## Lab Tests Auckland Pathology Service KPI Reporting 2019 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 do not meet target

hlue cells indicate contracted KPIs

The column							Dide cells if	Thu		Mon	Tue	Wed	Thu	E6	Mon	Tue	Wed	Thu	Eri	Mon	Tue	Wed	Thu	Eri	Mon	Tuo	Wed	Thu	E-i
	itom	Contract	Indicator	Definition		Taraat	Unit			E/09/10	6/09/10	7/09/10	9/09/10	0/09/10	12/09/10	12/09/10	14/09/10	15/09/10	16/09/10	10/09/10	20/09/10	21/09/10	22/09/10	22/09/10	26/09/10	27/09/10	29/09/10	20/09/10	20/09/10
The content of the	item		1. CALL CENTRE	Delinition		raiget	Offic	1/00/19	2/00/19	3/00/19	0/00/19	7700/19	0/00/19	3/00/13	12/00/19	13/00/19	14/00/19	13/00/19	10/00/19	18/00/18	20/00/19	21/00/19	22/00/19	23/00/18	20/00/19	21/00/19	20/00/19	28/00/13	30/00/19
1	1.1a						number	1,481	1371	1452	1392	1369	1,379	1445	1566	1429	1536	1,403	1392	1568	1455	1448	1,389	1303	1499	1517		1,417	1372
The content of the	1.1b		Total inbound calls - results	Number of calls placed / received on results line	9		number	660	601	655	612	623	673	634	685	661	745	653	606	630	644	656	605	564	594	652	626	617	604
Second Column   Col	1.2		Total calls answered	Number of calls answered			number	1,430	1,334	1,431	1,368	1,334	1,357	1,417	1,516	1,400	1,504	1,378	1,347	1,530	1,425	1,427	1,366	1,267	1,447	1,477	1,407	1,391	1,356
Table   Tabl	1.3a		% calls unanswered			7.0%	percent	3.4%	2.7%	1.5%	1.7%	2.6%	1.6%	1.9%	3.2%	2.0%		1.8%	3.2%	2.4%	2.1%	1.5%	1.7%	2.8%	3.5%	2.6%	2.4%		1.2%
Columbia	1.2h		% calls unanswered for			2.0%	nercent	1 1%	1 7%	0.3%	0.7%	1 3%	1 2%	1.0%	2.0%	1 1%	2 2%	1 8%	2 3%	2 1%	1 7%	0.8%	1 0%	1 /1%	1.0%	1 7%	1 0%	0.8%	1.0%
			results line	1 - (1.4 divided by 1.1b)		3.076	p =	,.																,.		,.			1.070
Company of the comp																													604
Column   C	1.0			,	loce	150	Personn	1.0070	101070	45.1%		45.5%	48.8%		43.7%		48.5%	10.070	101010		44.3%	45.3%	101070	43.3%	39.6%	43.0%		43.5%	44.0%
A state of the control of the cont	1.0		Average wait time			150	seconas	42	47	23	32	49	39	34	47	43	40	3/	50	40	40	40	32	33	45	40	30	31	20
A state of the control of the cont																													
Process   Proc	1.7		wait time >150 seconds				number	46	65	47	24	64	46	60		68	/3	61	61	/8	70	/1	49	61	/4	67	5/	47	32
**************************************	1.8		% of calls with wait time >150	1.7 divided by 1.1			percent	3.1%	4.7%	3.2%	1.7%	4.7%	3.3%	4.2%	4.9%	4.8%	4.8%	4.4%	4.4%	5.0%	4.8%	4.9%	3.5%	4.7%	4.9%	4.4%	4.0%	3.3%	2.3%
A					than									_															_
Part			2. COLLECTION CENTRES																										
Control of the Cont	2.1		Wait time Manukau DHB	Average waiting time in minutes for a sample of		30	minutes	6	5	7	7	5	5	6	7	8	5	6	8	12	7	6	5	5	8	7	6	7	7
Accordance   Continue of Con					tnan																								
Part				collection time)																									
New York Continues and Conti	2.2		Wait time Auckland DHB	Average waiting time in minutes for a sample of		30	minutes	6	7	7	6	6	4	5	8	5	4	5	5	7	7	5	5	6	6	7	5	5	6
23				between 7am and 11am (peak collection time)	triari																								
Name of the control																													
Note that the property of the following of the followin	2.3		Wait time Waitemata DHB	Average waiting time in minutes for a sample of	less	30	minutes	6	8	8	7	7	7	10	10	8	7	7	7	8	7	7	7	6	8	5	6	6	7
No.				between 7am and 11am (peak collection time)	tricar																								
No.																													
	2.4		Number waiting				number	3,202	3,214	3,335	3,366	3,308	3,215	3,192	3,561	3,510	3,307	3,170	3,321	3,418	3,427	3,121	3,143	3,336	3,624	3,506	3,404	3,278	3,436
2   Secretary   1   Secretary   1   2   Secretary   2   2   2   2   2   2   2   2   2				between 7am and 11am																									
Companies   Comp	2.5			Number of people waiting over 30 minutes				46				99	98				76	71				90	90	96		69		59	60
The form configuration will be precised from the min and excellent to take   1.00	2.6		% wait over 30 mins	2.5 divided by 2.4		10%	percent	1.4%	4.4% #	4.2%	3.1%	3.0%	3.0%	5.2%	5.7%	3.1%	2.3%	2.2%	3.7%	7.4%	4.0%	2.9%	2.8%	2.9%	4.6%	2.0%	1.8%	1.8%	1.7%
2   The following following the control of the co	2.7		Long waits	Maximum wait time (incl GTT's)			minutes	60	59	54	59	58	58	59	59	58	57	58	53	59	55	58	52	59	54	57	58	47	57
Time from confinence to table   Manufacture control transition	2.8		Time from collection to lab		less	4:00	hours:	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	4:00
The contract of the contract	29	_	Time from collection to lab -		tnan			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	32:00
Control Assertion is share the private on or	2.5		max					02.00	02.00	02.00	02.00	02.00	02.00	02.00	02.00	02.00	02.00	02.00	02.00	02.00	02.00	02.00	02.00	02.00	02.00	02.00	02.00	02.00	02.00
Control Assertion is share the private on or			3. HOME VISITS																										
1.2 Prince visits sampled and an actual control was assumed and an actual process on a supplement of the day 3.2 years of the of the day 3.2 year	3.1		Home visits booked				number	478	442	479	458	488	483	463	492	435	463	470	468	491	459	477	487	474	507	419	512	466	454
3.3 Yes in home was transfered with the day 3.2 percent of the day 3																													
Selection   19   Sele	3.2		Home visits attended	Number of home visits attended for the day			number	463	436	466	446	477	468	456	481	421	448	459	453	477	452	466	471	459	496	407	498	458	446
Selection   19   Sele	3.3	Yes	% Home visit timeliness		greater	90%	percent	96.9%	98.6%	97.3%	97.4%	97.7%	96.9%	98.5%	97.8%	96.8%	96.8%	97.7%	96.8%	97.1%	98.5%	97.7%	96.7%	96.8%	97.8%	97.1%	97.3%	98.3%	98.2%
Second Content of the Content of t					then																								
1.5   Upget home value completed for the day 3.5   4.6   4.7   3.1   4.8   5.0   5.8   4.0   4.2   4.5   4.0   4.3   5.5   4.0   4.3   5.0   5	3.4		Urgent home visits booked				number	43	44	50	38	40	42	45	40	43	35	43	32	48	50	56	50	44	47	31	49	39	33
36   Windows   100   Windows   100				not home)																									
## 1.4 Platient equicodes   Tools immuhor of patient spinodes   Number of control tests performed   Number of 11,425   10,927   12,130   11,245   11,825   11,330   11,326   11,326   11,327   11,376   12,469   12,655   11,333   11,018   11,343   12,655   12,735   11,839   11,708   11,245   12,457   1	3.5		Urgent home visits completed	Number of urgent home visits completed for the			number	43	46	50	38	40	42	45	40	43	35	43	32	48	50	56	50	44	47	31	49	39	33
## 1.4 Platient equicodes   Tools immuhor of patient spinodes   Number of control tests performed   Number of 11,425   10,927   12,130   11,245   11,825   11,330   11,326   11,326   11,327   11,376   12,469   12,655   11,333   11,018   11,343   12,655   12,735   11,839   11,708   11,245   12,457   1	3.6	ves	Urgent home visit timeliness		greater	99%	percent	100.0%	104.5%	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%	100.0%	100.0%	100.0%	100.0%	100.0%
## Patient tests   Total number of patient tests performed   Furnibor   43,105   42,733   45,782   46,086   44,595   42,595   43,439   46,895   47,241   44,972   43,703   43,802   45,782   46,086   44,972   43,703   43,802   45,782   44,972   43,703   43,802   45,782   44,972   43,703   43,802   45,782   44,972   43,703   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,903   43,902   43,903   43,		,																											
## Patient tests   Total number of patient tests performed   Furnibor   43,105   42,733   45,782   46,086   44,595   42,595   43,439   46,895   47,241   44,972   43,703   43,802   45,782   46,086   44,972   43,703   43,802   45,782   44,972   43,703   43,802   45,782   44,972   43,703   43,802   45,782   44,972   43,703   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,902   43,903   43,903   43,902   43,903   43,	4.1		Patient enisodes	Total number of patient enjectes			number	11 /05	10 927	12 130	12 145	11 625	11 300	11 332	12.480	12 605	11 750	11 512	11 379	12 457	12 350	11 333	11 019	11 3/12	12.655	12 73F	11 820	11 708	11 283
4.3   Uigent tests   Total number of urgent tests   4.4   4.4   4.4   4.4   5.7   5.4   4.5   5.3   5.0   4.5   5.3   5.0   4.5   5.3   5.0   4.5																													
4.5 Outs for HealthPac within agendance or morth only - first day of morth for periods control performance) or morth for periods once amonth only - first day of morth for periods control performance) or morth for periods control performance or morth only - first day of morth for periods control performance) or morth for periods control periods or morth performance or morth only - first day of morth for periods control periods control periods or morth performance or morth only - first day of morth for periods control periods or morth performance or morth only - first day of morth for periods control periods or period period periods or period or periods or period periods or periods o	4.3						number									504							347					494	472
Less the contract of the contract person done a month only - first day of month for previous month performance)  4.6 Critical results - Number of critical test results phoned through to appropriate contact person within 1 hour (a. Referent b. patient; c. policie)  4.8 Yes St. of critical results - Number of results changed after original result then hour (a. Referent b. patient; c. policie)  4.11 Amended Results - Number of results changed after original result was reported to referere - A.11 divided by than 1 hour septiment or results changed after original result was reported to referere. A.11 divided by than 1 hours was reported to referere. A.11 divided by than 1 hours was reported to referere. A.11 divided by than 1 hours was reported to referere. A.11 divided by than 1 hours was reported to referere. A.11 divided by than 1 hours was reported to referere. A.11 divided by than 1 hours was reported to referere. A.11 divided by than 1 hours was reported to referere. A.11 divided by than 1 hours was reported to referere. A.11 divided by than 1 hours with than 1 hours was reported to referere. A.11 divided by than 1 hours with than 1 hours was reported to referere. A.11 divided by than 1 hours with than 1 hours was reported to referere. A.11 divided by than 1 hours with than 1 hours was reported to referere. A.11 divided by than 1 hours with 1 hour							percent									1%							1%					1%	1%
## deference of the previous month performance)  ## deference a month only- first day of month for previous month performance)  ## deference positions of the previous month performance)  ## deference positions performance)  ## d	4.5		Data for HealthPac		equal to	100%	percent	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
4.6 Critical results Number of critical test results phoned through 10 agreement 10 ag				be reported once a month only - first day of																									
4.7 Critical results phoned through proprietal contact person within 1 hour (a Referrer; b. patient; c. police)  4.8 yes % of critical results phoned within 1 hour (a Referrer; b. patient; c. police)  4.8 yes % of critical results phoned within 1 hour (a Referrer; b. patient; c. police)  4.8 yes % of critical results phoned within 1 hour (a Referrer; b. patient; c. police)  4.11 Amended Results Number of results changed after original result was reported to referrer.  4.12 % Amended Results Personal or results changed after original result was reported to referrer.  4.13 Yes Timeliness of Send aways  August 1 yes Timeliness of Send aw				month for previous month performance)																									
4.7 Critical results phoned through proprietal contact person within 1 hour (a Referrer; b. patient; c. police)  4.8 yes % of critical results phoned within 1 hour (a Referrer; b. patient; c. police)  4.8 yes % of critical results phoned within 1 hour (a Referrer; b. patient; c. police)  4.8 yes % of critical results phoned within 1 hour (a Referrer; b. patient; c. police)  4.11 Amended Results Number of results changed after original result was reported to referrer.  4.12 % Amended Results Personal or results changed after original result was reported to referrer.  4.13 Yes Timeliness of Send aways  August 1 yes Timeliness of Send aw	4.6		Critical results	Number of critical test results	1		number	40	33	58	53	43	46	44	57	42	44	49	54	50	45	52	30	29	74	40	35	37	52
4.8 yes % of critical results phoned within 1 hour appropriate contact person within 1 hour (a Reference, b, patient; c, police)  4.11 Amended Results Number of results changed after original result was reported to referrer 4.11 divided by 4.12 % Amended Results Personal results changed after original result was reported to referrer 4.11 divided by 4.13 Yes Timeliness of Send aways  30th certified results phoned discovering of critical trest results phoned within 1 100% 100% 100% 100% 100% 100% 100% 1				Number of critical test results phoned through			number	40	33	58	53	43	46		57	42	44	49		50	45	52	30	29	74	40	35	37	52
4.8 yes % of critical results phoned within 1 hour within 1 hour hour (Referers, b, patient); p.				to appropriate contact person within 1 hour (a Referrer, b. patient, c. police)																									
within 1 hour   hour (Reference, policies)   here   hour (Reference, policies)   hour (Reference, policies)   here   hour (Reference, policies)   hour (Refere				,, b. punon, c. ponocy		L	L ∣			L																			
hour (a Redirery b. patient; c. policie)  4.11 Amended Results	4.8	yes		Percentage of critical test results phoned	greater	98%	percent	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
4.11 Amended Results Number of results changed after original result 4.11 Amended Results Number of results changed after original result 4.12 % Amended Results Percentage of results changed after original result 4.12 % Amended Results Percentage of results changed after original result 4.13 Yes Timeliness of Send aways 300 certifie for collection to recept by LabPlus means 4.11 Number of results Number of results changed after original result 4.12 % Amended Results Percentage of results changed after original result 4.13 Yes Timeliness of Send aways 300 certifie for collection to recept by LabPlus means 4.11 Number of results Changed after original result 4.12 % Amended Results Percentage of results changed after original result 4.13 Number of results Changed after original result 4.14 Number of results Changed after original result 4.15 Number of results Changed after original result 4.16 Number of results Changed after original result 4.17 Number of results Changed after original result 4.18 Number of results Changed after original result 4.19 Number of results Changed after original result 4.10 Number of results Changed after original result 4.11 Number of results Changed after original result 4.12 Number of results Changed after original result 4.11 Number of results Changed after original result 4.12 Number of results Changed after original result 4.11 Number of results Changed after original result 4.12 Number of results Changed after original result 4.12 Number of results Changed after original result 4.13 Number of results Changed after original result 4.14 Number of results Changed after original result 4.15 Number of results Changed after original result 4.16 Number of results Changed after original result 4.17 Number of results Changed after original result 4.18 Number of results Changed after original result 4.19 Number of results Changed after original results 4.10 Number of results Changed after original results 4.11 Number of results Changed after original results 4.11 Number of results Changed			within 1 hour	through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)	then																								
vas reported to referrer   vas reported to ref																													
4.12 % Amended Results Percentage of results changed after original results was reported to reference 4.11 divided by less than measured in constraints (Excludes frozen than measured in hours: minutes (Excludes frozen than measured in hours: minutes).	4.11	1	Amended Results	Number of results changed after original result			number	16	20	16	15	17	17	30	14	22	188	30	38	20	10	42	23	18	15	16	33	15	19
result was reported to referrer. 4.11 divided by 1 than 4.2 4.13 Yes Timeliness of Send aways 900 contribute or collection to receipt by LaPhus 1 test 900 thours 1 test 900 t	4.12		% Amended Results		less	1%	percent	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.4%	0.1%	0.1%	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%
measured in hours:minutes (Excludes frozen than minutes	1				than	.,,									'''														
measured in hours:minutes (Excludes frozen than minutes	4 13	Vac	Timeliness of Send aways	90th centile for collection to receipt by LahPlus	less	20.00	hours:																						
samples)	4.13	100	ays	measured in hours:minutes (Excludes frozen	than	20.00																							
				samples)																									

							Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
item	Contract	Indicator	Definition		Target		1/08/19	2/08/19	5/08/19	6/08/19	7/08/19	8/08/19	9/08/19	12/08/19	13/08/19	14/08/19	15/08/19	16/08/19	19/08/19	20/08/19	21/08/19	22/08/19	23/08/19	26/08/19	27/08/19	28/08/19	29/08/19	30/08/19
4.14	Yes	Timely attendance frozen sections and booked cytology	% of timely attendance for booked frozen sections and booked cytology for FNAs for the	greater then	95%	percent																						
		for FNAs	private referrers/hospitals (assumes mutually agreed and clinically appropriate booking)																									
			agreed and clinically appropriate booking)																									
		5. TURNAROUND TIME																										
5.1a		NON-URGENT Total TAT Complete blood	Average turnaround time from collection to	less	8:00	hours:	4:29	4:15	4:29	4:13	4:19	4:18	4:19	4:26	4:20	4:29	4:08	4:06	4:39	4:20	4:11	4:07	4:16	4:14	4:27	4:13	4:13	4:20
		count	report, expressed in hour:minutes	than		minutes																						4.20
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	0:43	0:33	0:45	0:39	0:36	0:41	0:37	0:50	0:40	0:47	0:36	0:36	1:06	0:54	0:44	0:39	0:41	0:45	0:45	0:42	0:45	0:41
5.1c	yes	Complete blood count 95%	Turnaround time for 95th centile from collection	less	12:00	hours:	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00
		percentile - in zone	to report, expressed in hour:minutes - IN ZONE	than		minutes																						
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:	5:31	5:05	5:21	4:57	4:58	5:22	5:18	8:00	5:58	7:13	6:19	5:25	5:56	5:07	4:43	4:46	6:16	5:59	5:22	5:07	5:01	5:07
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to	less	4:00	hours:	1:41	1:20	1:35	1:20	1:09	1:44	1:35	4:22	2:20	3:39	2:42	1:54	2:21	1:40	1:13	1:18	2:39	2:27	1:39	1:33	1:31	1:26
5.2c	ves	Total TAT Electrolytes 95%	report, expressed in hour:minutes  Turnaround time for 95th centile from collection	than	12:00	minutes hours:	9:00	7:00	10:00	7:00	7:00	9:00	9:00	11:00	11:00	11:00	14:00	9:00	10:00	7:00	7:00	7:00	11:00	11:00	9:00	7:00	7:00	7:00
5.20	yes	percentile in zone	to report, expressed in hour:minutes - IN ZONE	less than	12.00	minutes	9.00	7.00	10.00	7.00	7.00	9.00	9.00	11.00	11.00	11.00	14.00	9.00	10.00	7.00	7.00	7.00	11.00	11.00	9.00	7.00	7.00	7.00
5.3a		Total TAT HCG Quantification	n Average turnaround time from collection to	less	8:00	hours:	5:37	5:11	5:37	5:05	5:15	5:45	6:02	7:53	4:32	6:56	4:55	6:01	6:17	5:30	4:47	5:30	6:51	6:26	5:24	5:14	5:45	5:21
			report, expressed in hour:minutes	than		minutes		5.11						1100									- 11					
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:06	1:46	2:13	1:46	1:46	2:25	2:36	4:24	1:18	3:46	1:37	2:37	3:03	2:13	1:35	2:13	3:34	3:06	2:11	1:56	2:18	1:58
5.3c	yes	Total TAT HCG 95%	Turnaround time for 95th centile from collection	less than	12:00	hours:	6:00	5:00	5:00	5:00	6:00	4:00	5:00	5:00	11:00	5:00	14:00	6:00	5:00	5:00	5:00	5:00	7:00	5:00	8:00	5:00	6:00	5:00
		percentile - in zone	to report, expressed in hour:minutes -IN ZONE			minutes																						
5.5a	1	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:38	5:11	5:31	5:08	4:59	5:25	5:23	8:07	6:05	7:24	6:29	5:28	6:03	5:11	4:50	4:53	6:31	6:05	5:29	5:16	5:06	5:13
5.5b	1	Total TAT Liver functions	Turnaround time from 90th centile receipt to	less	4:00	hours:	1:48	1:26	1:44	1:34	1:13	1:49	1:41	4:28	2:24	3:51	2:52	2:00	2:27	1:44	1:21	1:22	2:56	2:36	1:46	1:42	1:36	1:34
5.5c	ves	Total TAT Liver 95%	report, expressed in hour:minutes  Turnaround time for 95th centile from collection	than less	12:00	minutes hours:	9:00	7:00	10:00	7:00	7:00	9:00	9:00	11:00	11:00	11:00	14:00	9:00	10:00	7:00	7:00	7:00	11:00	11:00	10:00	7:00	7:00	7:00
3.30	yes	percentile in zone	to report, expressed in hour:minutes IN Zone	than	12.00	minutes	3.00	7.00	10.00	7.00	7.00	3.00	3.00	11.00	11.00	11.00	14.00	3.00	10.00	7.00	7.00	7.00	11.00	11.00	10.00	7.00	7.00	7.00
5.6a	Yes	Total TAT Histology - Biopsie	s Turnaround time for 80th centile from collection	less	3.0	working																						
0.00			to report, expressed in working days	than	0.0	days																						
5.6b	ves	Total TAT Histology - major	Turnaround time for 80th centile from collection	less	5.0	working																						
	,	resections	to report, expressed in working days	than	0.0	days																						
5.6c	ves	Total TAT Histology 98%	Turnaround time for 98th centile from collection	less	10.0	working				+																		
	,	percentile	to report, expressed in working days	than		days																						
5.7a		Total TAT - Urine Micro &	Average turnaround time from collection to	less	48:00	hours:	16:05	16:03		14:45	15:41	14:40	15:30		15:20	14:38	16:03	15:26		16:07	16:54	16:37	15:34		14:01	14:47	15:56	13:41
5.7b	-	Culture - non-urgent Total TAT - Urine Micro &	report, expressed in hour:minutes  Turnaround time from 90th centile receipt to	than less	48:00	minutes hours:	13:20	12:52		10:27	12:19	12:33	12:04		10:45	12:15	12:48	12:15		11:46	12:58	13:07	11:29		10:08	11:23	12:10	12:09
		Culture - non-urgent	report, expressed in hour:minutes	than		minutes				10.27															10.00			12.00
5.7c	yes	Total TAT Urine Micro & Culture - non-urgent 90%	Turnaround time for 90th centile from collection to report, expressed in working days	less than	2.0	working days	1.3	1.3		1.0	1.3	1.3	1.3		1.0	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.3	1.3	1.3	1.3
		percentile																										
5.8		Lab TAT - Routine Biochem and Haem	Percentage of biochem & haem reports with TAT (from receipt of test in lab to	greater then	90%	percent	99.9%	99.9%	99.7%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	99.4%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.8%
			communication of results) less than 48 hours																									
		URGENT																										
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:39	3:46	3:52	3:51	3:56	3:37	3:51	3:59	3:57	3:50	3:42	3:51	4:01	3:54	3:49	3:50	3:49	4:03	3:59	4:02	3:52	3:53
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to	less	3:00	hours:	0:21	0:28	0:30	0:29	0:24	0:23	0:27	0:37	0:37	0:30	0:31	0:37	0:42	0:37	0:36	0:33	0:31	0:41	0:37	0:44	0:33	0:38
5.9c	ves	Total TAT INR 95%	report, expressed in hour:minutes  Turnaround time from 95th centile collection to	than less	6:00	minutes hours:	5:00	5:15	3:45	3:45	4:15	4:15	5:15	4:15	4:00	3:35	4:00	5:15	4:45	3:45	3:15	4:00	4:15	3:45	4:15	4:00	6:15	3:45
5.90	yes	percentile in zone	report, expressed in hour:minutes in zone	than	6.00	minutes	5.00	5.15	3.43	3.40	4.15	4.15	5.15	4.15	4.00	3.33	4.00	5.15	4.40	3.43	3.13	4.00	4.15	3.43	4.15	4.00	0.15	3.40
5.10a		Total TAT - Troponin	Average turnaround time from collection to	less	6:00	hours:	3:55	3:46	4:09	3:46	3:28	3:39	4:00	3:59	3:58	3:27	3:26	3:38	3:52	3:25	3:53	3:22	3:52	3:37	3:36	3:31	4:00	3:47
	1		report, expressed in hour:minutes	than		minutes																						
5.10b	<u>L</u>	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:56	0:59	0:58	0:56	0:56	1:02	1:05	1:02	1:00	0:58	0:56	1:05	1:05	0:58	1:10	0:58	1:16	0:54	0:59	0:53	1:09	0:55
5.10c	yes	Total TAT Troponin 98% centile in zone	Turnaround time from 98th centile collection to report, expressed in hour; minutes in zone	less than	6:00	hours: minutes	5:45	5:45	6:00	5:45	5:00	5:15	5:15	6:15	5:15	5:45	5:00	7:15	5:45	5:15	5:15	5:15	6:45	6:00	5:00	5:00	6:45	6:00
			1.7.7																									
5.11	1	Lab TAT - Urgent Biochem and Haem	Percentage of biochem & haem (as nominated clinically urgent by the referrer) with TAT (from	greater then	95%	percent	98.5%	99.0%	97.3%	99.3%	98.3%	98.6%	99.4%	92.0%	97.1%	97.1%	98.0%	98.3%	98.8%	97.1%	98.6%	97.9%	97.0%	98.3%	99.2%	99.0%	98.5%	98.4%
			receipt of test in lab to communication of results) less than 3 hours		l																							
<u> </u>			roomaj 1000 tran o nodis		<u> </u>																							
		6. RECOLLECTS	Total number of notices and the fourth in																									
6.1	L	6.1. Total specimens	Total number of patient episodes (excluding self collects)		L	number	6,610	6,439	7,186	7,019	6,742	6,635	6,600	7,432	7,166	6,864	6,513	6,645	7,471	7,136	6,647	6,330	6,760	7,569	7,213	6,762	6,663	6,700
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary)			number	25	21	22	16	16	13	17	27	18	18	20	18	20	20	9	18	19	21	26	21	18	25
			(excluding self collects)																									
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.4%	0.3%	0.3%	0.2%	0.2%	0.2%	0.3%	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.1%	0.3%	0.3%	0.3%	0.4%	0.3%	0.3%	0.4%
		7. QUALITY IMPROVEMENT	note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in																									
			daily) - so whole weeks data can be filled in against "Friday"																									
7.1		Total issues / events	Number of issues / events / corrective actions			number																						
7.0	1	Events / issues closed	year to date, entered into Riskman Number of issues / events closed year to date	$\vdash$		number																						
7.2	1	E + GIRO / IDDUES CIUSEU	-			number																						
7.3	1	Timely closure	Number of events closed by due date (within six months)	1		number																						
7.4	1	Total Complaints	Number of complaints received year to date			number		5					5					6					6					7
7.5	1	Complaints closed	Number of complaints closed year to date			number		5					5					e					6					6
7.6	1	New complaints	Number of new complaints received this week			number		-					-					1					-					1
	1		1		i																							

							Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
item	Contract	Indicator	Definition		Target	Unit	1/08/19	2/08/19	5/08/19	6/08/19	7/08/19	8/08/19	9/08/19	12/08/19	13/08/19	14/08/19	15/08/19	16/08/19	19/08/19	20/08/19	21/08/19	22/08/19	23/08/19	26/08/19	27/08/19	28/08/19	29/08/19	30/08/19
7.7			Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number		-					·					1										1
7.8			Number of complaints (year to date) that have received a final response (letter) within 35 working days			number		5					5					6					6					6
7.9		% events/issues closed	7.2 divided by 7.1	greater then	75%	percent																						
7.10		% timely closure	7.3 divided by 7.1	greater then	95%	percent																						
7.11		% complaints closed	7.5 divided by 7.4	greater then	75%	percent																						
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater then	80%	percent																						
7.13		% complaints response	7.8 divided by 7.4	greater then	80%	percent		100.0%					100.0%					100.0%					100.0%					85.7%