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

						orange cells contain a value that does do not meet target blue cells indicate contracted KPIs																						
							Wed	i Thu	ı 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	1/09/21	2/09/21	3/09/21	6/09/21	7/09/21	8/09/21	9/09/21	10/09/21	13/09/21	14/09/21	15/09/21	16/09/21	17/09/21	20/09/21	21/09/21	22/09/21	23/09/21	24/09/21	27/09/21	28/09/21	29/09/21 3	30/09/21
1.1a		1. CALL CENTRE Total inbound calls	Number of calls placed / received			number	1260	1.150	1197	1302	1257	1214	1.100	1079	1230	1244	1222	1,215	1236	1313	1270	1288	1.317	1259	1312	1352	1361	1,232
1.1a		Total inbound calls - results	Number of calls placed / received on results	1		number	353	302	2 349	354	368	394	352	344	332	360	383	382	366	350	352	360	394	360	392	439	460	372
1.2		line Total calls answered	line Number of calls answered	-	-	number	1,254	1,144	1.181	1,286	1,242	1,202	1.090	1.076	1,209	1,223	1.210	1,201	1,217	1,287	1,237	1,260	1.266	1,239	1,282	1,328	1,325	1,216
1.2 1.3a		% calls unanswered	Also known as "abandonment".	less	7.0%	percent	0.5%	0.5%	6 1.3%	1,280	1.2%	1.0%	0.9%	0.3%	1,209	1.7%	1.0%	1.2%	1.5%	2.0%	2.6%	2.2%	3.9%	1.6%	2.3%	1.8%	2.7%	1.3%
1.3b		% calls unanswered for	1- (1.2 divided by 1.1a) Also known as "abandonment".	than	3.0%	percent	0.6%	0.0%	6 1.2%	1.1%	1.1%	0.8%	1.1%	0.3%	2.1%	1.4%	1.0%	1.1%	0.8%	2.0%	2.6%	1.9%	2.5%	1.7%	1.8%	1.8%	2.0%	0.8%
		results line	1 - (1.4 divided by 1.1b)	than	3.076	1																						
1.4		Results calls % results calls	Number of calls requesting test results 1.4 divided by 1.2	-	-	number	353 28.1%	302		354 27.5%	368 29.6%	394 32.8%	352 32.3%	344 32.0%	325 26.9%	360 29.4%	383 31.7%	382 31.8%	366 30.1%	350 27.2%	352 28.5%	360 28.6%	394 31.1%	360 29.1%	392 30.6%	439 33.1%	460 34.7%	372 30.6%
1.6		Average wait time	Average wait time on the phone for results,	less	150) seconds	26.176	38	3 51	33	34	35	33	26	38	42	40	35	39	34	50	44	46	47	38	44	52	32
			measured in seconds ("Lab Results" figure)	than																								
1.7		Wait time >150 seconds	Number of calls with a wait time of more than			number	5	10	21	19	10	20	15	7	29	28	20	21	29	35	40	38	59	29	39	33	48	21
1.8		% of calls with wait time	150 seconds 1.7 divided by 1.1	less		percent	40.0%	0.9%	6 1.8%	1.5%	0.8%	1.7%	1.4%	0.7%	2.4%	2.3%	1.6%	1.7%	2.4%	2.7%	3.2%	3.0%	4.5%	2.3%	3.0%	2.4%	3.5%	1.7%
		>150 seconds	•	than		· .							,.											=10.70			****	
		2. COLLECTION CENTRES																										
2.1		Wait time Manukau DHB	Average waiting time in minutes for a sample of patients attending Manukau DHB collection	less than	30	minutes	4	4	4 4	4	4	3	3	3	4	5	4	3	4	3	4	3	3	4	4	4	4	4
			centres between 7am and 11am (peak	triair																								
2.2		Wait time Auckland DHB	collection time) Average waiting time in minutes for a sample	less	20	minutes	3		3 3	3	2	2	2	2	3	2	2	2	2	3	2	3	2	3	3	3	3	3
2.2		Truk time redikana Brib	of patients attending Auckland collection centres between 7am and 11am (peak collection time)	than	30	, minuco	3				2	-			J		-	2	2		2	3	-	3		3	J	3
2.3		Wait time Waitemata DHB	Average waiting time in minutes for a sample	less	30	minutes	4	1 3	3 3	2	2	3	3	3	3	4	4	3	3	4	4	5	3	5	4	4	3	3
			of patients attending Waitemata collection centres between 7am and 11am (peak collection time)	than																								
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number	1,695	1,736	1,785	1,976	1,840	1,614	1,681	1,890	2,012	2,096	1,909	1,796	2,072	2,269	2,187	2,530	2,524	2,695	2,759	2,783	2,757	2,615
2.5		Long waits % wait over 30 mins	Number of people waiting over 30 minutes 2.5 divided by 2.4	less	400/	number	0.000	0.000	3 4	15	3	0.20/	5	13	28	6	1.8%	2	9	.0	18	41 1.6%	10	30		15	6 0.2%	10
2.6				than	10%	percent	0.2%	0.2%	6 0.2%	# 0.8%	0.2%	0.2%	0.3%	0.7%	# 1.4%	0.3%	1.0%	0.1%	0.4% #	0.7%	0.8%	1.0%	0.4%	1.1% #	0.4%	0.5%	0.2%	0.4%
2.7		Long waits Time from collection to lab	Maximum wait time (incl GTT's) 80th percentile for time from collection to lab	less	4.00	minutes hours:	53 4:00	3 46	57	53 4:00	37 4:00	43 4:00	40 4:00	42 4:00	42 4:00	52 4:00	51	38 4:00	47 4:00	48 4:00	48 4:00	50	37 4:00	43 4:00	54 4:00	39 4:00	50	4:00
2.8		I ime from collection to lab	(hrs:minutes)	than	4:00	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
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	32:00
3.1		3. HOME VISITS Home visits booked	Number of home visits booked for the day	1		number	504	437	7 468	499	454	584	458	473	584	486	554	490	490	548	481	579	482	528	550	527	559	500
3.1		Home visits booked	(exclude home visits where the patient was no	t		number	504	43/	400	499	454	564	436	4/3	564	400	554	490	490	546	401	5/9	402	528	558	527	229	526
3.2		Home visits attended	home) Number of home visits attended for the day	-	-	number	487	427	7 455	487	445	572	443	460	565	476	541	473	473	526	467	551	452	503	540	507	544	508
																												300
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater then	90%	percent	96.6%	97.7%	97.2%	97.6%	98.0%	97.9%	96.7%	97.3%	96.7%	97.9%	97.7%	96.5%	96.5%	96.0%	97.1%	95.2%	93.8%	95.3%	96.8%	96.2%	97.3%	96.2%
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	53	3 41	1 49	47	55	50	43	46	62	58	62	56	46	66	46	41	35	57	61	61	57	57
3.5		Urgent home visits	Number of urgent home visits completed for	1		number	53	3 41	1 49	47	55	50	43	46	62	58	62	56	46	66	46	41	35	57	61	61	57	57
3.6	ves	completed Urgent home visit timeliness	the day % urgent home visits completed for the day	greater	99%	percent	100.0%	100.0%	6 100.0%	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%
0	,	4 1 4 9	% urgent home visits completed for the day. 3.5 divided by 3.4	then	0070	لينيا														22.270			33.270					
4.1		Patient episodes	Total number of patient episodes			number	8,539	8,144	8,270	9,864	10,013	9,814	9,259	9,812	10,205	11,532	10,942	9,969	10,958	12,222	12,143	12,331	11,713	12,996	13,657	14,139	14,747	15,200
4.2		Patient tests	Total number of patient tests performed			number	25,426			30,049	28,335	27,341	27,694	29,026	31,624	33,796	32,054	30,107	33,513	36,330	36,353	38,470	38,168	40,775	44,158	44,351		42,938
4.3	+	Urgent tests % urgent tests	Total number of urgent tests 4.3 divided by 4.2	+	1	number	422			662	545 2%	441 2%	505 2%	520 2%	631	711	567 2%	574 2%	679	731	621	621 2%	721 2%	626	813	785 2%	790 2%	674
4.5		Data for HealthPac	Percentage of completed test episodes	equal to	100%	percent	100%	100%	6 100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
			provided to HealthPac within agreed timeframes (kpi to be reported once a month only - first day of month for previous month																									
4.6	+	Critical results	performance) Number of critical test results	╂	 	number	46	A5	3 37	65	56	50	47	43	61	56	40	57	53	64	5,0	45	61	57	69	64	54	60
4.6		Critical results phoned	Number of critical test results phoned through	1		number	46	6 48	3 37	65	55	59	47	43	61	56	40	57	53	64	58	45	61	57	68	64	54	60
			to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)	1																								
4.8																			100%	100%				100%			100%	
	yes	% of critical results phoned within 1 hour	Percentage of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)	greater then	98%	percent	100%	100%	6 100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100 %	100%	100%	100%	100%
4.11	yes		Percentage of critical test results phoned through to appropriate contact person within 1	greater then	98%	percent	100%	100%	6 100% D 16	100%	100%	100%	100%	100%	100%	100%	100%	100%	15	100%	100%	100%	100%	13	100%	100%	15	100%
4.11	yes	within 1 hour	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	greater then	98%	number	9 0.0%	9 10	0 16 0.1%	100%	100% 12 0.0%	100% 14 0.1%	2 0.0%	5 0.0%	14 0.0%	3 0.0%	11 0.0%	18 0.1%		13	9 0.0%	11 0.0%	9 0.0%		9 0.0%			6 0.0%
	yes	within 1 hour Amended Results	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	less	1%	number	9	9 10	16	12	12	14	2	5	14	3	11	18	15	13	9	11	9	13	9	22	15	6
4.12		Amended Results % Amended Results	Percentage of critical test results phoned through to appropriate contact person within 1 hour (a Referere, b. patient; c. police). Number of results changed after original result was reported to referer Percentage of results changed after original result was reported to referer. 4.11 divided by 4.2 30th centile for collection to receipt by LabPlus measured in hours immutes (Excludes frozen samples). % of timely attendance for booked frozen	less than s less than greater	1%	number percent hours: minutes	9	9 10	16	12	12	14	2	5	14	3	11	18	15	13	9	11	9	13	9	22	15	6

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item	Contract	Indicator	Definition		Target	Unit	1/09/21	2/09/21	3/09/21	6/09/21	7/09/21	8/09/21	9/09/21	10/09/21	13/09/21	14/09/21	15/09/21	16/09/21	17/09/21	20/09/21	21/09/21	22/09/21	23/09/21	24/09/21	27/09/21	28/09/21	29/09/21	30/09/21
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%		_			92.9%				