Lab Tests Auckland Pathology Service KPI Reporting 2023

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

March Marc						I DIGG GOILD III	dicate contracted K																			
Value Valu							Wed	Thu		1	 								Fri						Mon	Tue
1.	item Conf	act Indicator	Definition		Target	Unit	1/02/23	2/02/23	3/02/23	Public Holiday	7/02/23	8/02/23	9/02/23	10/02/23	13/02/23	14/02/23	15/02/23	16/02/23	17/02/23	20/02/23	21/02/23	22/02/23	23/02/23	24/02/23	27/02/23	28/02/23
Column C			Number of cells about forcehood					4.440					4.404		10.00	***		4 404		4 404	4.000		4.004		1000	1000
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1							1,000					1,100	1,100			0.0	1,000			1,110		1,001			1,001	
13 Weak of the control of the co	1.3a	% calls unanswered			7.0%	percent	6.5%	6.1%	6.4%		6.9%	6.9%	5.5%	6.8%	2.9%	2.7%	6.5%	2.5%	3.9%	6.1%	4.5%	2.3%	4.7%	6.1%	6.7%	6.6%
Market M	1 3h	% calls unanswered for			3.0%	percent	2.7%	2.8%	2.5%		2.7%	2.8%	2.4%	2.6%	2.5%	2.2%	2.3%	2.3%	2.7%	2.8%	2.7%	2.4%	2.3%	2.7%	2.7%	3.1%
Section Company Comp				than	0.070																		-10.1			
Column C																										
March Control March Control March Control March Control March Control March March Control March			·	1	450							25.5%														
Second Continue	1.6	Average wait time			150	Seconds	90	67	09		09	33	80	129	"/	40	03	4/	/3	80	02	03	0.5	100	09	31
Part																										
Part	1.7	Wait time >150 seconds	Number of calls with a wait time of more than			number	78	75	81		91	93	70	90	37	30	79	36	52	79	57	27	59	69	78	75
Process Proc	1.8	% of calls with wait time >15		less	1	percent	7.0%	6.7%	6.9%		7.4%	7.6%	6.0%	7.6%	3.5%	3.2%	6.9%	3.1%	4.7%	6.6%	5.2%	2.6%	5.7%	6.9%	7.3%	7.3%
The content of the				than																		-				
Company Comp		2. COLLECTION CENTRES																								
## Action Control Cont	21	Wait time Manukau DHB	Average waiting time in minutes for a sample	less	30	minutes	8	9	11		15	13	14	11	7	5	11	11	10	14	12	12	10	9	11	8
Control Cont				than	"			ĭ							·	ŭ								ĭ		ŭ
22 Company of the production of the company of th																										
Part Indicate Annual Section Secti	22	Wait time Auckland DHR		loce	30	minutee	6		10		10	10	0	10	4	2	7	7		12	0	0	7		7	
Control Cont	2.2	Walt time Adokland Drib			30	minutes	ľ	٩	10		10	10	5	10	"	3	- '	(°	12	٦	٥	'	ា	(3
An in the Windows (1) An i																										
Author water Prince and extending State Continue State Continue State Continue State Continue State St		Weit time Weitemete DUP		lone		minutes		7	0		42	- 44	- 11	42	-		7		0	0	10	44		0	7	-
A continue with the following process of the continue with the c	2.3	wait time waitemata DHB			30	minutes	6	1	9		13	11	11	13	5	4	′	8	9	9	10	11	9	9	1 1	5
And the safety will be consistent with the control production (which control c																										
Activide of Confession and the Processing Confession and the Proce		N										1010														
Mathematical Process	2.4	Number waiting				number	3,/35	4,250	4,253		4,681	4,819	4,524	4,/3/	2,991	2,552	4,500	4,417	4,641	4,541	4,613	4,374	4,331	4,422	4,436	4,532
2.6 In the section of the control of																										
Companies Comp	2.5	Long waits	Number of people waiting over 30 minutes			number	28	34	157		336	222	177	232	12	3	90	154	130	266	156	221	60	112	209	106
Companies Comp	2.6	% wait over 30 mine	2.5 divided by 2.4	loce	100/	percent	0.7%	0.00/	2 70/.	#DIV/01	7 20/	4 60/.	2.00/	4.0%	0.4%	0.10/	2.0%	2 50/	2 00/	E 00/	2 40/	E 10/.	1 /10/	2 50/	4 70/	2 20/
2 Time from condection to bis Only procedule for the first include Control of the control to bis Only Control of the bis Only Co	2.0	70 Walt Over 30 mins			10%	percent	0.7 76	0.070	3.1 /6	#510/0	1.270	4.070	3.570	4.576	0.476	0.176	2.076	3.376	2.676	5.576	3.470	3.176	1.470	2.5 /6	4.7 70	2.5 /6
Second	2.7	Long waits	Maximum wait time (incl GTT's)			minutes	47	48	63		60	65	54	58	59	43	50	52	65	69	60	68	69		62	63
Time from confession to late Natural Secretary Confes	2.8	Time from collection to lab			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
The control of the	2.9	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
Control Cont	2.5	max	(hrs:minutes)			minutes	32.00	52.00	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 Cont		3. HOME VISITS																								
None with standard from what is adminded for the day Number of from what is adminded for the day Number of from what is adminded for the day Number of from what is adminded for the day Number of from what is adminded for the day Number of from what is adminded for the day Number of from what is adminded for the day Number of from what is adminded for the day Number of from what is adminded for the day Number of from what is collected for the day Number of from what is	3.1	Home visits booked		.		number	595	342	474		380	551	461	461	313	336	546	510	508	489	469	559	478	477	474	436
3 Yes Nome with timeliness shower with confested for the day 32 yes of the property of the pro				1																						
Second Control of	3.2	Home visits attended	Number of home visits attended for the day			number	571	329	456		364	535	442	449	307	325	527	491	486	466	448	543	462	466	463	428
Second Control of	0.0	O/ I I and a data should be an	Of house visite assessment of feet the day of a		000/		00.00/	00.00/	00.00/	#DII #01	05.00/	07.40/	05.00/	07.40/	00.40/	00.70/	00.50/	00.00/	05.70/	05.00/	05.50/	07.40/	00.70/	07.70/	07.70/	00.00/
day (caculab home visits where the patient was form) day (caculab home visits completed brancher of throng) visits completed brancher of throng visits completed brancher of transport of throng visits completed brancher of transport of throng visits completed by the visits completed by th	3.3 Ye	% Home visit timeliness		greater	90%	percent	96.0%	96.2%	96.2%	#DIV/0!	95.8%	97.1%	95.9%	97.4%	98.1%	96.7%	96.5%	96.3%	95.7%	95.3%	95.5%	97.1%	96.7%	97.7%	97.7%	98.2%
Second S	3.4	Urgent home visits booked				number	56	50	76		66	74	72	75	27	13	88	67	68	40	40	68	74	83	59	75
3.5 Visual Home with completed for the day of larger from with completed from with a larger from with completed from with a larger from with completed from with completed from with a larger from with completed from with completed from days and with completed from with complet			day (exclude home visits where the patient was	s																						
The day " sugrest free value (purpet from with terminents is urgent from a value completed for the day) " greater with the process of the pro	3.5	Urgent home visits complete			1	number	56	50	76		66	74	72	75	27	13	88	67	68	40	40	68	74	83	59	75
4.1 Patient reposoes Total number of proteint episcoles 1,824 11,824 11,824 11,824 11,824 11,825 12,825 13,931 13,192 12,825 13,931 13,192 12,825 13,227 12,440 12,252 13,200 13,227 12,420 13,200 13,200 12,200 13,200 12,200			the day																			•••				
A A Patient reproduces Total number of p	3.6 ye:	Urgent home visit timeliness	% urgent home visits completed for the day.	greater	99%	percent	100.0%	100.0%	100.0%	#DIV/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%
4.2 Patient tests Total number of patient, tests performed patient, tests performed to years tests 1 Total number of uppert tests 2,934 53,455 53,277 59,445 58,891 56,513 57,759 30,989 27,977 57,038 56,333 58,105 60,241 58,512 55,444 58,399 54,106 58,045 57,531 44 58,399 54,106 57,531 58,105 59,		4. LAB	3.5 divided by 3.4	uien																						
1 1 1 1 1 1 1 1 1 1	4.1	Patient episodes	Total number of patient episodes			number	11,801	11,924	11,824		13,333	13,192	12,625	12,882	8,191	6,510	13,087	12,899	13,061	13,664	13,312	12,729	12,440	12,252	13,200	13,227
4.4 Sugest tests 4.3 divided by 4.2 percent 196 196 196 196 196 196 196 196 196 196	4.2	Patient tests	Total number of patient tests performed			number	52,934	53,455	53,277		58,444	58,891	56,513	57,759	36,989	27,677	57,038	56,363	58,105	60,241	58,512	55,444	54,399	54,106	58,045	57,531
4.5 Data for Hearth-Pac Percentage of completed test espisodes provided to Health-Pac within agreed interfarmes (kg to be reported once a month only - first day of month for previous month performance) 4.6 Critical results Number of critical test results Number of critical test results phoned by the completed contact person within 1 hour (a Referer; b, patient; c, police) 4.8 Yes Number of critical test results phoned within 1 hour (a Referer; b, patient; c, police) 4.9 Search of the complete of the complete of test provided once a month only - first day of month for previous month performance) 4.11 Amended Results Percentage of completed test espisodes provided once a month only - first day of month for previous month performance) 4.12 Yes Number of critical test results of the complete of test previous month performance) 4.13 Yes Number of critical test results phoned on the previous provided contact person within 1 hour (a Referer; b, patient; c, police) 4.14 100% 100% 100% 100% 100% 100% 100% 10							000					001	001			100	002	0		, 10	7 10		001		00.	
Provided to Health-Pac within agreed to the americane (git to be regoted once a month only - first day of month for previous month performance)				1						#DIV/0!				170												
Interferance (p.1 to be reported once a month only - first day of month for previous month performance)	4.5	Data for HealthPac	Percentage of completed test episodes	equal to	100%	percent	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A.6 Critical results Number of critical test results Number of results Num																										
4.6 Critical results Number of critical test results phoned through for propriete 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) 4.11 Amended Results Number of results changed after original result was reported to referrer. 4.12 % Amended Results Percentage of results changed after original result was reported to referrer. 4.13 Yes Timeliness of Send aways Managed after original result by LaPbrus minutes (Excludes Frozen than 1 hours) 4.15 Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer, b. patient; c. police) 4.16 Send aways Soft critical results (a. police) 4.17 Amended Results Number of results changed after original result was reported to referrer. 4.18 Yes Timeliness of Send aways Soft content for collection to receipt by LaPbrus minutes (Excludes Frozen than 1). 4.19 Yes Timeliness of Send aways Soft content for collection to receipt by LaPbrus minutes in the critical test results phoned through to appropriate contact person within 1 hour (a.Referrer, b. patient; c. police) 4.10 Amended Results Number of results changed after original result was reported to referrer. 4.11 One of the collection to receipt by LaPbrus minutes (a. police) 4.12 Yes Timeliness of Send aways Soft content for collection to receipt by LaPbrus minutes Soft send aways Soft content for collection to receipt by LaPbrus minutes Soft send to the collection to receipt by LaPbrus minutes Soft send than 1 hours send than 2 hours send than 1 hours send than 1 hours send than 1 hours send than 2 hours send than 1 hours send than 2 hours send than 1 hours send than 1 hours send than 2 hours send than 2 hours			only - first day of month for previous month	1	1																					
4.7 Critical results phoned In Number of critical test results phoned through to appropriate contact person within 1 hour (a Reference; b, patient; c, police) 4.8 yes % of critical results phoned through to appropriate contact person within 1 hour (a Reference; b, patient; c, police) 4.8 yes % of critical results phoned through to appropriate contact person within 1 hour (a Reference; b, patient; c, police) 4.11 Amended Results Number of critical test results phoned through to appropriate contact person within 1 hour (a Reference, b, patient; c, police) 4.11 Amended Results Number of critical test results phoned through to appropriate contact person within 1 hour (a Reference, b, patient; c, police) 4.12 % Amended Results Number of critical test results phoned through to appropriate contact person within 1 hour (a Reference, b, patient; c, police) 4.12 % Amended Results Number of critical test results phoned through to appropriate contact person within 1 hour (a Reference, b, patient; c, police) 4.13 Yes Timeliness of Send aways Solth certified for collection to receipt by LabPitus minutes **Timeliness of Send aways** Solth certified for collection to receipt by LabPitus minutes **Inimitutes** **Timeliness of Send aways** Solth certified for collection to receipt by LabPitus minutes **Timeliness of Send aways** **Solth certified for collection to receipt by LabPitus minutes **Timeliness of Send aways** **Solth certified for collection to receipt by LabPitus minutes **Timeliness of Send aways** **Solth certified for collection to receipt by LabPitus minutes **Timeliness of Send aways** **Solth certified for collection to receipt by LabPitus minutes **Timeliness of Send aways** **Solth certified for collection to receipt by LabPitus minutes **Timeliness of Send aways** **Solth certified for collection to receipt by LabPitus minutes **Timeliness of Send aways** **Solth certified for collection to receipt by LabPitus **Timeliness of Send aways** **Solth certified for collection to recei	16	Critical regulte		-	-	number	04	-00	E0.		00	7/	E7	90		20			60	0.4		E0	00	45	-00	57
4.8 yes % of critical results phoned within 1 hour (a Referer b. patient; c. police) 4.8 yes % of critical results phoned within 1 hour hour (a Referer b. patient; c. police) 4.8 yes % of critical results phoned within 1 hour hour (a Referer b. patient; c. police) 4.11 Amended Results Number of results changed after original result 4.12 % Amended 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 90th centle for collection to receit by LabPtus minutes 10 appropriate contact person within 1 hour (a Referer; b. patient; c. police) 98% percent				1	-																					
4.8 yes % of critical results phoned within 1 hour. Amended Results Number of results changed after original result was reported to referrer. 4.11 divided by 4.12 Yes Timeliness of Send aways (aReferrer, p. patient; c. police) 98% provent then 98% provent then 100% percent the	T.,		to appropriate contact person within 1 hour	1	1		'~	~~	50		"	, ,	30	, 3	"	55	01	03	"	, ,	55	30	02	71	"	31
Within 1 hour through to appropriate contact person within 1 hour (a.Referer; b. patient; c. police)			(a.Referrer; b. patient; c. police)	1	1																					
Within 1 hour through to appropriate contact person within 1 hour (a.Referer; b. patient; c. police)	1.9	% of critical results phoned	Percentage of critical test results phoned	greater	080/	percent	030/	100%	080/	#DIV/0	01%	000/.	08%	080/	3000	100%	08%	100%	00%	06%	080/.	100%	00%	01%	100%	100%
A-11 Amended Results Number of results changed after original result was reported to referrer	4.0 ye		through to appropriate contact person within 1	then	90%	Percent	93 %	100 /6	5076	#510/0!	5176	3576	30 /6	90%	50%	100%	3076	100%	33 /6	3076	90%	100%	3376	9176	100%	100 /6
Was reported to referer			hour (a.Referrer; b. patient; c. police)																							
Was reported to referer	4.11	Amended Results	Number of results changed after original result			number	10	34	- 11		11	7	20	24	15	10	10	10	60	0	22	25	22	27	10	12
result was reported to referrer. 4.11 divided by than 4.2 4.13 Yes Timeliness of Send aways 90th certile for collection to receipt by LabPlus less measured in hours:minutes (Excludes frozen than measured in hours:minutes (Excludes frozen than minutes)	4.11		was reported to referrer			Hamber	'2		'''		∟ "	′]	40	24		10	13	'°]			22	35		21	19	13
4.13 Yes Timeliness of Send aways 90th certile for collection to receipt by LabPlus less misuated in hours:minutes (Excludes frozen than	4.12	% Amended Results	Percentage of results changed after original		1%	percent	0.0%	0.1%	0.0%	#DIV/0!	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%
measured in hours:minutes (Excludes frozen than minutes than minutes than minutes than minutes than minutes than minutes than the second transfer			result was reported to referrer. 4.11 divided by	than	1				ļ													ļ				
measured in hours:minutes (Excludes frozen than minutes than minutes than minutes than minutes than minutes than minutes than the second transfer	4.13 Ye	Timeliness of Send aways	90th centile for collection to receipt by LabPlus	less	20:00	hours:																				
samples)	70		measured in hours:minutes (Excludes frozen		20.50	minutes																				
			samples)																							

							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	1/02/23	2/02/23	3/02/23	Public Holiday	7/02/23	8/02/23	9/02/23	10/02/23	13/02/23	14/02/23	15/02/23	16/02/23	17/02/23	20/02/23	21/02/23	22/02/23	23/02/23	24/02/23	27/02/23	28/02/23
4.14	Yes	Timely attendance frozen	% of timely attendance for booked frozen	greater then	95%	percent																				
		sections and booked cytology for FNAs	sections and booked cytology for FNAs for the private referrers/hospitals (assumes mutually	then																						
			agreed and clinically appropriate booking)																							
		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	4:28	4:29	4:35		5:10	5:07	5:02	5:03	4:22	4:03	4:25	4:41	4:49	5:01	5:12	4:31	4:54	4:46	5:27	5:12
5.1b		Lab TAT Complete blood	Turnaround time from 90th centile receipt to	less	4:00	hours:	0:51	1:01	1:08		1:44	1:36	1:31	1:30	1:11	0:50	1:01	1:10	1:11	1:32	1:39	0:58	1:26	1:11	2:05	1:40
5.1c	Ves	count Complete blood count 95%	report, expressed in hour:minutes Turnaround time for 95th centile from	than	12:00	minutes hours:	7:30	7:30	7:30		7:40	7:50	7:40	7:30	7:30	7:00	7:00	7:30	7:40	7:50	7:40	7:00	7:30	7:00	7:50	7:50
0.10	,00	percentile - in zone	collection to report, expressed in hour:minutes - IN ZONE	than	12.00	minutes																				
5.2a		Total TAT Electrolytes	Average turnaround time from collection to	less	8:00	hours:	5:29	6:18	5:23		6:04	5:53	6:52	6:22	4:59	4:54	5:53	5:45	5:58	5:39	6:04	6:13	6:01	5:25	6:59	7:27
5.2b		Lab TAT Electrolytes	report, expressed in hour:minutes Turnaround time from 90th centile receipt to	than less		minutes hours:	1:55	2:50	1:59		2:38	2:24	3:26	2:49	1:50	1:39	2:29	2:13	2:22	2:11	2:34	2:41	2:34	1:51	3:40	3:48
5.20			report, expressed in hour:minutes	than	4:00	minutes	1.55	2.50	1.59		2.30	2.24	3.20	2.49	1.50	1.39	2.29	2.13	2.22	2.11	2.34	2.41	2.34	1.51	3.40	3.40
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:	10:00	10:00	7:50		10:30	11:00	11:00	10:30	7:30	7:00	10:30	10:30	10:30	10:00	10:30	10:00	10:30	8:00	10:30	11:00
			IN ZONE	ulali		minutes																				
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:11	6:38	5:42		6:46	6:17	7:48	6:31	6:42	5:43	6:49	6:12	7:29	7:22	6:53	6:31	6:19	6:30	8:12	5:40
5.3b		Total TAT HCG	Turnaround time from 90th centile receipt to	less	4:00	hours:	2:37	3:20	2:27		3:33	2:52	4:00	3:04	3:34	2:37	3:41	2:39	4:00	3:56	3:30	3:07	3:04	3:09	4:52	2:16
5.3c	ves	Quantification Total TAT HCG 95%	report, expressed in hour:minutes Turnaround time for 95th centile from	than	12:00	minutes hours:	5:50	5:40	5:50		5:30	9:00	5:30	11:50	4:30	21:00	6:00	15:00	4:30	6:00	9:00	12:00	5:30	5:30	5:30	22:00
5.50	yes	percentile - in zone	collection to report, expressed in hour:minutes -	than	12.00	minutes	3.30	5.40	3.30		3.30	3.00	3.50	11.50	4.50	21.00	0.00	15.00	4.50	0.00	3.00	12.00	5.50	5.50	3.30	22.00
5.5a		Total TAT Liver functions	IN ZONE Average turnaround time from collection to	less	8:00	hours:	5:40	6:38	5:37		6:06	5:59	7:04	6:29	5:26	5:15	5:59	5:49	6:07	5:49	6:13	6:27	6:12	5:37	7:09	7:33
		Total TAT Liver functions	report, expressed in hour:minutes	than		minutes	5.1.0										1 11									
5.5b		1	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:05	2:57	2:11		2:43	2:30	3:37	2:56	2:19	2:02	2:34	2:18	2:33	2:21	2:42	2:56	2:45	2:03	3:51	4:00
5.5c	yes	Total TAT Liver 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:	10:00	10:00	9:00		10:30	10:30	11:00	11:00	7:50	7:00	10:30	10:30	10:30	10:00	10:00	10:00	10:00	9:00	10:30	11:00
		ľ	IN Zone	uldii		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																				
		·	1 7 1 3 7			Í																				
5.6b	yes	Total TAT Histology - major	Turnaround time for 80th centile from collection to report, expressed in working days	less than	5.0	working days																				
		Todoutono				Ť																				
5.6c	yes	Total TAT Histology 98% 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	14:32	16:41	17:35			14:35	18:00	17:54		21:08	14:27	15:57	15:52		17:21	18:06	18:56	17:54		17:29
5.7b		Total TAT - Urine Micro &	Turnaround time from 90th centile receipt to	less	48:00	hours:	11:39	14:14	15:49			11:36	16:33	16:26		19:43	11:52	13:44	13:06		15:31	16:17	17:23	16:09		16:27
5.7c	ves	Culture - non-urgent Total TAT Urine Micro &	report, expressed in hour:minutes Turnaround time for 90th centile from	than	2.0	minutes working	1.2	2.0	2.1			1.2	1.9	2.0		3.1	1.2	1.3	1.9		1.3	1.9	2.0	2.0		1.8
0.70	yes	Culture - non-urgent 90%	collection to report, expressed in working days	than	2.0	days		2.0	2				1.0	2.0		0.1		1.0			1.0	1.0	2.0	2.0		1.0
5.8		Lab TAT - Routine Biochem	Percentage of biochem & haem reports with	greater	90%	percent	100.0%	100.0%	99.9%		99.9%	100.0%	100.0%	100.0%	99.7%	99.8%	100.0%	100.0%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.7%	100.0%
		and Haem	TAT (from receipt of test in lab to communication of results) less than 48 hours	then																						
			communication of results) less than 46 hours																							
		URGENT Total TAT INR	Average turnaround time from collection to			hours:										4:15										
5.9a			report, expressed in hour:minutes	less than	6:00	minutes	4:42	4:28	4:15		4:33	4:37	4:35	4:42	4:34	4.15	4:22	4:17	4:39	4:17	4:26	4:24	4:47	4:27	4:31	4:33
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:09	0:59	1:01		1:10	1:08	1:07	1:11	1:14	0:51	1:02	0:58	1:11	0:54	0:58	0:56	1:20	1:05	1:14	1:10
5.9c	yes	Total TAT INR 95%	Turnaround time from 95th centile collection to	less	6:00	hours:	6:00	5:50	4:52		5:57	5:51	6:00	6:00	5:28	5:39	4:54	5:37	5:17	5:39	5:42	5:47	6:00	6:00	5:52	5:12
		percentile in zone	report, expressed in hour:minutes in zone	than		minutes																				
5.10a		Total TAT - Troponin	Average turnaround time from collection to	less	6:00	hours:	3:43	4:18	4:13		4:04	4:06	4:08	4:13	3:47	3:55	4:05	4:12	4:20	3:38	4:02	4:29	3:52	4:03	3:59	4:23
5.10b		Lab TAT - Troponin	report, expressed in hour:minutes Turnaround time from 95th centile receipt to	than	3:00	minutes hours:	1:00	1:22	1:11		1:14	1:18	1:21	1:10	0:59	0:57	1:09	1:19	1:23	1:02	1:14	1:21	1:07	1:02	1:15	1:23
		Total TAT Troponin, 98%	report, expressed in hour:minutes	than		minutes hours:	5:29	5:46			5:50			1								6:00			6:14	
5.10c	yes	centile in zone	report, expressed in hour:minutes in zone	than	6:00	minutes	5:29	5:46	5:38		5:50	5:39	5:56	6:00	5:38	5:27	5:31	5:34	6:00	5:25	5:33	6:00	5:39	5:32	b:14	6:00
5.44		Lab TAT - Urgent Biochem	Percentage of biochem & haem (as nominated	greater	050/	noreant	98.1%	95.5%	96.2%		96.4%	96.3%	95.7%	97.4%	97.6%	97.4%	98.0%	96.8%	97.0%	97.1%	96.8%	95.1%	98.5%	95.2%	96.7%	97.3%
5.11		and Haem	clinically urgent by the referrer) with TAT (from	then	95%	percent	96.176	95.5%	90.2%		90.4%	90.376	95.776	97.476	97.0%	97.476	96.0%	90.6%	97.0%	97.176	90.6%	95.176	96.5%	95.2%	90.7%	97.3%
			receipt of test in lab to communication of results) less than 3 hours																							
6.4		6. RECOLLECTS	Total number of nations enlesses (evaluates			number	0.070	0.055	0.000		10 505	10.004	0.074	40.000	0.407	4 000	10 200	0.000	0.021	40.202	10.000	0.540	0.040	0.201	0.004	0.050
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	9,073	9,255	9,230		10,525	10,321	9,874	10,086	6,497	4,928	10,208	9,663	9,931	10,393	10,033	9,518	9,219	9,204	9,981	9,953
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary)			number	18	15	12		22	30	22	26	17	5	8	13	19	17	14	23	17	12	19	21
			(excluding self collects)																							
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.1%	#DIV/0!	0.2%	0.3%	0.2%	0.3%	0.3%	0.1%	0.1%	0.1%	0.2%	0.2%	0.1%	0.2%	0.2%	0.1%	0.2%	0.2%
		7. QUALITY IMPROVEMENT	note - only needs to be reported weekly	uiuii																						
			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			number																				
1		Events / issues closed	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					2					2		

	1						Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue
	_						Wed	mu				weu	IIIu	FII	WOII	100	Weu	1110	FII	WOII	106	weu	IIIu	FII	WOII	100
item	Contract	Indicator	Definition		Target	Unit	1/02/23	2/02/23	3/02/23	Public Holiday	7/02/23	8/02/23	9/02/23	10/02/23	13/02/23	14/02/23	15/02/23	16/02/23	17/02/23	20/02/23	21/02/23	22/02/23	23/02/23	24/02/23	27/02/23	28/02/23
7.5		Complaints closed	Number of complaints closed year to date			number			2					2					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					2					2		
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%		