

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 | PUBLIC HOLIDAY | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue |
|------------------------------|----------|--|---|------------------|---------------|----------------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|--------|
| | | | | | | | 2/06/20 | 3/06/20 | 4/06/20 | 5/06/20 | 8/06/20 | 9/06/20 | 10/06/20 | 11/06/20 | 12/06/20 | 15/06/20 | 16/06/20 | 17/06/20 | 18/06/20 | 19/06/20 | 22/06/20 | 23/06/20 | 24/06/20 | 25/06/20 | 26/06/20 | 29/06/20 | 30/06/20 | |
| 1. CALL CENTRE | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1a | | Total inbound calls | Number of calls placed / received | | number | | | 1617 | 1574 | 1,432 | 1476 | 1573 | 1676 | 1596 | 1,482 | 1365 | 1525 | 1423 | 1496 | 1,532 | 1506 | 1676 | 1492 | 1456 | 1,412 | 1558 | 1536 | 1421 |
| 1.1b | | Total inbound calls - results line | Number of calls placed / received on results line | | number | | | 576 | 602 | 555 | 607 | 606 | 643 | 656 | 606 | 597 | 548 | 558 | 640 | 690 | 654 | 684 | 631 | 625 | 640 | 747 | 638 | 616 |
| 1.2 | | Total calls answered | Number of calls answered | | number | | | 1,547 | 1,501 | 1,377 | 1,403 | 1,506 | 1,612 | 1,540 | 1,417 | 1,321 | 1,476 | 1,366 | 1,475 | 1,488 | 1,489 | 1,614 | 1,443 | 1,419 | 1,383 | 1,494 | 1,445 | 1,357 |
| 1.3a | | % calls unanswered | Also known as "abandonment". 1 - (1.2 divided by 1.1a) | less than 7.0% | percent | | | 4.3% | 4.6% | 3.8% | 5.0% | 4.3% | 3.8% | 3.5% | 4.4% | 3.2% | 3.2% | 4.0% | 1.4% | 2.9% | 3.1% | 3.7% | 3.3% | 2.5% | 2.1% | 4.1% | 5.9% | 4.5% |
| 1.3b | | % calls unanswered for results line | Also known as "abandonment". 1 - (1.4 divided by 1.1b) | less than 3.0% | percent | | | 3.0% | 3.0% | 2.2% | 2.6% | 2.8% | 2.6% | 2.6% | 2.8% | 1.5% | 1.8% | 1.8% | 2.8% | 1.7% | 1.5% | 2.6% | 2.4% | 2.2% | 1.9% | 4.1% | 2.8% | 2.1% |
| 1.4 | | Results calls | Number of calls requesting test results | | number | | | 576 | 602 | 555 | 607 | 606 | 643 | 656 | 606 | 597 | 548 | 558 | 640 | 690 | 654 | 684 | 631 | 625 | 640 | 747 | 638 | 616 |
| 1.5 | | % results calls | 1.4 divided by 1.2 | | percent | | | 35.6% | 38.3% | 38.8% | 41.1% | 38.5% | 38.4% | 41.1% | 40.9% | 43.7% | 35.9% | 39.2% | 42.8% | 45.0% | 43.4% | 40.8% | 42.3% | 42.9% | 45.3% | 48.0% | 41.5% | 43.4% |
| 1.6 | | Average wait time | Average wait time on the phone for results, measured in seconds ("Lab Results" figure) | less than 150 | seconds | | | 81 | 71 | 57 | 84 | 72 | 79 | 67 | 74 | 55 | 68 | 69 | 69 | 65 | 58 | 80 | 68 | 56 | 52 | 79 | 106 | 88 |
| 1.7 | | Wait time >150 seconds | Number of calls with a wait time of more than 150 seconds | | number | | | 110 | 93 | 83 | 115 | 97 | 128 | 113 | 110 | 74 | 120 | 78 | 98 | 80 | 80 | 150 | 126 | 83 | 92 | 111 | 140 | 104 |
| 1.8 | | % of calls with wait time >150 seconds | 1.7 divided by 1.1 | less than | percent | | | 6.8% | 5.9% | 5.8% | 7.8% | 6.2% | 7.6% | 7.1% | 7.4% | 5.4% | 7.9% | 5.5% | 6.6% | 5.2% | 5.3% | 9.0% | 8.5% | 5.7% | 6.5% | 7.1% | 9.1% | 7.3% |
| 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 | | | 9 | 8 | 6 | 8 | 8 | 7 | 6 | 6 | 8 | 8 | 8 | 9 | 6 | 10 | 9 | 6 | 6 | 6 | 8 | 7 | 6 |
| 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 | | | 7 | 7 | 7 | 7 | 6 | 6 | 5 | 6 | 7 | 5 | 7 | 5 | 4 | 7 | 7 | 8 | 5 | 4 | 5 | 8 | 6 |
| 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 | | | 6 | 5 | 5 | 7 | 6 | 7 | 6 | 6 | 8 | 8 | 7 | 7 | 6 | 8 | 7 | 8 | 6 | 6 | 8 | 8 | 6 |
| 2.4 | | Number waiting | Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am | | number | | | 3,786 | 3,606 | 3,501 | 3,603 | 3,685 | 3,785 | 3,644 | 3,571 | 3,808 | 3,820 | 3,796 | 3,736 | 3,556 | 3,631 | 3,730 | 3,708 | 3,649 | 3,323 | 3,612 | 3,717 | 3,594 |
| 2.5 | | Long waits | Number of people waiting over 30 minutes | | number | | | 62 | 43 | 83 | 80 | 70 | 97 | 54 | 78 | 162 | 186 | 181 | 115 | 43 | 169 | 193 | 202 | 43 | 61 | 129 | 193 | 46 |
| 2.6 | | % wait over 30 mins | 2.5 divided by 2.4 | less than 10% | percent | | | 1.6% | 1.2% | 2.4% | 2.2% | 1.9% | 2.6% | 1.5% | 2.2% | 4.3% | 4.9% | 4.8% | 3.1% | 1.2% | 4.7% | 5.2% | 5.4% | 1.2% | 1.8% | 3.6% | 5.2% | 1.3% |
| 2.7 | | Long waits | Maximum wait time (incl GTTs) | | minutes | | | 56 | 57 | 44 | 58 | 51 | 45 | 52 | 50 | 57 | 54 | 49 | 57 | 47 | 58 | 54 | 59 | 44 | 59 | 56 | 55 | 58 |
| 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 | | | 527 | 540 | 500 | 452 | 449 | 469 | 517 | 488 | 494 | 506 | 447 | 508 | 452 | 448 | 500 | 469 | 532 | 478 | 504 | 472 | 432 |
| 3.2 | | Home visits attended | Number of home visits attended for the day | | number | | | 510 | 520 | 484 | 433 | 428 | 458 | 502 | 476 | 481 | 492 | 436 | 502 | 436 | 439 | 481 | 456 | 520 | 466 | 494 | 452 | 417 |
| 3.3 | Yes | % Home visit timeliness | % home visits completed for the day 3.2 divided by 3.1 | greater than 90% | percent | | | 96.8% | 96.3% | 96.8% | 95.8% | 95.3% | 97.7% | 97.1% | 97.5% | 97.4% | 97.2% | 97.5% | 98.8% | 96.5% | 98.0% | 96.2% | 97.2% | 97.7% | 97.5% | 98.0% | 95.8% | 96.5% |
| 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 | | | 30 | 29 | 41 | 35 | 32 | 33 | 27 | 27 | 50 | 50 | 37 | 45 | 35 | 38 | 42 | 31 | 37 | 37 | 43 | 43 | 32 |
| 3.5 | | Urgent home visits completed | Number of urgent home visits completed for the day | | number | | | 30 | 29 | 41 | 35 | 32 | 33 | 27 | 27 | 50 | 50 | 37 | 45 | 35 | 38 | 42 | 31 | 37 | 37 | 43 | 43 | 32 |
| 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% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| 4. LAB | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.1 | | Patient episodes | Total number of patient episodes | | number | | | 12,164 | 11,718 | 11,522 | 11,384 | 11,971 | 12,330 | 11,624 | 11,505 | 11,995 | 13,057 | 12,947 | 12,839 | 12,488 | 12,505 | 13,046 | 15,105 | 13,238 | 13,528 | 12,118 | 12,081 | 11,499 |
| 4.2 | | Patient tests | Total number of patient tests performed | | number | | | 49,510 | 50,707 | 48,523 | 49,230 | 50,690 | 52,376 | 50,181 | 49,320 | 51,955 | 52,385 | 53,162 | 51,264 | 48,725 | 50,657 | 52,502 | 54,129 | 49,869 | 49,056 | 49,709 | 49,899 | 49,848 |
| 4.3 | | Urgent tests | Number of urgent tests | | number | | | 590 | 513 | 431 | 532 | 530 | 478 | 461 | 396 | 457 | 475 | 513 | 424 | 436 | 414 | 579 | 509 | 422 | 429 | 444 | 486 | 486 |
| 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% |
| 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% | 100% | 100% |
| 4.6 | | Critical results | Number of critical test results | | number | | | 52 | 41 | 62 | 45 | 56 | 64 | 39 | 56 | 51 | 55 | 33 | 29 | 40 | 41 | 40 | 48 | 40 | 59 | 41 | 39 | 55 |
| 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 | | | 52 | 41 | 62 | 45 | 56 | 64 | 39 | 56 | 51 | 55 | 33 | 29 | 40 | 41 | 40 | 48 | 40 | 59 | 41 | 39 | 55 |
| 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% | 100% | 100% | 100% | 100% | 100% | 100% |
| 4.11 | | Amended Results | Number of results changed after original result was reported to referrer | | number | | | 16 | 17 | 21 | 14 | 27 | 26 | 27 | 18 | 27 | 27 | 25 | 28 | 29 | 31 | 22 | 23 | 23 | 20 | 23 | 19 | 19 |
| 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 | | | 0.0% | 0.0% | 0.0% | 0.0% | 0.1% | 0.0% | 0.1% | 0.0% | 0.1% | 0.1% | 0.0% | 0.1% | 0.1% | 0.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| 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 | 2020 | | | | | 2021 | | | | | 2022 | | | | | 2023 | | | | | | | |
|---|----------|--|--|--------------|-------|---------------|---------|-------|--------|--------|-------|-------|-------|--------|-------|-------|-------|--------|--------|-------|-------|-------|-------|--------|-------|-------|-------|-------|
| | | | | | | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | |
| 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 | | 4:38 | 4:38 | 4:51 | 4:40 | 4:33 | 4:29 | 4:17 | 4:27 | 4:31 | 4:23 | 4:31 | 4:26 | 4:41 | 5:11 | 4:50 | 4:39 | 4:26 | 4:20 | 4:30 | 4:24 | 4:24 |
| 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 | | 0:54 | 1:01 | 1:21 | 0:52 | 0:48 | 0:56 | 0:45 | 0:56 | 1:01 | 0:32 | 0:41 | 0:40 | 0:41 | 1:00 | 0:35 | 0:52 | 0:34 | 0:42 | 0:48 | 0:52 | 0:49 |
| 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 | 8:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 8:00 | 7:00 | 7:00 | 8:00 | 8:00 | 8:00 | 7:00 | 7:00 | 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 | 6:03 | 5:33 | 6:08 | 5:56 | 6:07 | 6:24 | 6:15 | 6:08 | 6:01 | 5:54 | 6:18 | 6:26 | 7:13 | 5:57 | 6:12 | 6:08 | 5:50 | 5:52 | 6:10 | 5:42 |
| 5.2b | | Lab TAT Electrolytes | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | hours:minutes | | 1:57 | 2:21 | 2:02 | 2:19 | 2:11 | 2:33 | 2:48 | 2:45 | 2:39 | 2:04 | 2:01 | 2:27 | 2:26 | 2:58 | 1:45 | 2:17 | 2:18 | 2:10 | 2:11 | 2:38 | 2:06 |
| 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 | 11:00 | 10:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 10:00 | 11:00 | 10:00 |
| 5.3a | | Total TAT HCG Quantification | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours:minutes | | 6:03 | 6:04 | 5:39 | 6:06 | 6:27 | 6:38 | 6:31 | 6:27 | 6:21 | 6:21 | 5:59 | 6:34 | 6:43 | 7:18 | 6:08 | 6:17 | 6:35 | 5:30 | 5:49 | 7:12 | 6:10 |
| 5.3b | | Total TAT HCG Quantification | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | hours:minutes | | 2:31 | 2:45 | 2:36 | 2:42 | 2:53 | 3:05 | 3:12 | 3:02 | 2:58 | 2:41 | 2:17 | 2:54 | 2:40 | 3:31 | 2:14 | 2:38 | 3:01 | 2:17 | 2:23 | 4:00 | 2:51 |
| 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 | | 5:00 | 5:00 | 5:00 | 5:00 | 5:00 | 8:00 | 7:00 | 5:00 | 6:00 | 5:00 | 6:00 | 5:00 | 8:00 | 6:00 | 5:00 | 10:00 | 9:00 | 10:00 | 5:00 | 7:00 | 5:00 |
| 5.5a | | Total TAT Liver functions | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours:minutes | | 5:50 | 6:04 | 5:37 | 6:10 | 5:51 | 6:18 | 6:33 | 6:20 | 5:17 | 6:11 | 6:02 | 6:26 | 6:42 | 7:19 | 6:02 | 6:23 | 6:13 | 5:51 | 5:57 | 6:26 | 5:52 |
| 5.5b | | Total TAT Liver functions | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | hours:minutes | | 2:03 | 2:25 | 2:06 | 2:22 | 2:23 | 2:44 | 2:57 | 2:53 | 2:52 | 2:15 | 2:08 | 2:34 | 2:38 | 3:04 | 1:51 | 2:29 | 2:24 | 2:11 | 2:16 | 2:55 | 2:15 |
| 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 | 11:00 | 10:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 10:00 | 11:00 | 11:00 |
| 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 | | 17:09 | 16:06 | 15:49 | | 15:58 | 15:23 | 16:04 | 14:49 | | 15:05 | 16:00 | 16:34 | 16:11 | | 16:30 | 16:59 | 16:35 | 15:55 | | 16:24 | |
| 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 | | 13:00 | 13:39 | 12:18 | | 11:07 | 11:41 | 12:35 | 11:33 | | 10:53 | 12:37 | 12:22 | 12:41 | | 12:14 | 12:54 | 12:56 | 12:58 | | 12:20 | |
| 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 | | 1.3 | 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 | |
| 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 | | 99.9% | 100.0% | 100.0% | 99.9% | 99.8% | 99.9% | 100.0% | 99.9% | 99.9% | 99.7% | 100.0% | 100.0% | 99.9% | 99.9% | 99.8% | 99.9% | 100.0% | 99.9% | 99.9% | 99.7% | 99.9% |
| URGENT | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.9a | | Total TAT INR | Average turnaround time from collection to report, expressed in hour:minutes | less than | 6:00 | hours:minutes | | 3:53 | 3:51 | 3:41 | 3:50 | 4:25 | 3:54 | 3:56 | 3:58 | 3:48 | 3:59 | 3:52 | 4:03 | 4:05 | 4:13 | 4:04 | 3:59 | 4:06 | 4:06 | 4:01 | 3:57 | 3:57 |
| 5.9b | | Lab TAT INR | Turnaround time from 95th centile receipt to report, expressed in hour:minutes | less than | 3:00 | hours:minutes | | 0:35 | 0:33 | 0:27 | 0:27 | 1:08 | 0:43 | 0:37 | 0:38 | 0:42 | 0:13 | 0:23 | 0:27 | 0:29 | 0:18 | 0:29 | 0:33 | 0:33 | 0:35 | 0:44 | 0:36 | 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 | | 4:00 | 4:00 | 2:45 | 4:00 | 4:30 | 4:15 | 3:45 | 5:00 | 4:00 | 5:00 | 1:15 | 3:30 | 4:15 | 4:45 | 5:00 | 4:30 | 4:00 | 3:30 | 4:30 | 3:30 | 4:00 |
| 5.10a | | Total TAT - Troponin | Average turnaround time from collection to report, expressed in hour:minutes | less than | 6:00 | hours:minutes | | 3:53 | 3:44 | 3:44 | 3:53 | 3:40 | 3:26 | 3:58 | 3:42 | 3:37 | 4:06 | 4:04 | 3:38 | 4:00 | 3:52 | 3:38 | 3:50 | 4:19 | 3:44 | 3:41 | 3:43 | 3:26 |
| 5.10b | | Lab TAT - Troponin | Turnaround time from 95th centile receipt to report, expressed in hour:minutes | less than | 3:00 | hours:minutes | | 0:59 | 0:56 | 1:02 | 0:50 | 1:07 | 0:55 | 1:26 | 0:53 | 1:03 | 1:06 | 0:58 | 1:03 | 1:01 | 0:58 | 0:57 | 1:04 | 1:12 | 1:03 | 0:59 | 0:57 | 0:57 |
| 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 | | 5:45 | 5:45 | 5:30 | 6:00 | 5:30 | 5:30 | 8:30 | 4:45 | 5:15 | 5:45 | 5:45 | 5:30 | 5:45 | 5:30 | 5:30 | 5:00 | 6:45 | 5:00 | 5:00 | 5:30 | 4:45 |
| 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 | | 96.6% | 96.6% | 98.5% | 98.6% | 96.9% | 98.2% | 95.9% | 96.4% | 98.0% | 95.1% | 99.0% | 97.2% | 98.0% | 98.5% | 98.2% | 99.1% | 97.4% | 97.7% | 98.6% | 99.2% | 99.5% |
| 6. RECOLLECTS | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6.1 | | 6.1. Total specimens | Total number of patient episodes (excluding self collects) | | | number | | 8,012 | 7,476 | 7,288 | 7,332 | 7,726 | 7,849 | 7,479 | 7,286 | 7,683 | 8,083 | 7,928 | 7,589 | 6,767 | 7,374 | 7,955 | 7,657 | 7,228 | 6,952 | 7,219 | 7,677 | 7,436 |
| 6.2 | | 6.2. Recollects | Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects) | | | number | | 13 | 30 | 18 | 22 | 26 | 17 | 26 | 20 | 23 | 23 | 18 | 24 | 17 | 21 | 22 | 32 | 16 | 12 | 21 | 26 | 21 |
| 6.5 | yes | 6.5 % recollects | 6.2 divided by 6.1 | less than | 1.0% | percent | #DIV/0! | 0.2% | 0.4% | 0.2% | 0.3% | 0.3% | 0.2% | 0.3% | 0.3% | 0.3% | 0.3% | 0.2% | 0.3% | 0.3% | 0.3% | 0.4% | 0.2% | 0.2% | 0.3% | 0.3% | 0.3% | |
| 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% | percent | | | | | | | | | | | | | | | | | | | | | | |

| | | | | | | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue |
|------|----------|------------------------------|--------------------|--------------|------|----------------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Item | Contract | Indicator | Definition | Target | Unit | PUBLIC HOLIDAY | 2/06/20 | 3/06/20 | 4/06/20 | 5/06/20 | 8/06/20 | 9/06/20 | 10/06/20 | 11/06/20 | 12/06/20 | 15/06/20 | 16/06/20 | 17/06/20 | 18/06/20 | 19/06/20 | 22/06/20 | 23/06/20 | 24/06/20 | 25/06/20 | 26/06/20 | 29/06/20 | 30/06/20 |
| 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% | | | | | | | | | | | | |