

Lab Tests Auckland Pathology Service KPI Reporting 2020
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 | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu |
|--------------------------------------|----------|--|---|------------------|----------------|---------|---------|---------|---------|---------|---------|---------|----------------|----------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------------|----------|----------|----------|--------|--------|-------|-----|-----|
| | | | | | | 1/04/20 | 2/04/20 | 3/04/20 | 6/04/20 | 7/04/20 | 8/04/20 | 9/04/20 | PUBLIC HOLIDAY | PUBLIC HOLIDAY | 14/04/20 | 15/04/20 | 16/04/20 | 17/04/20 | 20/04/20 | 21/04/20 | 22/04/20 | 23/04/20 | 24/04/20 | PUBLIC HOLIDAY | 28/04/20 | 29/04/20 | 30/04/20 | | | | | |
| 1. CALL CENTRE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1a | | Total inbound calls | Number of calls placed / received | | number | 1095 | 1,073 | 1465 | 1181 | 1177 | 1075 | 1,128 | | | 1266 | 1123 | 1,112 | 1035 | 1,235 | 1156 | 1121 | 1,137 | 1261 | | | | | 1439 | 1393 | 1,406 | | |
| 1.1b | | Total inbound calls - results line | Number of calls placed / received on results line | | number | 306 | 378 | 368 | 404 | 400 | 400 | 397 | | | 381 | 399 | 383 | 362 | 407 | 403 | 411 | 403 | 472 | | | | | 445 | 504 | 516 | | |
| 1.2 | | Total calls answered | Number of calls answered | | number | 1,069 | 1,042 | 1,443 | 1,147 | 1,131 | 1,052 | 1,094 | | | 1,191 | 1,070 | 1,087 | 996 | 1,207 | 1,130 | 1,097 | 1,121 | 1,229 | | | | 1,386 | 1,352 | 1,357 | | | |
| 1.3a | | % calls unanswered | Also known as "abandonment". 1- (1.2 divided by 1.1a) | less than 7.0% | percent | 2.4% | 2.9% | 1.5% | 2.9% | 3.9% | 2.1% | 3.0% | | | 5.9% | 4.7% | 2.3% | 3.8% | 2.3% | 2.3% | 2.1% | 1.4% | 2.5% | | | | 3.7% | 2.9% | 3.5% | | | |
| 1.3b | | % calls unanswered for results line | Also known as "abandonment". 1- (1.4 divided by 1.1b) | less than 3.0% | percent | 2.0% | 2.1% | 1.1% | 0.7% | 2.5% | 1.8% | 0.5% | | | 2.9% | 1.5% | 1.8% | 1.9% | 0.5% | 0.5% | 1.2% | 1.0% | 1.9% | | | | 0.9% | 2.6% | 1.7% | | | |
| 1.4 | | Results calls | Number of calls requesting test results | | number | 306 | 378 | 368 | 404 | 400 | 400 | 397 | | | 381 | 399 | 383 | 362 | 407 | 403 | 411 | 403 | 472 | | | | 445 | 504 | 516 | | | |
| 1.5 | | % results calls | 1.4 divided by 1.2 | | percent | 28.0% | 35.2% | 25.1% | 34.2% | 34.0% | 37.2% | 35.2% | | | 30.1% | 35.5% | 34.4% | 35.0% | 33.0% | 34.9% | 36.7% | 35.4% | 37.4% | | | | 30.9% | 36.2% | 36.7% | | | |
| 1.6 | | Average wait time | Average wait time on the phone for results, measured in seconds ("Lab Results" figure) | less than 150 | seconds | 34 | 41 | 47 | 49 | 55 | 38 | 40 | | | 63 | 51 | 41 | 51 | 40 | 33 | 40 | 36 | 52 | | | | 54 | 54 | 62 | | | |
| 1.7 | | Wait time >150 seconds | Number of calls with a wait time of more than 150 seconds | | number | 36 | 37 | 61 | 81 | 74 | 50 | 61 | | | 87 | 77 | 29 | 51 | 70 | 52 | 54 | 42 | 71 | | | | 87 | 73 | 99 | | | |
| 1.8 | | % of calls with wait time >150 seconds | 1.7 divided by 1.1 | less than | percent | 3.3% | 3.5% | 4.2% | 6.9% | 6.3% | 4.7% | 5.4% | | | 6.9% | 6.9% | 2.6% | 4.9% | 5.7% | 4.5% | 4.8% | 3.7% | 5.6% | | | | 6.1% | 5.2% | 7.0% | | | |
| 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 | 3 | 3 | 2 | 4 | 2 | 3 | 3 | | | 7 | 5 | 6 | 6 | 5 | 3 | 3 | 3 | 3 | | | | 5 | 4 | 3 | | | |
| 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 | 2 | 2 | 2 | 3 | 2 | 2 | 2 | | | 5 | 4 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | | | | 4 | 3 | 3 | | | |
| 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 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | | | 4 | 4 | 4 | 4 | 3 | 2 | 2 | 2 | 3 | | | | 3 | 3 | 3 | | | |
| 2.4 | | Number waiting | Total number, people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am | | number | 857 | 829 | 812 | 1,301 | 1,175 | 1,066 | 1,107 | | | 1,399 | 1,142 | 1,061 | 1,158 | 1,469 | 1,291 | 1,163 | 1,234 | 1,352 | | | | 1,845 | 1,742 | 1,631 | | | |
| 2.5 | | Long waits | Number of people waiting over 30 minutes | | number | 2 | 2 | 1 | 2 | - | 2 | 2 | | | 50 | 36 | 14 | 24 | 6 | 1 | 2 | 2 | 2 | | | | 6 | 6 | 4 | | | |
| 2.6 | | % wait over 30 mins | 2.5 divided by 2.4 | less than 10% | percent | 0.2% | 0.2% | 0.1% | 0.2% | 0.0% | 0.2% | 0.2% | #DIV/0! | #DIV/0! | 3.6% | 3.2% | 1.3% | 2.1% | 0.4% | 0.1% | 0.2% | 0.2% | 0.1% | #DIV/0! | #DIV/0! | 0.3% | 0.3% | 0.2% | | | | |
| 2.7 | | Long waits | Maximum wait time (incl GTTA) | | minutes | 42 | 46 | 33 | 38 | 24 | 33 | 55 | | | 59 | 55 | 57 | 45 | 47 | 44 | 48 | 38 | 32 | | | | 49 | 38 | 57 | | | |
| 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 | | | |
| 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 | | | |
| 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 | 420 | 350 | 387 | 449 | 387 | 432 | 456 | | | 539 | 512 | 389 | 362 | 422 | 411 | 424 | 383 | 389 | | | | 527 | 585 | 447 | | | |
| 3.2 | | Home visits attended | Number of home visits attended for the day | | number | 408 | 341 | 378 | 438 | 380 | 422 | 444 | | | 531 | 494 | 379 | 347 | 408 | 404 | 413 | 376 | 380 | | | | 512 | 558 | 439 | | | |
| 3.3 | Yes | % Home visit timeliness | % home visits completed for the day. 3.2 divided by 3.1 | greater than 90% | percent | 97.1% | 97.4% | 97.7% | 97.6% | 98.2% | 97.7% | 97.4% | #DIV/0! | #DIV/0! | 98.5% | 96.5% | 97.4% | 95.9% | 96.7% | 98.3% | 97.4% | 98.2% | 97.7% | #DIV/0! | #DIV/0! | 97.2% | 95.4% | 98.2% | | | | |
| 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 | 21 | 34 | 41 | 29 | 26 | 38 | 36 | | | 39 | 36 | 35 | 34 | 32 | 34 | 41 | 36 | 42 | | | | 53 | 41 | 40 | | | |
| 3.5 | | Urgent home visits completed | Number of urgent home visits completed for the day | | number | 21 | 34 | 41 | 29 | 26 | 38 | 36 | | | 39 | 36 | 35 | 34 | 32 | 34 | 41 | 36 | 42 | | | | 53 | 41 | 40 | | | |
| 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% | #DIV/0! | #DIV/0! | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | #DIV/0! | #DIV/0! | 100.0% | 100.0% | 100.0% | | | | |
| 4. LAB | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.1 | | Patient episodes | Total number of patient episodes | | number | 4,015 | 4,220 | 4,066 | 5,050 | 4,768 | 4,367 | 4,364 | | | 4,774 | 4,309 | 3,926 | 4,042 | 4,973 | 4,693 | 4,444 | 4,706 | 5,189 | | | | 6,426 | 6,137 | 5,933 | | | |
| 4.2 | | Patient tests | Total number of patient tests performed | | number | 10,735 | 10,141 | 11,067 | 14,338 | 13,582 | 13,181 | 13,452 | | | 17,124 | 15,640 | 14,610 | 15,509 | 18,869 | 17,408 | 16,890 | 17,591 | 19,622 | | | | 23,972 | 24,159 | 23,500 | | | |
| 4.3 | | Urgent tests | Total number of urgent tests | | number | 169 | 223 | 240 | 347 | 249 | 246 | 342 | | | 457 | 228 | 251 | 270 | 440 | 319 | 323 | 314 | 376 | | | | 465 | 413 | 346 | | | |
| 4.4 | | % urgent tests | 4.3 divided by 4.2 | | percent | 2% | 2% | 2% | 2% | 2% | 2% | 3% | #DIV/0! | #DIV/0! | 3% | 1% | 2% | 2% | 2% | 2% | 2% | 2% | 2% | #DIV/0! | #DIV/0! | 2% | 2% | 1% | | | | |
| 4.5 | | Data for HealthPac | Percentage of completed test episodes provided to HealthPac within agreed timeframes (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% | 100% | | | | 100% | 100% | 100% | | | |
| 4.6 | | Critical results | Number of critical test results | | number | 29 | 32 | 30 | 31 | 34 | 43 | 29 | | | 55 | 45 | 48 | 36 | 41 | 49 | 30 | 42 | 36 | | | | 53 | 38 | 44 | | | |
| 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 | 29 | 32 | 30 | 31 | 34 | 43 | 29 | | | 55 | 44 | 48 | 36 | 41 | 49 | 30 | 42 | 36 | | | | 53 | 38 | 44 | | | |
| 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% | #DIV/0! | #DIV/0! | 100% | 98% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | #DIV/0! | #DIV/0! | 100% | 100% | 100% | | | | |
| 4.11 | | Amended Results | Number of results changed after original result was reported to referrer | | number | 14 | 30 | 5 | 4 | 13 | 10 | 18 | | | 9 | 10 | 13 | 11 | 2 | 8 | 14 | 10 | 19 | | | | 5 | 17 | 16 | | | |
| 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% | 0.3% | 0.0% | 0.0% | 0.1% | 0.1% | 0.1% | #DIV/0! | #DIV/0! | 0.1% | 0.1% | 0.1% | 0.1% | 0.0% | 0.0% | 0.1% | 0.1% | 0.1% | #DIV/0! | #DIV/0! | 0.0% | 0.1% | 0.1% | | | | |
| 4.13 | Yes | Timeliness of Send aways | 90th 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 referers/hospitals (assumes mutually agreed and clinically appropriate booking) | greater than 95% | percent | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5. TURNAROUND TIME 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 | 3:54 | 4:55 | 3:52 | 4:29 | 4:24 | 4:13 | 4:15 | | | 4:39 | 3:59 | 4:20 | 3:44 | 4:21 | 3:54 | 4:06 | 3:58 | 4:23 | | | | 4:45 | 4:22 | 4:23 | | | |

| | | | | | | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | |
|---|----------|--|--|--------------|--------|---------|---------|---------|---------|---------|---------|---------|----------------|----------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------------|----------|----------|----------|--------|
| Item | Contract | Indicator | Description | Target | Unit | 1/04/20 | 2/04/20 | 3/04/20 | 6/04/20 | 7/04/20 | 8/04/20 | 9/04/20 | PUBLIC HOLIDAY | PUBLIC HOLIDAY | 14/04/20 | 15/04/20 | 16/04/20 | 17/04/20 | 20/04/20 | 21/04/20 | 22/04/20 | 23/04/20 | 24/04/20 | PUBLIC HOLIDAY | 28/04/20 | 29/04/20 | 30/04/20 | |
| 5.1b | | Lab TAT Complete blood count | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | 0:42 | 1:05 | 0:33 | 0:44 | 0:46 | 0:38 | 0:47 | | | 0:44 | 0:34 | 0:56 | 0:18 | 0:45 | 0:40 | 0:33 | 0:31 | 0:21 | | | 0:53 | 0:37 | 0:18 |
| 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 | 7:00 | 9:00 | 7:00 | 10:00 | 8:00 | 7:00 | 7:00 | | | 9:00 | 7:00 | 7:00 | 7:00 | 10:00 | 7:00 | 7:00 | 7:00 | 7:00 | | | 10:00 | 7:00 | 8:00 |
| 5.2a | | Total TAT Electrolytes | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | 4:16 | 5:29 | 4:29 | 5:03 | 5:18 | 4:37 | 4:52 | | | 5:28 | 4:30 | 4:38 | 4:19 | 4:36 | 5:09 | 4:34 | 4:51 | 5:20 | | | 5:01 | 5:00 | 4:53 |
| 5.2b | | Lab TAT Electrolytes | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | 1:03 | 1:32 | 1:08 | 1:12 | 1:33 | 0:59 | 1:17 | | | 1:22 | 1:04 | 1:15 | 0:55 | 0:56 | 1:47 | 0:58 | 1:23 | 1:14 | | | 1:04 | 1:11 | 0:47 |
| 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 | 7:00 | 10:00 | 7:00 | 10:00 | 8:00 | 7:00 | 7:00 | | | 10:00 | 7:00 | 7:00 | 7:00 | 8:00 | 7:00 | 7:00 | 7:00 | 9:00 | | | 9:00 | 7:00 | 9:00 |
| 5.3a | | Total TAT HCG Quantification | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | 4:22 | 5:33 | 4:24 | 4:51 | 6:01 | 5:04 | 5:27 | | | 4:49 | 5:10 | 5:22 | 5:09 | 4:42 | 5:11 | 5:32 | 5:33 | 6:33 | | | 5:21 | 6:42 | 4:50 |
| 5.3b | | Total TAT HCG Quantification | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | 1:24 | 2:14 | 2:01 | 1:44 | 2:36 | 1:45 | 2:09 | | | 1:35 | 1:53 | 2:00 | 1:49 | 1:28 | 2:11 | 2:22 | 2:47 | 2:40 | | | 1:55 | 1:26 | 1:17 |
| 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 | 5:00 | 5:00 | 3:00 | 5:00 | 12:00 | 7:00 | 3:00 | | | 3:00 | 5:00 | 5:00 | 4:00 | 5:00 | 3:00 | 7:00 | 5:00 | 10:00 | | | 5:00 | 6:00 | 5:00 |
| 5.5a | | Total TAT Liver functions | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | 4:25 | 5:28 | 4:27 | 5:12 | 5:18 | 4:38 | 4:54 | | | 5:27 | 4:43 | 4:46 | 4:29 | 4:41 | 5:07 | 4:44 | 4:56 | 5:19 | | | 5:08 | 5:02 | 5:07 |
| 5.5b | | Total TAT Liver functions | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | 1:07 | 1:32 | 1:07 | 1:22 | 1:34 | 1:02 | 1:23 | | | 1:20 | 1:20 | 1:19 | 1:03 | 1:02 | 1:50 | 1:08 | 1:28 | 1:16 | | | 1:08 | 1:21 | 0:57 |
| 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 | 7:00 | 10:00 | 7:00 | 10:00 | 8:00 | 7:00 | 7:00 | | | 10:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 9:00 | | | 10:00 | 7:00 | 9:00 |
| 5.6a | Yes | Total TAT Histology - Biopsies | Turnaround time for 80th centile from collection to report, expressed in working days | less than | 3.0 | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | |
| 5.7a | | Total TAT - Urine Micro & Culture - non-urgent | Average turnaround time from collection to report, expressed in hour:minutes | less than | 48:00 | 22:18 | 22:56 | 20:42 | | 22:09 | 25:30 | 22:40 | | | | 23:47 | 22:32 | 23:27 | | 24:16 | 22:59 | 23:13 | 23:05 | | | | 16:54 | 17:10 |
| 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 | 17:56 | 20:31 | 17:18 | | 16:24 | 21:36 | 18:49 | | | | 21:21 | 19:48 | 19:17 | | 18:58 | 18:53 | 19:00 | 19:07 | | | | 13:25 | 13:34 |
| 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 | 1.3 | 1.8 | 1.3 | | 1.3 | 1.3 | 1.3 | | | | 1.3 | 1.3 | 1.3 | | 1.3 | 1.3 | 1.3 | 1.3 | | | | 0.8 | 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% | 100.0% | 99.9% | 100.0% | 99.8% | 100.0% | 100.0% | 99.9% | | | 100.0% | 100.0% | 100.0% | 99.9% | 99.8% | 100.0% | 99.9% | 99.9% | 99.9% | | | 99.9% | 100.0% | 100.0% |
| URGENT | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.9a | | Total TAT INR | Average turnaround time from collection to report, expressed in hour:minutes | less than | 6:00 | 3:32 | 3:52 | 3:48 | 3:54 | 4:04 | 3:59 | 3:51 | | | 4:25 | 2:49 | 4:01 | 3:37 | 3:49 | 3:53 | 3:45 | 3:58 | 3:44 | | | 4:06 | 4:07 | 4:02 |
| 5.9b | | Lab TAT INR | Turnaround time from 95th centile receipt to report, expressed in hour:minutes | less than | 3:00 | 0:32 | 0:52 | 0:49 | 0:39 | 0:53 | 0:47 | 0:42 | | | 0:52 | 0:43 | 0:55 | 0:31 | 0:40 | 0:45 | 0:27 | 0:45 | 0:25 | | | 0:48 | 0:41 | 0:36 |
| 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 | 2:45 | 4:00 | 5:00 | 4:15 | 3:45 | 4:15 | 5:15 | | | 5:15 | 6:00 | 7:00 | 4:15 | 5:15 | 6:15 | 4:00 | 3:45 | 4:45 | | | 4:00 | 3:45 | 5:00 |
| 5.10a | | Total TAT - Troponin | Average turnaround time from collection to report, expressed in hour:minutes | less than | 6:00 | 3:27 | 3:48 | 3:30 | 3:44 | 3:58 | 3:49 | 4:01 | | | 3:24 | 4:05 | 3:52 | 3:45 | 3:35 | 3:42 | 3:32 | 3:38 | 3:29 | | | 3:56 | 3:46 | 3:41 |
| 5.10b | | Lab TAT - Troponin | Turnaround time from 95th centile receipt to report, expressed in hour:minutes | less than | 3:00 | 0:53 | 1:12 | 1:07 | 0:56 | 1:08 | 1:02 | 1:02 | | | 0:56 | 0:58 | 1:09 | 1:04 | 0:54 | 1:03 | 0:53 | 1:05 | 0:59 | | | 0:52 | 0:58 | 0:52 |
| 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 | 5:00 | 4:45 | 4:45 | 5:15 | 5:15 | 4:45 | 5:00 | | | 5:00 | 5:15 | 5:15 | 6:00 | 5:15 | 6:00 | 4:15 | 5:15 | 4:45 | | | 5:45 | 5:45 | 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% | 95.0% | 98.3% | 100.0% | 98.9% | 96.4% | 96.5% | 96.1% | | | 96.1% | 99.4% | 99.1% | 98.1% | 97.9% | 97.2% | 100.0% | 96.2% | 99.0% | | | 96.9% | 98.7% | 99.7% |
| 6. RECOLLECTS | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6.1 | | 6.1. Total specimens | Total number of patient episodes (excluding self collects) | | number | 1814 | 1790 | 1885 | 2,571 | 2,352 | 2,290 | 2,334 | | | 3,134 | 2,630 | 2,454 | 2,583 | 3,210 | 2,885 | 2,783 | 2,850 | 3,062 | | | 4,113 | 3,843 | 3,688 |
| 6.2 | | 6.2. Recollects | Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects) | | number | 6 | 11 | 6 | 7 | 3 | 11 | 8 | | | 6 | 11 | 10 | 8 | 11 | 5 | 8 | 3 | 6 | | | 8 | 9 | 42 |
| 6.5 | yes | 6.5 % recollects | 6.2 divided by 6.1 | less than | 1.0% | 0.3% | 0.6% | 0.3% | 0.3% | 0.1% | 0.5% | 0.3% | #DIV/0! | #DIV/0! | 0.2% | 0.4% | 0.4% | 0.3% | 0.3% | 0.2% | 0.3% | 0.1% | 0.2% | #DIV/0! | 0.2% | 0.2% | 1.1% | |
| 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 | | | 2 | | | | | | | | | | | | | | | 2 | | | | | |
| 7.5 | | Complaints closed | Number of complaints closed year to date | | number | | | 2 | | | | | | | | | | | | | | | 2 | | | | | |
| 7.6 | | New complaints | Number of new complaints received this week | | number | | | - | | | | | | | | | | | | | | | - | | | | | |
| 7.7 | | Complaints acknowledgement | Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week | | number | | | - | | | | | | | | | | | | | | | - | | | | | |
| 7.8 | | Complaints response | Number of complaints (year to date) that have received a final response (letter) within 35 working days | | number | | | 2 | | | | | | | | | | | | | | | 2 | | | | | |
| 7.9 | | % events/issues closed | 7.2 divided by 7.1 | greater than | 75% | | | | | | | | | | | | | | | | | | | | | | | |
| 7.10 | | % timely closure | 7.3 divided by 7.1 | greater than | 95% | | | | | | | | | | | | | | | | | | | | | | | |
| 7.11 | | % complaints closed | 7.5 divided by 7.4 | greater than | 75% | | | | | | | | | | | | | | | | | | | | | | | |
| 7.12 | | % complaints acknowledgement | 7.7 divided by 7.6 | greater than | 80% | | | | | | | | | | | | | | | | | | | | | | | |

| | | | | | | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | | |
|------|----------|-----------------------|--------------------|--------------|--------|---------|---------|---------|---------|---------|---------|---------|---------|----------------|----------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------------|----------|----------|----------|--|
| Item | Contract | Indicator | Definition | | Target | Unit | 1/04/20 | 2/04/20 | 3/04/20 | 6/04/20 | 7/04/20 | 8/04/20 | 9/04/20 | PUBLIC HOLIDAY | PUBLIC HOLIDAY | 14/04/20 | 15/04/20 | 16/04/20 | 17/04/20 | 20/04/20 | 21/04/20 | 22/04/20 | 23/04/20 | 24/04/20 | PUBLIC HOLIDAY | 28/04/20 | 29/04/20 | 30/04/20 | |
| 7.13 | | % complaints response | 7.8 divided by 7.4 | greater than | 80% | percent | | | 100.0% | | | | | 100.0% | | | | | 100.0% | | | | | | | | | | |