | 3.6% | 4.0% | 8.2% | 9.9% | |
| 2.7 | | Long waits | Maximum wait time (incl GTTs) | | minutes | 88 | 140 | 85 | 104 | 77 | 108 | 84 | 59 | 52 | 48 | 59 | 69 | 70 | 82 | 94 | | | 77 | 59 | 54 | 56 | 59 | 59 |
| 2.8 | | Time from collection to lab | 80th percentile for time from collection to lab (hrs:minutes) | less than 4:00 | hours:minutes | 4:00 | 4:00 | 4:00 | 4:00 | 4:00 | 4:00 | 4:00 | 4:00 | 4:00 | 4:00 | 4:00 | 4:00 | 4:00 | 4:00 | 4:00 | | | 4:00 | 4:00 | 4:00 | 4:00 | 4:00 | 4:00 |
| 2.9 | | Time from collection to lab-max | Maximum time from collection to lab (hrs:minutes) | | hours:minutes | 32:00 | 32:00 | 32:00 | 32:00 | 32:00 | 32:00 | 32:00 | 32:00 | 32:00 | 32:00 | 32:00 | 32:00 | 32:00 | 32:00 | 32:00 | | | 32:00 | 32:00 | 32:00 | 32:00 | 32:00 | 32:00 |
| 3. HOME VISITS | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3.1 | | Home visits booked | Number of home visits booked for the day (exclude home visits where the patient was not home) | | number | 525 | 435 | 477 | 441 | 465 | 498 | 436 | 517 | 470 | 455 | 518 | 432 | 488 | 457 | 468 | | | 550 | 564 | 476 | 457 | 435 | 440 |
| 3.2 | | Home visits attended | Number of home visits attended for the day | | number | 514 | 423 | 470 | 430 | 456 | 482 | 430 | 506 | 457 | 446 | 503 | 419 | 476 | 446 | 455 | | | 544 | 557 | 462 | 445 | 427 | 430 |
| 3.3 | Yes | % Home visit timeliness | % home visits completed for the day 3.2 divided by 3.1 | greater than 90% | percent | 97.9% | 97.2% | 98.5% | 97.5% | 98.1% | 96.8% | 98.6% | 97.9% | 97.2% | 98.0% | 97.1% | 97.0% | 97.5% | 97.6% | 97.2% | #DIV/0! | 98.9% | 98.8% | 97.1% | 97.4% | 98.2% | 97.7% | |
| 3.4 | | Urgent home visits booked | Number of urgent home visits booked for the day (exclude home visits where the patient was not home) | | number | 40 | 30 | 36 | 37 | 50 | 32 | 27 | 40 | 36 | 27 | 35 | 31 | 34 | 33 | 44 | | | 36 | 33 | 33 | 20 | 42 | 25 |
| 3.5 | | Urgent home visits completed | Number of urgent home visits completed for the day | | number | 40 | 30 | 36 | 37 | 50 | 32 | 27 | 40 | 36 | 27 | 35 | 31 | 34 | 33 | 44 | | | 36 | 33 | 33 | 20 | 42 | 25 |
| 3.6 | Yes | Urgent home visit timeliness | % urgent home visits completed for the day. 3.5 divided by 3.4 | greater than 99% | percent | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | #DIV/0! | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | |
| 4. LAB | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.1 | | Patient episodes | Total number of patient episodes | | number | 10,853 | 10,465 | 9,779 | 9,722 | 9,832 | 11,113 | 10,606 | 10,290 | 9,769 | 10,084 | 11,508 | 11,563 | 10,893 | 10,365 | 10,415 | | | 12,405 | 11,666 | 11,510 | 11,178 | 12,339 | 11,890 |
| 4.2 | | Patient tests | Total number of patient tests performed | | number | 43,702 | 42,982 | 40,495 | 39,507 | 40,170 | 44,369 | 44,081 | 41,536 | 39,385 | 40,889 | 43,660 | 43,703 | 47,876 | 39,218 | 39,616 | | | 45,212 | 43,398 | 42,460 | 41,998 | 46,139 | 44,899 |
| 4.3 | | Urgent tests | Total number of urgent tests | | number | 463 | 375 | 395 | 366 | 357 | 407 | 361 | 349 | 305 | 391 | 410 | 367 | 336 | 397 | 388 | | | 454 | 340 | 397 | 411 | 420 | 380 |
| 4.4 | | % urgent tests | 4.3 divided by 4.2 | | percent | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | #DIV/0! | 1% | 1% | 1% | 1% | 1% | 1% | |
| 4.5 | | Data for HealthPac | Percentage of completed test episodes provided to HealthPac within agreed timeframe (KPI to be reported once a month only - first day of month for previous month performance) | equal to 100% | percent | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | #DIV/0! | 100% | 100% | 100% | 100% | 100% | 100% | |
| 4.6 | | Critical results | Number of critical test results | | number | 48 | 42 | 32 | 41 | 39 | 53 | 54 | 51 | 45 | 36 | 73 | 38 | 49 | 32 | 41 | | | 60 | 50 | 40 | 47 | 43 | 39 |
| 4.7 | | Critical results phoned | Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referer; b. patient; c. police) | | number | 48 | 42 | 32 | 41 | 39 | 53 | 54 | 51 | 45 | 36 | 73 | 38 | 49 | 32 | 41 | | | 60 | 50 | 40 | 47 | 43 | 39 |
| 4.8 | Yes | % of critical results phoned within 1 hour | Percentage of critical test results phoned through to appropriate contact person within 1 hour (a.Referer; b. patient; c. police) | greater than 98% | percent | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | #DIV/0! | 100% | 100% | 100% | 100% | 100% | 100% | |
| 4.11 | | Amended Results | Number of results changed after original result was reported to referrer | | number | 43 | 26 | 32 | 27 | 38 | 35 | 15 | 25 | 18 | 36 | 34 | 13 | 10 | 20 | 20 | | | 36 | 23 | 38 | 15 | 15 | 41 |
| 4.12 | | % Amended Results | Percentage of results changed after original result was reported to referrer. 4.11 divided by 4.2 | less than 1% | percent | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.1% | 0.0% | 0.1% | 0.0% | 0.1% | 0.1% | 0.0% | 0.0% | 0.1% | 0.1% | #DIV/0! | 0.1% | 0.1% | 0.1% | 0.0% | 0.0% | 0.1% | |
| 4.13 | Yes | Timeliness of Send aways | 80th centile for collection to receipt by LabPlus measured in hours:minutes (Excludes frozen samples) | less than 20:00 | hours:minutes | | | | | | | | | | | | | | | | | | | | | | | |
| 4.14 | Yes | Timely attendance frozen sections and booked cytology for FNAs | % of timely attendance for booked frozen sections and booked cytology for FNAs for the private referrers/hospitals (assumes mutually agreed and clinically appropriate booking) | greater than 95% | percent | | | | | | | | | | | | | | | | | | | | | | | |
| 5. TURNAROUND TIME | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| Item | Contract | Indicator | Definition | Target | Unit | 2017 | | | | | 2018 | | | | | 2019 | | | | | 2020 | | | | | | | | |
|---|----------|--|--|--------------|-------|---------------|-------|-------|--------|-------|-------|-------|-------|--------|-------|--------|-------|--------|-------|-------|-------|---------|-------|-------|--------|--------|-------|-------|--------|
| | | | | | | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | | | | |
| NON-URGENT | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.1a | | Total TAT Complete blood count | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours:minutes | 4:41 | 4:18 | 4:18 | 4:18 | 4:33 | 4:53 | 4:56 | 4:35 | 4:37 | 4:29 | 4:22 | 4:24 | 4:33 | 4:20 | 4:39 | | | 4:55 | 4:29 | 4:41 | 4:38 | 4:18 | 4:21 |
| 5.1b | | Lab TAT Complete blood count | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | hours:minutes | 0:53 | 0:45 | 0:46 | 0:36 | 0:47 | 0:57 | 1:10 | 0:50 | 0:46 | 0:44 | 0:47 | 0:45 | 0:52 | 0:45 | 0:49 | | | 1:05 | 0:47 | 0:53 | 0:54 | 0:46 | 0:48 |
| 5.1c | yes | Complete blood count 95th percentile - in zone | Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE | less than | 12:00 | hours:minutes | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 8:00 | 8:00 | 8:00 | 7:00 | 7:00 | 8:00 | 7:00 | 8:00 | 8:00 | 8:00 | | | 9:00 | 7:00 | 8:00 | 7:00 | 7:00 | 7:00 |
| 5.2a | | Total TAT Electrolytes | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours:minutes | 5:42 | 4:58 | 4:56 | 6:35 | 6:54 | 6:19 | 7:14 | 7:40 | 5:18 | 4:54 | 5:05 | 4:36 | 4:53 | 4:31 | 5:26 | | | 5:37 | 5:14 | 4:47 | 4:58 | 5:24 | 5:38 |
| 5.2b | | Lab TAT Electrolytes | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | hours:minutes | 1:53 | 1:25 | 1:21 | 2:51 | 3:08 | 2:26 | 3:28 | 3:56 | 1:25 | 1:07 | 1:26 | 0:55 | 1:09 | 0:54 | 1:34 | | | 1:46 | 1:29 | 0:58 | 1:11 | 1:51 | 2:05 |
| 5.2c | yes | Total TAT Electrolytes 95th percentile in zone | Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE | less than | 12:00 | hours:minutes | 10:00 | 7:00 | 7:00 | 10:00 | 10:00 | 10:00 | 10:00 | 11:00 | 10:00 | 7:00 | 8:00 | 7:00 | 8:00 | 8:00 | 8:00 | | | 10:00 | 8:00 | 7:00 | 7:00 | 9:00 | 9:00 |
| 5.3a | | Total TAT HCG Quantification | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours:minutes | 5:51 | 5:20 | 5:31 | 6:30 | 7:15 | 6:37 | 5:59 | 7:24 | 4:20 | 4:55 | 5:01 | 5:40 | 5:16 | 4:54 | 5:23 | | | 6:32 | 5:20 | 5:06 | 5:31 | 5:24 | 6:00 |
| 5.3b | | Total TAT HCG Quantification | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | hours:minutes | 2:20 | 1:46 | 2:02 | 3:01 | 3:32 | 3:13 | 2:30 | 3:48 | 0:55 | 1:26 | 1:45 | 2:06 | 1:49 | 1:38 | 1:54 | | | 2:52 | 1:52 | 1:37 | 2:06 | 2:09 | 2:36 |
| 5.3c | yes | Total TAT HCG 95th percentile - in zone | Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE | less than | 12:00 | hours:minutes | 6:00 | 6:00 | 6:00 | 7:00 | 10:00 | 7:00 | 10:00 | 11:00 | 7:00 | 6:00 | 5:00 | 7:00 | 6:00 | 5:00 | 6:00 | | | 7:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 |
| 5.5a | | Total TAT Liver functions | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours:minutes | 5:51 | 4:58 | 4:55 | 6:37 | 7:01 | 6:19 | 7:20 | 7:46 | 5:29 | 4:58 | 5:08 | 4:36 | 4:55 | 4:37 | 5:32 | | | 5:40 | 5:14 | 4:50 | 5:02 | 5:31 | 5:41 |
| 5.5b | | Total TAT Liver functions | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | hours:minutes | 1:58 | 1:27 | 1:23 | 2:56 | 3:12 | 2:26 | 3:34 | 4:00 | 1:34 | 1:14 | 1:26 | 0:59 | 0:53 | 0:58 | 1:41 | | | 1:50 | 1:30 | 1:03 | 1:15 | 1:59 | 2:11 |
| 5.5c | yes | Total TAT Liver 95th percentile in zone | Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN Zone | less than | 12:00 | hours:minutes | 10:00 | 7:00 | 7:00 | 10:00 | 10:00 | 10:00 | 10:00 | 11:00 | 10:00 | 7:00 | 8:00 | 7:00 | 8:00 | 8:00 | 8:00 | | | 10:00 | 8:00 | 7:00 | 7:00 | 9:00 | 7:00 |
| 5.6a | Yes | Total TAT Histology - Biopsies | Turnaround time for 80th centile from collection to report, expressed in working days | less than | 3.0 | working days | | | | | | | | | | | | | | | | | | | | | | | |
| 5.6b | yes | Total TAT Histology - major resections | Turnaround time for 80th centile from collection to report, expressed in working days | less than | 5.0 | working days | | | | | | | | | | | | | | | | | | | | | | | |
| 5.6c | yes | Total TAT Histology 98th percentile | Turnaround time for 98th centile from collection to report, expressed in working days | less than | 10.0 | working days | | | | | | | | | | | | | | | | | | | | | | | |
| 5.7a | | Total TAT - Urine Micro & Culture - non-urgent | Average turnaround time from collection to report, expressed in hour:minutes | less than | 48:00 | hours:minutes | 13:48 | 14:08 | 16:20 | 14:45 | | 14:17 | 16:17 | 15:09 | 14:25 | | 15:04 | 15:28 | 17:22 | 17:03 | | | 13:24 | 16:44 | 16:28 | | 13:47 | | |
| 5.7b | | Total TAT - Urine Micro & Culture - non-urgent | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 48:00 | hours:minutes | 10:50 | 11:51 | 13:10 | 11:42 | | 10:24 | 12:28 | 11:32 | 11:40 | | 11:17 | 13:04 | 14:16 | 12:41 | | | 9:30 | 12:53 | 13:19 | | 10:37 | | |
| 5.7c | yes | Total TAT Urine Micro & Culture - non-urgent 90th percentile | Turnaround time for 90th centile from collection to report, expressed in working days | less than | 2.0 | working days | | 1.0 | 1.0 | 1.3 | 1.3 | | 1.0 | 1.3 | 1.3 | 1.3 | | 1.3 | 1.3 | 1.5 | 1.5 | | | 1.0 | 1.5 | 1.5 | | 1.3 | |
| 5.8 | | Lab TAT - Routine Biochem and Haem | Percentage of biochem & haem reports with TAT (from receipt of test in lab to communication of results) less than 48 hours | greater than | 90% | percent | 99.8% | 99.9% | 100.0% | 99.9% | 99.9% | 99.9% | 99.9% | 100.0% | 99.9% | 100.0% | 99.9% | 100.0% | 99.9% | 99.9% | 99.9% | | | 99.9% | 100.0% | 100.0% | 99.9% | 99.8% | 100.0% |
| URGENT | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.9a | | Total TAT INR | Average turnaround time from collection to report, expressed in hour:minutes | less than | 6:00 | hours:minutes | 3:55 | 3:47 | 3:49 | 3:39 | 3:48 | 4:01 | 3:42 | 3:59 | 3:53 | 3:53 | 4:01 | 3:55 | 4:04 | 3:55 | 4:02 | | | 3:55 | 3:56 | 3:52 | 4:11 | 3:50 | 3:36 |
| 5.9b | | Lab TAT INR | Turnaround time from 95th centile receipt to report, expressed in hour:minutes | less than | 3:00 | hours:minutes | 0:45 | 0:40 | 0:40 | 0:32 | 0:38 | 0:39 | 0:35 | 0:38 | 0:39 | 0:45 | 0:36 | 0:40 | 0:40 | 0:35 | 0:42 | | | 0:40 | 0:37 | 0:34 | 0:54 | 0:37 | 0:35 |
| 5.9c | yes | Total TAT INR 95th percentile in zone | Turnaround time from 95th centile collection to report, expressed in hour:minutes in zone | less than | 6:00 | hours:minutes | 6:00 | 6:00 | 6:00 | 5:00 | 6:00 | 6:00 | 6:00 | 5:00 | 6:00 | 5:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | | | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 5:00 |
| 5.10a | | Total TAT - Troponin | Average turnaround time from collection to report, expressed in hour:minutes | less than | 6:00 | hours:minutes | 4:07 | 3:59 | 3:48 | 3:47 | 4:03 | 4:02 | 3:39 | 4:02 | 3:40 | 3:50 | 3:28 | 3:44 | 3:49 | 3:56 | 3:59 | | | 3:44 | 4:00 | 3:53 | 3:30 | 4:20 | 3:47 |
| 5.10b | | Lab TAT - Troponin | Turnaround time from 95th centile receipt to report, expressed in hour:minutes | less than | 3:00 | hours:minutes | 1:06 | 0:53 | 0:52 | 0:58 | 1:20 | 1:08 | 1:00 | 1:05 | 0:54 | 0:56 | 0:49 | 0:48 | 0:48 | 0:50 | 0:49 | | | 0:59 | 0:52 | 1:03 | 0:53 | 0:57 | 0:55 |
| 5.10c | yes | Total TAT Troponin 98th percentile in zone | Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone | less than | 6:00 | hours:minutes | 6:00 | 6:00 | 6:00 | 7:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | 6:00 | | | 5:00 | 5:00 | 6:00 | 6:00 | 6:00 | 6:00 | |
| 5.11 | | Lab TAT - Urgent Biochem and Haem | Percentage of biochem & haem (as nominated clinically urgent by the referrer) with TAT (from receipt of test in lab to communication of results) less than 3 hours | greater than | 95% | percent | 96.4% | 98.7% | 97.4% | 99.3% | 95.4% | 96.2% | 99.3% | 96.8% | 98.4% | 98.1% | 98.8% | 98.0% | 99.2% | 97.5% | 96.2% | | | 97.7% | 98.5% | 99.4% | 97.9% | 97.2% | 98.0% |
| 6. RECOLLECTS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6.1 | | 6.1. Total specimens | Total number of patient episodes (excluding self collects) | | | number | 7,011 | 6,625 | 6,157 | 6,116 | 6,157 | 7,034 | 6,697 | 6,331 | 6,029 | 6,296 | 6,891 | 6,514 | 6,191 | 5,803 | 6,088 | | | 7,184 | 6,490 | 6,355 | 6,357 | 7,057 | 6,760 |
| 6.2 | | 6.2. Recollects | Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects) | | | number | 21 | 27 | 20 | 28 | 24 | 16 | 39 | 31 | 24 | 14 | 23 | 8 | 22 | 15 | 17 | | | 18 | 23 | 14 | 19 | 23 | 15 |
| 6.5 | yes | 6.5 % recollects | 6.2 divided by 6.1 | less than | 1.0% | percent | 0.3% | 0.4% | 0.3% | 0.5% | 0.4% | 0.2% | 0.6% | 0.5% | 0.4% | 0.2% | 0.3% | 0.1% | 0.4% | 0.3% | 0.3% | #DIV/0! | | 0.3% | 0.4% | 0.2% | 0.3% | 0.3% | 0.2% |
| 7. QUALITY IMPROVEMENT note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday" | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7.1 | | Total issues / events | Number of issues / events / corrective actions year to date, entered into Riskman | | | number | | | | | | | | | | | | | | | | | | | | | | | |
| 7.2 | | Events / issues closed | Number of issues / events closed year to date | | | number | | | | | | | | | | | | | | | | | | | | | | | |
| 7.3 | | Timely closure | Number of events closed by due date (within six months) | | | number | | | | | | | | | | | | | | | | | | | | | | | |
| 7.4 | | Total Complaints | Number of complaints received year to date | | | number | | | | | 19 | | | | | | | | | | 19 | | | | | | 19 | | |
| 7.5 | | Complaints closed | Number of complaints closed year to date | | | number | | | | | 19 | | | | | | | | | | 19 | | | | | | 19 | | |
| 7.6 | | New complaints | Number of new complaints received this week | | | number | | | | | 1 | | | | | | | | | | - | | | | | | - | | |
| 7.7 | | Complaints acknowledgement | Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week | | | number | | | | | 1 | | | | | | | | | | - | | | | | | - | | |
| 7.8 | | Complaints response | Number of complaints (year to date) that have received a final response (letter) within 35 working days | | | number | | | | | 19 | | | | | | | | | | 19 | | | | | | 19 | | |
| 7.9 | | % events/issues closed | 7.2 divided by 7.1 | greater than | 75% | percent | | | | | | | | | | | | | | | | | | | | | | | |

| Item | Contract | Indicator | Definition | Target | Unit | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | |
|------|----------|------------------------------|--------------------|--------------|------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------------|----------|----------|----------|----------|----------|----------|--|
| | | | | | | 2/10/17 | 3/10/17 | 4/10/17 | 5/10/17 | 6/10/17 | 9/10/17 | 10/10/17 | 11/10/17 | 12/10/17 | 13/10/17 | 16/10/17 | 17/10/17 | 18/10/17 | 19/10/17 | 20/10/17 | Public Holiday | 24/10/17 | 25/10/17 | 26/10/17 | 27/10/17 | 30/10/17 | 31/10/17 | |
| 7.10 | | % timely closure | 7.3 divided by 7.1 | greater than | 95% | percent | | | | | | | | | | | | | | | | | | | | | | |
| 7.11 | | % complaints closed | 7.5 divided by 7.4 | greater than | 75% | percent | | | | | | | | | | | | | | | | | | | | | | |
| 7.12 | | % complaints acknowledgement | 7.7 divided by 7.6 | greater than | 80% | percent | | | | | | | | | | | | | | | | | | | | | | |
| 7.13 | | % complaints response | 7.8 divided by 7.4 | greater than | 80% | percent | | | | 100.0% | | | | | 100.0% | | | | | | | | | | | | | |