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 blue cells indicate contracted KPIs

						Dide cells i	Mon	Tue	Wed	Thu	F2	Men	т	Mad	Thu	ral.	I Man I	т	Mad	Th	T-4	Man	T	Wed	Th	ral	l Man	T	Mad
	Contract	I. P	D.C.W.		-					Ihu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	lue	Wed	Ihu	Fri	Mon	Tue	Wed	Ihu	Fn	Mon	Tue	Wed
item	Contract	1. CALL CENTRE	Definition		Target	Unit	1/07/19	2/07/19	3/07/19	4/07/19	5/07/19	8/07/19	9/07/19	10/07/19	11/07/19	12/07/19	15/07/19	16/07/19	17/07/19	18/07/19	19/07/19	22/07/19	23/07/19	24/07/19	25/07/19	26/07/19	29/07/19	30/07/19	31/07/19
1.1a		Total inbound calls	Number of calls placed / received			number	1338	1346	1335	1,257	1187	1436	1302	1329	1,325	1261	1402	1363	1328	1,283	1268	1331	1351	1338	1,452	1391	1521	1436	1379
1.1b		Total inbound calls - results	Number of calls placed / received on results			number	542	608	631	586	549	573	575	599	584	567	584	617	600	548	547	531	570	613	645	613	642	632	616
1.2		Total calls answered	Number of calls answered			number	1,298	1,320	1,293	1,248	1,169	1,404	1,284	1,286	1,296	1,245	1,361	1,342	1,313	1,270	1,256	1,316	1,335	1,313	1,410	1,367	1,498	1,408	1,356
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less	7.0%	percent	3.0%	1.9%	3.2%	0.7%	1.5%	2.2%	1.4%	3.2%	2.2%	1.3%	2.9%	1.5%	1.1%	1.0%	1.0%	1.1%	1.2%	1.9%	2.9%	1.7%	1.5%	2.0%	1.7%
1.3b	+	% calls unanswered for	1- (1.2 divided by 1.1a) Also known as "abandonment".	than	3.0%	percent	2.4%	0.8%	1.4%	0.2%	0.6%	1.6%	1.0%	1.7%	1.0%	0.5%	1.2%	0.7%	0.5%	0.2%	0.4%	0.2%	0.4%	0.8%	1.6%	0.8%	0.8%	1.0%	0.7%
		results line	1 - (1.4 divided by 1.1b)	than	0.070																								
1.4	+	Results calls % results calls	Number of calls requesting test results 1.4 divided by 1.2	-		number		608 45.2%	631 47.3%	586 46.6%	549 46.3%	573 37.6%	575 44.2%	599 45.1%	584 44.1%	567 45.0%	584 41.7%	617 45.3%	600 45.2%	548 42.7%	547 43.1%	531 39.9%	570 42.2%	613 45.8%	645 44.4%	613 44.1%	642 42.2%	632 44.0%	616 44.7%
1.6		Average wait time	Average wait time on the phone for results,	less	150	seconds	40.5%	45.276	38	22	33	70	30	45.1%	35	28	38	34	45.276	20	20	39.976	23	26	44.476	27	37	24	33
1			measured in seconds ("Lab Results" figure)	than																									
1.7		Wait time >150 seconds	Number of calls with a wait time of more than			number	65	67	64	24	37	70	62	66	52	46	68	67	56	35	25	49	27	39	46	35	75	47	44
		W. J	150 seconds				4.00/	E 00/	1.00/	4.00/	0.404	4.00/	4.00/	E 00/	0.00/	0.70/	4.00/	4.007	1.00/	0.70/	0.00/	0.70/	0.00/	0.00/	0.00/	0.50/	4.00/	0.00/	0.00/
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	4.9%	5.0%	4.8%	1.9%	3.1%	4.9%	4.8%	5.0%	3.9%	3.7%	4.9%	4.9%	4.2%	2.7%	2.0%	3.7%	2.0%	2.9%	3.2%	2.5%	4.9%	3.3%	3.2%
		2. COLLECTION CENTRES																											
2.1		Wait time Manukau DHB	Average waiting time in minutes for a sample	less	30	minutes	13	8	6	6	6	6	5	5	5	5	7	6	5	6	4	7	5	5	5	5	6	7	5
2.1			of patients attending Manukau DHB collection	than	00			Ī	Ī	_				_	_	Ĩ	•	Ī	_	Ĭ	i i		Ī	_	Ĭ		-	•	
			centres between 7am and 11am (peak collection time)																										
2.2		Wait time Auckland DHB	Average waiting time in minutes for a sample	less	30	minutes	9	6	5	5	6	5	5	4	4	6	6	5	5	5	5	7	6	6	5	6	7	6	5
1	1		of patients attending Auckland collection centres between 7am and 11am (peak	than																									
L			collection time)	<u></u>		<u> </u>																							
2.3		Wait time Waitemata DHB	Average waiting time in minutes for a sample of patients attending Waitemata collection	less than	30	minutes	11	7	8	6	8	9	6	5	5	5	8	8	5	6	5	6	6	5	5	5	6	6	6
1	1		centres between 7am and 11am (peak	uian																									
L	4		collection time)	<u> </u>	<u> </u>																								
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres	1		number	3,378	3,335	3,228	2,935	3,167	3,355	3,163	2,937	2,924	3,028	3,245	3,090	3,069	2,969	3,088	3,389	3,288	3,086	3,089	3,374	3,426	3,348	3,350
			between 7am and 11am	<u> </u>																									
2.5	+	Long waits % wait over 30 mins	Number of people waiting over 30 minutes 2.5 divided by 2.4	less	10%	number percent	423 12.5%	131 3.9%	88 2.7%	43 1.5%	176 5.6%	123 3.7%	79 2.5%	0.8%	1.1%	74 2.4%	152 4.7%	105 3.4%	23 0.7%	46 1.5%	0.9%	90 2.7%	50 1.5%	91 2.9%	58 1.9%	43 1.3% #	118 3.4%	116 3.5%	1.3%
2.6		% wait over 30 mins	2.5 divided by 2.4	than	10%	percent	12.5%	3.9%	2.176	1.5%	5.6%	3.170	2.5%	0.8%	1.1%	2.4%	4.7%	3.4%	0.7%	1.5%	0.9%	2.1%	1.5%	2.9%	1.9%	1.3% #	3.4%	3.5%	1.3%
2.7		Long waits	Maximum wait time (incl GTT's)			minutes	59	56	59	60	58	59	57	50	39	56	58	58	53	48	49	54	49	59	60	49	56	59	48
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	4:00	4:00
2.9		Time from collection to lab -	Maximum time from collection to lab			hours:	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	32:00
		max	(hrs:minutes)			minutes										_					_								
3.1		Home visits booked	Number of home visits booked for the day			number	438	433	492	481	442	499	437	469	455	443	482	420	460	462	452	449	439	500	440	432	503	443	454
1			(exclude home visits where the patient was not home)													- 1													
3.2		Home visits attended	Number of home visits attended for the day			number	423	422	475	466	430	485	426	456	440	429	466	406	441	440	433	439	429	487	428	419	483	434	437
			, , , , , , , , , , , , , , , , , , , ,																										-101
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater	90%	percent	96.6%	97.5%	96.5%	96.9%	97.3%	97.2%	97.5%	97.2%	96.7%	96.8%	96.7%	96.7%	95.9%	95.2%	95.8%	97.8%	97.7%	97.4%	97.3%	97.0%	96.0%	98.0%	96.3%
3.4		Urgent home visits booked	Number of urgent home visits booked for the			number	80	47	48	38	34	49	34	40	47	41	48	32	31	48	38	46	41	52	39	45	39	30	40
			day (exclude home visits where the patient was not home)													- 1					- 1								
3.5		Urgent home visits completed	Number of urgent home visits completed for			number	80	47	48	38	34	49	34	40	47	41	48	32	31	48	38	46	41	52	39	45	39	30	40
3.6	ves	Urgent home visit timeliness	the day % urgent home visits completed for the day.	arcator	000/	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%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
3.6	yes	Orgent nome visit umenness	3.5 divided by 3.4	then	99%	percent	100.0%	100.076	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.076	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.078
		4. LAB Patient episodes	Total number of patient episodes				10.000	11.693	11.070	9.823	10.520	11.262	10.007	10.001	10.143	0.000	44.007	10.001	10.477	10.054	0.000	11.645	11.007	10.941	11.020	44.005	10.105	10.000	11.368
4.1		Patient episodes Patient tests	Total number of patient episodes Total number of patient tests performed			number number	12,263 45,864	11,693 45,334	43,483	38,050	10,520 42,289	11,262 44,658	10,807 43,256	10,301 41.803	40,244	9,960 39,959	11,237 45,359	10,624 43,165	10,477 42.673	10,054 41,605	9,982 40,656	11,645 45,088	11,827 45,170	10,941 42,647	11,020 41,487	11,295 43,413	12,465 47,030	12,066 45,632	44,578
4.3		Urgent tests	Total number of urgent tests			number	505	444	421	406	493	495	432	411	388	431	535	426	330	449	406	535	506	412	447	438	470	458	455
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%	1%	1%	1%	1%	1%	1%	1%	1%
4.5		Data for HealthPac	Percentage of completed test episodes provided to HealthPac within agreed	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%	100%
1	1		timeframes (kpi to be reported once a month																										
1			only - first day of month for previous month performance)	1	1	1																							
4.6	+																												40
4.7		Critical results	Number of critical test results			number	23	56	13	37	47	56	61	48	52	56	52	43	50	41	34	49	43	47	40	56	54	41	40
		Critical results Critical results phoned	Number of critical test results phoned through			number	23 23	56 56	13 13	37 37	47 47	56 56	61 61	48 48	52 52	56 56	52 52	43 43	50 50	41 41	34 34	49 49	43 43	47 47	40 40	56 56	54 54	41	40
			Number of critical test results phoned through to appropriate contact person within 1 hour							37 37					52 52		52 52										54	41	40
		Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)			number	23	56	13	0.	47	56	61	48	02	56	0.2	43	50	41	34	49	43	47	40	56	54	41	40
4.8	yes	Critical results phoned % of critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer, b. patient; c. police) Percentage of critical test results phoned	greater then	98%					37 37 100%					52 52 100%		52 52 100%										54 54 100%	41 41 100%	40
4.8	yes	Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)	greater then	98%	number	23	56	13	0.	47	56	61	48	02	56	0.2	43	50	41	34	49	43	47	40	56	54	100%	40
	yes	Critical results phoned % of critical results phoned within 1 hour	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer, b. patient, c. police) Percentage of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer, b. patient; c. police)	greater then	98%	number	23	56	13	0.	47	56	61	48	02	56	0.2	43	50	41	34	49	43	47	40	56	54	100%	100%
4.8	yes	Critical results phoned % of critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a Referrer; b. patient; c. police) Percentage of critical test results phoned through to appropriate contact person within 1 hour (a Referrer; b. patient; c. police) Number of results changed after criginal result was reported to referer	greater then	98%	number	23	56	13	0.	47	56	61	48	02	56	0.2	43	50	41	34	49	43	47	40	56	54	100%	100%
	yes	Critical results phoned % of critical results phoned within 1 hour	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police) Percentage of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; p. police) Number of results changed after original result was reported to referrer Percentage of results changed after original after original	less	98%	percent number	23	56	13	0.	47	56	61	48	02	56	0.2	43	50	41	34	49	43	47	40	56	54	100%	100%
4.11	yes	Critical results phoned % of critical results phoned within 1 hour Amended Results	Number of critical test results phoned through to appropriate contact person within 1 hour (a Referrer; b. patient; c. police) Percentage of critical test results phoned through to appropriate contact person within 1 hour (a Referrer; b. patient; c. police) Number of results changed after criginal result was reported to referer			percent number	100%	100%	13	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	23	27
4.11	yes	Critical results phoned % of critical results phoned within 1 hour Amended Results	Number of critical test results phoned through to appropriate contact person within 1 hour (a Referrer, b. patient; c. police) Percentage of critical test results phoned through to appropriate contact person within 1 hour (a Referer, b. patient; c. police) Number of results changed after original result was reported to referrer Percentage of results changed after original result was reported to referrer 4.11 divided by 4.2 90th centile for collection to recept by LabPlus	less than	1%	number percent number percent hours:	100%	100%	13	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	23	27
4.11		Critical results phoned % of critical results phoned within 1 hour Amended Results % Amended Results	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police): Percentage of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; p. police): Number of results changed after original result was reported to referrer Percentage of results changed after original result was reported to referrer. 4.11 divided by 4.2	less than	1%	percent number	100%	100%	13	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	23	27
4.11	Yes	Critical results phoned % of critical results phoned within 1 hour Amended Results % Amended Results Timeliness of Send aways Timely attendance frozen	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer, b. patient; c. police) Percentage of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer, b. patient; c. police) Number of results changed after original result was reported to referred the services of the contact of th	less than less than	1%	number percent number percent hours: minutes	100%	100%	13	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	23	27
4.11 4.12 4.13	Yes	Critical results phoned % of critical results phoned within 1 hour Amended Results % Amended Results Timeliness of Send aways Timely attendance frozen sections and booked cytology	Number of critical test results phoned through to appropriate contact person within 1 hour (a Referrer; b, patient; c, police) Percentage of critical test results phoned through to appropriate contact person within 1 hour (a Referrer; b, patient; c, police) Number of results changed after original result was reported to referrer Percentage of results changed after original result was reported to referrer 4.11 divided by 4.2 90th cental for crollection to recept by LabPlus measured in hours minutes (Excludes frozen samples) % of smely attendance for booked frozen samples)	less than	1%	number percent number percent hours: minutes	100%	100%	13	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	23	27
4.11 4.12 4.13	Yes	Critical results phoned % of critical results phoned within 1 hour Amended Results % Amended Results Timeliness of Send aways Timely attendance frozen	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer, b. patient; c. police) Percentage of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer, b. patient; c. police) Number of results changed after original result was reported to referred the services of the contact of th	less than less than	1%	number percent number percent hours: minutes	100%	100%	13	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	23	27
4.11 4.12 4.13	Yes	Critical results phoned % of critical results phoned within 1 hour Amended Results % Amended Results Timeliness of Send aways Timely attendance frozen sections and booked cytology	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer, b. patient; c. police) Percentage of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer, b. patient; c. police) Number of results changed after original result was reported to referrer. Percentage of results changed after original result was produced to referrer. Percentage of results changed after original result was produced to referrer. 4.11 divided by consults of the result was reported to referrer. 4.11 divided by 500 hours of the result was reported to referrer. 4.11 divided by 500 hours of the result was reported to referre 4.11 divided by 500 hours of the result was reported to referre 4.11 divided by 500 hours of the result was reported to referre 4.11 divided by 500 hours of the results of th	less than less than	1%	number percent number percent hours: minutes	100%	100%	13	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	23	27
4.11 4.12 4.13	Yes	Critical results phoned % of critical results phoned within 1 hour Amended Results % Amended Results Timeliness of Send aways Timely attendance frozen sections and booked cytology for FNAs S. TURNAROUND TIME	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer, b. patient; c. police) Percentage of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer, b. patient; c. police) Number of results changed after original result was reported to referrer. Percentage of results changed after original result was produced to referrer. Percentage of results changed after original result was produced to referrer. 4.11 divided by consults of the result was reported to referrer. 4.11 divided by 500 hours of the result was reported to referrer. 4.11 divided by 500 hours of the result was reported to referre 4.11 divided by 500 hours of the result was reported to referre 4.11 divided by 500 hours of the result was reported to referre 4.11 divided by 500 hours of the results of th	less than less than	1%	number percent number percent hours: minutes	100%	100%	13	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	23	27
4.11 4.12 4.13	Yes	Critical results phoned % of critical results phoned within 1 hour Amended Results % Amended Results Timeliness of Send aways Timely attendance frozen sections and booked cytology	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer, b. patient; c. police) Percentage of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer, b. patient; c. police) Number of results changed after original result was reported to referrer. Percentage of results changed after original result was produced to referrer. Percentage of results changed after original result was produced to referrer. 4.11 divided by consults of the result was reported to referrer. 4.11 divided by 500 hours of the result was reported to referrer. 4.11 divided by 500 hours of the result was reported to referre 4.11 divided by 500 hours of the result was reported to referre 4.11 divided by 500 hours of the result was reported to referre 4.11 divided by 500 hours of the results of th	less than less than	1% 20:00 95%	number percent number percent hours: minutes	100%	100%	13	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	23	27

							Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed
item	Contract	Indicator	Definition		Target	Unit	1/07/19	2/07/19	3/07/19	4/07/19	5/07/19	8/07/19	9/07/19	10/07/19	11/07/19	12/07/19	15/07/19	16/07/19	17/07/19	18/07/19	19/07/19	22/07/19	23/07/19	24/07/19	25/07/19	26/07/19	29/07/19	30/07/19	31/07/19
5.1b		Lab TAT Complete blood	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less	4:00	hours:	0:45	1:01	0:56	0:47	0:55	0:54	0:45	0:49	0:40	0:35	1:00	0:51	0:42	0:46	0:39	0:41	0:33	0:48	0:36	0:44	0:47	0:48	0:41
5.1c	yes	Complete blood count 95% percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less - than	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	7:00
5.0-		Total TAT Electrolytes	IN ZONE Average turnaround time from collection to		0.00	hause	5:44	5.00	5-07	4.50	4.54	5.00	5.04	5:04	4.44	4.54	5:00	5.40	5.00	5.00	4.50	5.00	4.55	5:40	5:04	454	5:04	4.40	5.00
5.2a		i,	report, expressed in hour:minutes	less than	8:00	hours: minutes	5:41	5:20	5:27	4:53	4:51	5:22	5:01	5:04	4:41	4:54	5:32	5:10	5:33	5:02	4:52	5:23	4:55	5:13	5:01	4:54	5:21	4:46	5:09
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:59	1:39	1:50	1:12	1:18	1:48	1:22	1:27	1:09	1:08	1:55	1:35	1:49	1:26	1:11	1:47	1:20	1:38	1:04	1:19	1:45	1:12	1:14
5.2c	yes	Total TAT Electrolytes 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours: minutes	10:00	8:00	9:00	7:00	7:00	10:00	3:00	8:00	7:00	8:00	10:00	7:00	10:00	7:00	7:00	8:00	7:00	8:00	7:00	7:00	8:00	7:00	8:00
5.3a		Total TAT HCG	IN ZONE Average turnaround time from collection to	less	8:00	hours:	6:19	6:30	5:32	5:07	5:19	5:55	4:59	5:08	4:52	5:03	5:45	5:27	5:43	5:32	4:45	5:32	5:34	5:39	5:34	5:59	5:35	5:03	4:54
5.3b	-	Quantification Total TAT HCG	report, expressed in hour:minutes Turnaround time from 90th centile receipt to	than	4:00	minutes hours:	2:59	3:02	2:23	1:38	2:11	2:41	1:47	1:41	1:40	2:00	2:52	2:09	2:15	2:12	1:26	2:18	2:17	2:17	2:07	2:38	2:15	1:49	1:33
		Quantification	report, expressed in hour:minutes	than		minutes																							
5.3c	yes	Total TAT HCG 95% percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE	- than	12:00	hours: minutes	5:00	7:00	5:00	6:00	5:00	6:00	7:00	5:00	5:00	5:00	5:00	6:00	5:00	6:00	5:00	4:00	5:00	5:00	7:00	8:00	5:00	5:00	5:00
5.5a		Total TAT Liver functions	Average turnaround time from collection to	less	8:00	hours:	6:00	5:25	5:30	5:01	4:57	5:29	5:09	5:09	4:44	4:55	5:34	5:31	5:40	5:05	4:58	5:28	5:04	5:20	5:11	4:54	5:28	4:48	5:12
5.5b		Total TAT Liver functions	report, expressed in hour:minutes Turnaround time from 90th centile receipt to	less	4:00	hours:	2:17	1:45	1:52	1:20	1:22	1:55	1:30	1:32	1:13	1:10	2:01	1:55	1:54	1:31	1:16	1:53	1:25	1:48	1:13	1:21	1:53	1:16	1:18
5.5c	yes	Total TAT Liver 95%	report, expressed in hour:minutes Turnaround time for 95th centile from	than	12:00	minutes hours:	10:00	9:00	9:00	7:00	7:00	10:00	7:00	9:00	7:00	7:00	10:00	8:00	10:00	7:00	7:00	8:00	8:00	8:00	7:00	7:00	8:00	7:00	8:00
		percentile in zone	collection to report, expressed in hour:minutes IN Zone	than		minutes																							
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	ves	Total TAT Histology - major	Turnaround time for 80th centile from	less	5.0	working																							
3.00	yes	resections	collection to report, expressed in working days	than	5.0	days																							
5.6c	yes	Total TAT Histology 98%	Turnaround time for 98th centile from collection to report, expressed in working days	less than	10.0	working days																							
		percentile																											
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		13:47	15:32	16:32	14:02		15:03	17:16	17:02	15:40		15:15	14:00	15:30	16:25		14:24	15:40	14:42	15:10		14:38	13:40
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		10:54	11:52	12:56	10:54		13:22	11:43	13:42	12:30		11:42	12:14	14:01	13:05		9:51	12:12	12:33	11:33		11:20	11:02
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	1.3	1.3		1.3	1.3	1.3	1.3		0.8	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.3	1.3
5.8		percentile Lab TAT - Routine Biochem	Percentage of biochem & haem reports with	greater	90%	percent	99.7%	99.9%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	100.0%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%	100.0%	99.9%
3.0		and Haem	TAT (from receipt of test in lab to communication of results) less than 48 hours	then	3070		00.770	00.070	100.070	00.070	00.070	00.070	100.070	100.070	00.070	00.070	00.070	00.070	100.070	100.070	00.070	00.070	00.070	00.070	00.070	00.070	00.070	100.070	00.070
			,																										
5.9a		Total TAT INR	Average turnaround time from collection to	less	6:00	hours:	3:50	3:51	4:03	3:56	3:40	3:38	3:56	3:43	3:47	3:52	3:55	4:03	3:47	3:44	3:50	3:48	3:45	3:53	3:49	3:44	3:55	3:52	3:47
5.9b	+	Lab TAT INR	report, expressed in hour:minutes Turnaround time from 95th centile receipt to	than	3:00	minutes hours:	0:22	0:16	0:39	0:33	0:36	0:24	0:32	0:29	0:29	0:34	0:37	0:40	0:24	0:27	0:29	0:28	0:26	0:31	0:24	0:29	0:41	0:34	0:24
5.9c	ves	Total TAT INR 95%	report, expressed in hour:minutes Turnaround time from 95th centile collection to	than	6:00	minutes hours:	5:15	3:45	4:15	4:45	3:45	5:00	4:00	3:45	4:45	5:45	5:15	4:45	5:15	3:45	5:00	5:45	4:00	3:00	3:45	3:45	4:45	3:45	4:15
0.00	,00	percentile in zone	report, expressed in hour:minutes in zone	than	0.00	minutes																				5.1.5			
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less	6:00	hours:	3:35	3:35	3:48	3:39	3:52	3:32	4:01	3:39	3:44	3:53	3:43	3:38	4:01	3:49	3:31	3:30	3:24	3:31	4:40	3:27	3:34	3:29	3:40
5.10b	1	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less	3:00	hours:	0:55	0:55	0:54	0:53	1:00	0:53	1:14	0:59	0:54	0:55	1:04	0:59	1:03	1:14	0:58	0:56	0:52	0:53	1:18	0:54	1:01	0:57	0:53
5.10c	yes	Total TAT Troponin 98%	Turnaround time from 98th centile collection to	less	6:00	hours:	5:00	5:15	5:45	5:15	5:15	4:45	5:00	5:15	5:45	6:00	5:45	5:15	6:45	6:00	5:15	5:00	5:45	5:15	5:15	5:00	4:45	5:45	5:15
		centile in zone	report, expressed in hour:minutes in zone	than		minutes																							
5.11		Lab TAT - Urgent Biochem and Haem	Percentage of biochem & haem (as nominated clinically urgent by the referrer) with TAT (from	greater then	95%	percent	98.8%	99.5%	98.0%	99.1%	99.5%	98.1%	99.1%	99.4%	99.4%	98.3%	97.6%	98.3%	99.2%	96.9%	100.0%	98.8%	99.5%	99.0%	98.3%	98.3%	98.2%	98.4%	99.4%
			receipt of test in lab to communication of results) less than 3 hours																										
	_	6. RECOLLECTS		_																									
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	7,375	6,850	6,601	5,694	6,516	7,133	6,805	6,344	6,244	6,099	7,262	6,714	6,642	6,343	6,363	7,303	6,826	6,475	6,353	6,720	7,365	6,872	6,670
6.2	+	6.2. Recollects	Total number of specimens recollected (total	T		number	16	27	27	12	20	24	29	19	18	27	21	26	26	25	21	20	17	23	32	17	15	22	24
			from rec panel stats error code summary) (excluding self collects)																										
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.4%	0.4%	0.2%	0.3%	0.3%	0.4%	0.3%	0.3%	0.4%	0.3%	0.4%	0.4%	0.4%	0.3%	0.3%	0.2%	0.4%	0.5%	0.3%	0.2%	0.3%	0.4%
		7. QUALITY IMPROVEMENT	note - only needs to be reported weekly (not daily) - so whole weeks data can be																										
7.		Total innua (filled in against "Friday"	ĮΠ																									
7.1	1	Total issues / events	Number of issues / events / corrective actions year to date, entered into Riskman	<u> </u>		number																							
7.2		Events / issues closed	Number of issues / events closed year to date			number																	:						
7.3	\perp	Timely closure	Number of events closed by due date (within six months)	\mathbb{L}^{-}		number					╚																		
7.4		Total Complaints	Number of complaints received year to date			number					5					5					5					5			
7.5 7.6		Complaints closed New complaints	Number of complaints closed year to date Number of new complaints received this week			number					5					5					5					5			
	1	· ·	, i	<u> </u>	<u> </u>						\vdash															- 1			
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within			number										- 1					- 1					- 1			
7.8	+	Complaints response	48 hours) this week Number of complaints (year to date) that have	†		number					5					5					5					5			
			received a final response (letter) within 35 working days																										
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	1	% complaints closed	7.5 divided by 7.4	greater	75%	percent																							
7.12	1	% complaints	7.7 divided by 7.6	greater	80%	percent																							
		acknowledgement	1	then	1	1																							

							Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed
item	Contract	Indicator	Definition		Target	Unit	1/07/19	2/07/19	3/07/19	4/07/19	5/07/19	8/07/19	9/07/19	10/07/19	11/07/19	12/07/19	15/07/19	16/07/19	17/07/19	18/07/19	19/07/19	22/07/19	23/07/19	24/07/19	25/07/19	26/07/19	29/07/19	30/07/19	31/07/19
7.13		% complaints response	7.8 divided by 7.4	greater	80%	percent					100.0%					100.0%					100.0%					100.0%			