

| | |
|--|--|
| | 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 | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Public Holiday | Mon | Tue | Wed | Thu | Fri |
|-------------------------------|----------|--|--|--------------|----------------------|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|--------|----------------|--------|--------|-----|-----|-----|
| 1. CALL CENTRE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1a | | Total inbound calls | Number of calls placed / received | | number | 878 | 856 | 813 | | 833 | 826 | 743 | 704 | 770 | | 902 | 772 | 795 | 883 | 744 | | 904 | 826 | 908 | 849 | 893 | | | | 1004 | 928 | 885 | 858 | | | |
| 1.1b | | Total inbound calls - results line | Number of calls placed / received on results line | | number | 155 | 163 | 170 | | 211 | 239 | 204 | 210 | 211 | | 218 | 189 | 236 | 266 | 218 | | 244 | 195 | 168 | 148 | 163 | | | | 178 | 176 | 176 | 173 | | | |
| 1.2 | | Total calls answered | Number of calls answered | | number | 838 | 817 | 785 | | 821 | 809 | 724 | 694 | 751 | | 884 | 763 | 776 | 858 | 724 | | 884 | 807 | 892 | 845 | 860 | | | | 975 | 903 | 845 | 821 | | | |
| 1.3a | | % calls unanswered | Also known as "abandonment". 1 - (1.2 divided by 1.1a) | less than | 7.0% | percent | 4.6% | 4.6% | 3.4% | | 1.4% | 2.1% | 2.6% | 1.4% | 2.5% | | 2.0% | 1.2% | 2.4% | 2.8% | 2.7% | | 2.2% | 2.3% | 1.8% | 0.5% | 3.7% | | | 2.9% | 2.7% | 4.5% | 4.3% | | | |
| 1.3b | | % calls unanswered for results line | Also known as "abandonment". 1 - (1.4 divided by 1.1b) | less than | 3.0% | percent | 1.9% | 1.8% | 1.8% | | 1.0% | 1.7% | 2.0% | 1.0% | 1.4% | | 1.4% | 1.5% | 1.7% | 2.3% | 2.3% | | 2.1% | 2.1% | 0.6% | 0.0% | 2.5% | | | 2.3% | 1.7% | 2.3% | 2.3% | | | |
| 1.4 | | Results calls | Number of calls requesting test results | | number | 152 | 160 | 167 | | 209 | 235 | 200 | 208 | 208 | | 215 | 196 | 232 | 260 | 213 | | 239 | 191 | 167 | 148 | 159 | | | | 174 | 173 | 172 | 169 | | | |
| 1.5 | | % results calls | 1.4 divided by 1.2 | | percent | 17.7% | 19.0% | 20.9% | | 25.3% | 28.9% | 27.5% | 29.8% | 27.0% | | 23.8% | 25.4% | 29.2% | 29.5% | 28.6% | | 26.4% | 23.1% | 18.4% | 17.4% | 17.8% | | | 17.3% | 18.6% | 19.4% | 19.7% | | | | |
| 1.6 | | Average wait time | Average wait time on the phone for results, measured in seconds ("Lab Results" figure) | less than | 150 seconds | 71 | 64 | 71 | | 50 | 53 | 49 | 42 | 64 | | 43 | 30 | 77 | 85 | 78 | | 62 | 47 | 45 | 29 | 74 | | | 55 | 50 | 62 | 71 | | | | |
| 1.7 | | Wait time >150 seconds | Number of calls with a wait time of more than 150 seconds | | number | 47 | 43 | 32 | | 16 | 21 | 25 | 12 | 24 | | 20 | 13 | 25 | 32 | 29 | | 26 | 26 | 21 | 8 | 41 | | | 35 | 30 | 46 | 44 | | | | |
| 1.8 | | % of calls with wait time >150 seconds | 1.7 divided by 1.1 | less than | percent | 5.4% | 5.0% | 3.9% | | 1.9% | 2.5% | 3.4% | 1.7% | 3.1% | | 2.2% | 1.7% | 3.1% | 3.6% | 3.9% | | 2.9% | 3.2% | 2.3% | 0.9% | 4.6% | | | 3.5% | 3.2% | 5.2% | 5.1% | | | | |
| 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 | 9 | 11 | | 12 | 9 | 12 | 12 | 10 | | 14 | 8 | 10 | 10 | 10 | | 14 | 12 | 10 | 9 | 10 | | | | 13 | 12 | 11 | 11 | | | |
| 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 | 5 | 4 | 8 | | 8 | 6 | 8 | 7 | 9 | | 9 | 4 | 6 | 9 | 6 | | 9 | 7 | 5 | 5 | 19 | | | 9 | 6 | 6 | 10 | | | | |
| 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 | 8 | 10 | 10 | | 10 | 6 | 6 | 7 | 9 | | 9 | 6 | 8 | 6 | 9 | | 10 | 7 | 5 | 7 | 9 | | | 10 | 7 | 7 | 10 | | | | |
| 2.4 | | Number waiting | Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am | | number | 4,367 | 4,106 | 4,465 | | 4,841 | 4,342 | 4,612 | 4,475 | 4,668 | | 4,870 | 4,335 | 4,881 | 4,487 | 4,750 | | 4,827 | 4,500 | 4,270 | 4,472 | 4,745 | | | 4,918 | 4,868 | 4,446 | 4,886 | | | | |
| 2.5 | | Long waits | Number of people waiting over 30 minutes | | number | 113 | 130 | 171 | | 182 | 47 | 111 | 104 | 210 | | 232 | 58 | 152 | 168 | 169 | | 197 | 84 | 42 | 111 | 250 | | | 320 | 133 | 63 | 246 | | | | |
| 2.6 | | % wait over 30 mins | 2.5 divided by 2.4 | less than | 10% | percent | 2.6% | 3.2% | 3.8% | # | 3.8% | 1.1% | 2.4% | 2.3% | 4.5% | # | 4.8% | 1.3% | 3.1% | 3.7% | 3.6% | # | 4.1% | 1.9% | 1.0% | 2.5% | 5.3% | | | 6.5% | 2.7% | 1.4% | 5.0% | | | |
| 2.7 | | Long waits | Maximum wait time (incl GTT's) | | minutes | 60 | 48 | 50 | | 52 | 39 | 44 | 47 | 56 | | 57 | 40 | 41 | 69 | 46 | | 50 | 45 | 41 | 45 | 57 | | | 55 | 47 | 43 | 54 | | | | |
| 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 | | | | |
| 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. 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 | 411 | 330 | 358 | | 344 | 364 | 416 | 344 | 360 | | 359 | 386 | 368 | 356 | 362 | | 361 | 349 | 355 | 310 | 373 | | | 370 | 435 | 317 | 355 | | | | |
| 3.2 | | Home visits attended | Number of home visits attended for the day | | number | 401 | 323 | 353 | | 328 | 357 | 399 | 336 | 355 | | 346 | 374 | 356 | 344 | 359 | | 350 | 340 | 347 | 302 | 362 | | | 361 | 425 | 309 | 347 | | | | |
| 3.3 | Yes | % Home visit timeliness | % home visits completed for the day 3.2 divided by 3.1 | greater than | 90% | percent | 97.6% | 97.9% | 98.6% | # | 95.3% | 98.1% | 95.9% | 97.7% | 98.6% | # | 96.4% | 96.9% | 96.7% | 96.6% | 99.2% | # | 97.0% | 97.4% | 97.7% | 97.4% | 97.1% | # | #DIV/0! | 97.6% | 97.7% | 97.5% | 97.7% | | | |
| 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 | 66 | 63 | 54 | | 39 | 47 | 62 | 73 | 58 | | 36 | 62 | 55 | 75 | 39 | | 52 | 55 | 48 | 44 | 53 | | | 44 | 42 | 53 | 68 | | | | |
| 3.5 | | Urgent home visits completed | Number of urgent home visits completed for the day | | number | 66 | 63 | 54 | | 39 | 47 | 62 | 73 | 58 | | 36 | 62 | 55 | 75 | 39 | | 52 | 55 | 48 | 44 | 53 | | | 44 | 42 | 53 | 68 | | | | |
| 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% | # | #DIV/0! | 100.0% | 100.0% | 100.0% | 100.0% | | | |
| 4. LAB | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.1 | | Patient episodes | Total number of patient episodes | | number | 12,876 | 12,303 | 12,837 | | 14,353 | 13,897 | 14,031 | 13,529 | 13,792 | | 14,763 | 13,552 | 14,157 | 12,386 | 14,054 | | 14,476 | 13,924 | 12,851 | 12,854 | 13,383 | | | 14,633 | 14,489 | 13,889 | 13,837 | | | | |
| 4.2 | | Patient tests | Total number of patient tests performed | | number | 55,172 | 52,492 | 55,764 | | 62,313 | 59,089 | 59,028 | 56,551 | 57,620 | | 62,449 | 56,948 | 60,076 | 51,885 | 59,117 | | 59,614 | 58,022 | 53,678 | 56,259 | 57,192 | | | 59,661 | 59,538 | 56,101 | 57,741 | | | | |
| 4.3 | | Urgent tests | Total number of urgent tests | | number | 603 | 569 | 604 | | 625 | 631 | 637 | 683 | 607 | | 603 | 631 | 581 | 482 | 602 | | 615 | 609 | 538 | 526 | 626 | | | 661 | 571 | 637 | 602 | | | | |
| 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% | # | #DIV/0! | 1% | 1% | 1% | 1% | | | | |
| 4.5 | | Data for HealthPac | Percentage of completed test episodes provided to HealthPac within agreed timeframes (tpti 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% | 100% | | | |
| 4.6 | | Critical results | Number of critical test results | | number | 41 | 40 | 38 | | 54 | 41 | 33 | 46 | 54 | | 38 | 53 | 52 | 25 | 43 | | 45 | 46 | 52 | 36 | 37 | | | 50 | 40 | 35 | 45 | | | | |
| 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 | 41 | 40 | 38 | | 54 | 41 | 33 | 46 | 54 | | 38 | 53 | 52 | 25 | 43 | | 45 | 46 | 52 | 36 | 37 | | | 50 | 40 | 35 | 45 | | | | |
| 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% | 100% | | | |
| 4.11 | | Amended Results | Number of results changed after original result was reported to referer | | number | - | 1 | 4 | | 3 | 3 | 2 | 4 | 4 | | - | 6 | 2 | 4 | 2 | | 49 | 6 | 2 | 8 | 3 | | | 1 | 2 | 7 | 1 | | | | |
| 4.12 | | % Amended Results | Percentage of results changed after original result was reported to referer. 4.11 divided by 4.2 | less than | 1% | percent | 0.0% | 0.0% | 0.0% | | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | | 0.1% | 0.0% | 0.0% | 0.0% | 0.0% | # | #DIV/0! | 0.0% | 0.0% | 0.0% | 0.0% | | | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| page 1 of 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | | | | | | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | | |
|--|----------|--|--|------------------|----------------|---------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------------|----------|----------|----------|----------|------|------|
| Item | Contract | Indicator | Definition | Target | Unit | 1/10/25 | 2/10/25 | 3/10/25 | 6/10/25 | 7/10/25 | 8/10/25 | 9/10/25 | 10/10/25 | 13/10/25 | 14/10/25 | 15/10/25 | 16/10/25 | 17/10/25 | 20/10/25 | 21/10/25 | 22/10/25 | 23/10/25 | 24/10/25 | Public Holiday | 28/10/25 | 29/10/25 | 30/10/25 | 31/10/25 | | |
| 5.1a | | Total TAT Complete blood count | Average turnaround time from collection to report, expressed in hour:minutes | less than 8:00 | hours: minutes | 4:21 | 4:24 | 4:25 | 4:50 | 4:55 | 4:31 | 4:39 | 4:31 | 5:27 | 4:40 | 4:58 | 4:47 | 5:28 | 4:26 | 4:25 | 4:32 | 4:33 | 4:39 | | 5:04 | 5:18 | 4:42 | 4:48 | | |
| 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 | 1:46 | 1:38 | 1:22 | 2:15 | 1:47 | 1:44 | 1:53 | 1:58 | 3:37 | 1:50 | 2:13 | 2:44 | 2:16 | 2:30 | 2:19 | 1:44 | 2:28 | 2:13 | | 2:17 | 2:47 | 2:28 | 1:56 | | |
| 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 | 7:09 | 7:08 | 7:04 | 7:51 | 7:40 | 7:12 | 7:22 | 7:05 | 8:39 | 7:24 | 8:17 | 8:39 | 8:02 | 7:32 | 7:16 | 7:18 | 7:22 | 7:28 | | 8:20 | 8:14 | 7:22 | 7:31 | | |
| 5.2a | | Total TAT Electrolytes | Average turnaround time from collection to report, expressed in hour:minutes | less than 8:00 | hours: minutes | 5:10 | 5:37 | 6:04 | 5:10 | 5:50 | 5:33 | 5:25 | 5:18 | 6:06 | 5:37 | 6:19 | 5:34 | 5:28 | 5:11 | 5:52 | 5:33 | 5:45 | 5:11 | | 5:30 | 5:19 | 5:01 | 5:12 | | |
| 5.2b | | Lab TAT Electrolytes | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than 4:00 | hours: minutes | 2:57 | 3:16 | 4:13 | 2:50 | 3:38 | 3:04 | 3:03 | 3:33 | 4:56 | 3:24 | 2:51 | 3:57 | 3:01 | 3:07 | 4:00 | 3:00 | 4:12 | 3:04 | | 3:16 | 3:20 | 2:49 | 2:34 | | |
| 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 | 7:40 | 8:08 | 9:25 | 4:43 | 9:25 | 8:26 | 8:01 | 8:22 | 10:01 | 8:23 | 8:30 | 8:32 | 8:33 | 8:02 | 9:21 | 8:13 | 9:41 | 8:03 | | 8:52 | 8:23 | 7:38 | 7:55 | | |
| 5.3a | | Total TAT HCG Quantification | Average turnaround time from collection to report, expressed in hour:minutes | less than 8:00 | hours: minutes | 5:18 | 5:50 | 6:21 | 5:24 | 5:44 | 5:51 | 5:33 | 5:26 | 6:50 | 5:59 | 5:48 | 6:07 | 5:43 | 5:31 | 6:26 | 5:58 | 6:18 | 5:24 | | 6:14 | 5:46 | 5:34 | 5:22 | | |
| 5.3b | | Total TAT HCG Quantification | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than 4:00 | hours: minutes | 3:22 | 3:24 | 4:30 | 3:17 | 3:57 | 3:20 | 3:09 | 3:55 | 5:08 | 3:26 | 3:13 | 4:40 | 3:36 | 3:42 | 4:31 | 3:57 | 4:51 | 3:50 | | 3:47 | 4:22 | 3:20 | 3:09 | | |
| 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 | 7:36 | 8:10 | 9:56 | 7:33 | 8:58 | 8:36 | 8:10 | 8:25 | 9:51 | 8:26 | 8:17 | 9:28 | 7:59 | 8:27 | 9:40 | 8:40 | 8:45 | 8:35 | | 7:43 | 9:00 | 8:09 | 8:11 | | |
| 5.5a | | Total TAT Liver functions | Average turnaround time from collection to report, expressed in hour:minutes | less than 8:00 | hours: minutes | 5:24 | 5:46 | 6:08 | 5:19 | 5:52 | 5:45 | 5:35 | 5:25 | 6:16 | 6:08 | 6:34 | 5:38 | 5:43 | 5:21 | 6:03 | 6:04 | 5:56 | 5:21 | | 5:39 | 5:27 | 5:10 | 5:22 | | |
| 5.5b | | Total TAT Liver functions | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than 4:00 | hours: minutes | 2:54 | 3:21 | 4:09 | 2:49 | 3:38 | 3:14 | 3:02 | 3:32 | 5:02 | 3:31 | 3:04 | 3:55 | 3:20 | 3:04 | 4:00 | 3:01 | 4:00 | 3:00 | | 3:17 | 3:22 | 2:49 | 2:45 | | |
| 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 | 7:38 | 8:10 | 9:23 | 7:45 | 9:24 | 8:29 | 8:01 | 8:17 | 10:09 | 8:36 | 7:37 | 8:46 | 8:47 | 7:59 | 9:21 | 8:17 | 9:33 | 8:04 | | 8:55 | 8:28 | 7:42 | 8:05 | | |
| 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 | 18:42 | 17:51 | 15:24 | | 17:31 | 16:57 | 19:42 | 17:45 | | 16:32 | 17:13 | 17:48 | 19:19 | | 17:20 | 18:21 | 17:31 | 18:19 | | 14:33 | 17:40 | 16:46 | | | |
| 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 | 15:22 | 15:04 | 12:46 | | 15:13 | 13:10 | 16:56 | 15:34 | | 12:33 | 14:01 | 18:11 | 15:40 | | 15:18 | 15:33 | 16:39 | 15:48 | | 10:39 | 14:33 | 14:51 | | | |
| 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 | 0.9 | 0.7 | 0.9 | | 0.9 | 0.9 | 0.9 | 1.0 | | 0.9 | 0.8 | 0.9 | 1.1 | | 1.1 | 1.1 | 1.1 | 0.9 | | 1.1 | 1.0 | 1.0 | | | |
| 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 | 100.0% | 100.0% | 99.9% | 99.8% | 99.9% | 100.0% | 99.9% | 99.9% | 99.8% | 99.9% | 99.1% | 99.9% | 99.9% | 99.7% | 99.9% | 99.9% | 99.9% | 99.9% | | 99.9% | 100.0% | 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 | hours: minutes | 4:21 | 4:21 | 4:27 | 4:23 | 4:31 | 4:05 | 4:19 | 4:18 | 4:31 | 4:27 | 4:33 | 4:09 | 4:40 | 4:26 | 4:28 | 4:26 | 4:20 | 4:19 | | 4:31 | 4:42 | 4:21 | 4:21 | | |
| 5.9b | | Lab TAT INR | Turnaround time from 95th centile receipt to report, expressed in hour:minutes | less than 3:00 | hours: minutes | 0:47 | 1:04 | 1:59 | 0:52 | 1:01 | 1:03 | 1:11 | 0:34 | 0:53 | 0:42 | 1:43 | 1:29 | 1:12 | 1:12 | 1:20 | 1:16 | 0:50 | 1:32 | | 1:44 | 1:56 | 1:37 | 1:15 | | |
| 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 | 4:41 | 4:49 | 4:44 | 5:21 | 4:40 | 6:00 | 5:44 | 6:00 | 5:46 | 5:41 | 5:47 | 6:00 | 5:38 | 5:39 | 5:49 | 5:06 | 5:56 | 5:31 | | 5:44 | 5:54 | 5:29 | 5:56 | | |
| 5.10a | | Total TAT - Troponin | Average turnaround time from collection to report, expressed in hour:minutes | less than 6:00 | hours: minutes | 4:05 | 4:15 | 4:13 | 4:04 | 4:11 | 3:53 | 4:37 | 4:25 | 4:02 | 3:44 | 3:58 | 4:09 | 4:00 | 4:11 | 4:21 | 4:15 | 4:20 | 4:15 | | 4:10 | 4:28 | 3:51 | 4:04 | | |
| 5.10b | | Lab TAT - Troponin | Turnaround time from 95th centile receipt to report, expressed in hour:minutes | less than 3:00 | hours: minutes | 1:01 | 1:12 | 1:13 | 1:05 | 1:09 | 1:07 | 1:37 | 1:15 | 1:12 | 0:51 | 0:57 | 1:14 | 0:56 | 1:07 | 1:13 | 1:07 | 1:21 | 1:03 | | 1:03 | 1:15 | 1:04 | 1:01 | | |
| 5.10c | yes | Total TAT Troponin 98th centile in zone | Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone | less than 6:00 | hours: minutes | 5:47 | 6:00 | 5:56 | 5:52 | 5:55 | 5:43 | 6:00 | 5:44 | 6:00 | 5:40 | 5:57 | 5:22 | 5:40 | 6:00 | 6:00 | 5:58 | 5:51 | 6:00 | | 6:00 | 5:58 | 5:58 | 5:48 | | |
| 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 | 98.1% | 98.7% | 98.2% | 97.6% | 98.4% | 98.9% | 98.0% | 98.0% | 96.7% | 98.6% | 97.2% | 95.0% | 98.3% | 97.6% | 96.1% | 98.2% | 95.8% | 98.5% | | 98.1% | 98.5% | 99.2% | 98.1% | | |
| 6. RECOLLECTS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6.1 | | 6.1. Total specimens | Total number of patient episodes (excluding self collects) | | number | 9,998 | 9,487 | 10,092 | 11,028 | 10,255 | 10,756 | 10,192 | 10,504 | 10,919 | 9,776 | 10,401 | 8,503 | 10,162 | 10,809 | 10,132 | 9,569 | 10,094 | 10,498 | | 11,208 | 10,955 | 10,152 | 10,590 | | |
| 6.2 | | 6.2. Recollects | Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects) | | number | 10 | 13 | 12 | 7 | 16 | 18 | 16 | 12 | 15 | 14 | 10 | 11 | 10 | 17 | 17 | 16 | 21 | 12 | | 21 | 25 | 18 | 24 | | |
| 6.5 | yes | 6.5 % recollects | 6.2 divided by 6.1 | less than 1.0% | percent | 0.1% | 0.1% | 0.1% | # | 0.1% | 0.2% | 0.2% | 0.2% | # | 0.1% | 0.1% | 0.1% | 0.1% | # | 0.2% | 0.2% | 0.2% | 0.2% | 0.1% | # | #DIV/0! | 0.2% | 0.2% | 0.2% | 0.2% |
| 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 | | | 4 | | | | | 4 | | | | | 4 | | | | | 4 | | | | | 4 | | |
| 7.5 | | Complaints closed | Number of complaints closed year to date | | number | | | 4 | | | | | 4 | | | | | 4 | | | | | 4 | | | | | 4 | | |
| 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 | | | 4 | | | | | 4 | | | | | 4 | | | | | 4 | | | | | 4 | | |
| 7.8 | | Complaints response | Number of complaints (year to date) that have received a final response (letter) within 35 working days | | number | | | 4 | | | | | 4 | | | | | 4 | | | | | 4 | | | | | 4 | | |
| 7.9 | | % events/issues closed | 7.2 divided by 7.1 | greater than 75% | percent | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | |

| | | | | | | | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri |
|------|----------|------------------------------|--------------------|--------------|--------|---------|---------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------------|----------|----------|----------|----------|
| Item | Contract | Indicator | Definition | | Target | Unit | 1/10/25 | 2/10/25 | 3/10/25 | 6/10/25 | 7/10/25 | 8/10/25 | 9/10/25 | 10/10/25 | 13/10/25 | 14/10/25 | 15/10/25 | 16/10/25 | 17/10/25 | 20/10/25 | 21/10/25 | 22/10/25 | 23/10/25 | 24/10/25 | Public Holiday | 28/10/25 | 29/10/25 | 30/10/25 | 31/10/25 |
| 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% | | | | | 100.0% |