

Lab Tests Auckland Pathology Service KPI Reporting

KPI definition - Template version 4

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 | Indicator | Definition | Target | Unit | 30/07/18 | | | | | 6/08/18 | | | | | 13/08/18 | | | | | 20/08/18 | | | | | 27/08/18 | | | | | |
|------------------------------|--|---|--------------|---------|---------------|--------|--------|--------|--------|---------|--------|--------|--------|--------|----------|--------|--------|--------|--------|----------|--------|--------|--------|--------|----------|--------|--------|--------|--------|--------|
| | | | | | 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 | |
| 1. CALL CENTRE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1a | Total inbound calls | Number of calls placed / received | | number | 1,520 | 1,428 | 1,443 | 1,391 | 1,493 | 1,561 | 1,469 | 1,484 | 1,504 | 1,426 | 1,584 | 1,395 | 1,380 | 1,351 | 1,463 | 1,586 | 1,482 | 1,464 | 1,366 | 1,439 | 1,492 | 1,391 | 1,342 | 1,406 | 1,304 | |
| 1.1b | Total inbound calls - results line | Number of calls placed / received on results line | | number | 632 | 637 | 658 | 617 | 619 | 633 | 621 | 653 | 651 | 625 | 645 | 609 | 626 | 601 | 637 | 589 | 621 | 647 | 552 | 598 | 571 | 593 | 560 | 593 | 555 | |
| 1.2 | Total calls answered | Number of calls answered | | number | 1,488 | 1,396 | 1,427 | 1,379 | 1,468 | 1,535 | 1,452 | 1,452 | 1,483 | 1,402 | 1,555 | 1,372 | 1,353 | 1,325 | 1,435 | 1,543 | 1,460 | 1,425 | 1,353 | 1,401 | 1,466 | 1,357 | 1,303 | 1,371 | 1,280 | |
| 1.3a | % calls unanswered | Also known as "abandonment". 1- (1.2 divided by 1.1a) | less than | 7.0% | percent | 2.1% | 2.2% | 1.1% | 0.9% | 1.7% | 1.7% | 1.2% | 2.2% | 1.4% | 1.7% | 1.8% | 1.7% | 2.0% | 1.9% | 1.9% | 2.7% | 1.5% | 2.7% | 1.0% | 2.6% | 1.7% | 2.4% | 2.9% | 2.5% | 1.8% |
| 1.3b | % calls unanswered for results line | Also known as "abandonment". 1- (1.4 divided by 1.1b) | less than | 3.0% | percent | 0.5% | 1.1% | 0.8% | 0.3% | 0.2% | 1.0% | 0.8% | 1.7% | 1.1% | 1.0% | 0.8% | 1.0% | 1.8% | 1.0% | 0.9% | 1.7% | 0.2% | 1.1% | 0.0% | 0.7% | 0.7% | 1.4% | 1.1% | 0.7% | 0.7% |
| 1.6 | Average wait time | Average wait time on the phone for results, measured in seconds ("Lab Results" figure) | less than | 150 | seconds | 40 | 36 | 29 | 25 | 29 | 34 | 35 | 39 | 30 | 38 | 42 | 40 | 41 | 35 | 44 | 48 | 31 | 43 | 26 | 38 | 41 | 41 | 40 | 40 | 36 |
| 1.7 | Wait time >150 seconds | Number of calls with a wait time of more than 150 seconds | | number | 69 | 56 | 21 | 26 | 43 | 43 | 40 | 71 | 36 | 50 | 72 | 54 | 52 | 26 | 48 | 71 | 43 | 54 | 36 | 70 | 74 | 67 | 54 | 63 | 48 | |
| 1.8 | % of calls with wait time >150 seconds | 1.7 divided by 1.1 | | percent | 4.5% | 3.9% | 1.5% | 1.9% | 2.9% | 2.8% | 2.7% | 4.8% | 2.4% | 3.5% | 4.6% | 3.9% | 3.8% | 1.9% | 3.3% | 4.5% | 2.9% | 3.7% | 2.6% | 4.9% | 5.0% | 4.8% | 4.0% | 4.5% | 3.7% | |
| 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 | 7 | 8 | 8 | 7 | 5 | 10 | 9 | 9 | 8 | 9 | 12 | 9 | 6 | 6 | 6 | 7 | 4 | 4 | 5 | 6 | 7 | 7 | 3 | 5 | 6 |
| 2.2 | Wait time Auckland DHB | Average waiting time in minutes for a sample of patients attending Auckland DHB collection centres between 7am and 11am (peak collection time) | less than | 30 | minutes | 5 | 4 | 5 | 4 | 4 | 6 | 6 | 6 | 5 | 5 | 6 | 5 | 4 | 4 | 4 | 6 | 5 | 5 | 3 | 4 | 6 | 5 | 3 | 5 | 5 |
| 2.3 | Wait time Waitemata DHB | Average waiting time in minutes for a sample of patients attending Waitemata DHB collection centres between 7am and 11am (peak collection time) | less than | 30 | minutes | 7 | 6 | 7 | 8 | 5 | 8 | 6 | 6 | 6 | 6 | 8 | 5 | 7 | 5 | 7 | 9 | 6 | 5 | 5 | 7 | 6 | 4 | 3 | 5 | 6 |
| 2.5 | Long waits | Number of people waiting over 30 minutes | | number | 110 | 87 | 129 | 111 | 17 | 190 | 109 | 118 | 81 | 59 | 165 | 72 | 81 | 46 | 101 | 166 | 70 | 17 | 11 | 105 | 67 | 11 | 3 | 44 | 57 | |
| 2.6 | % wait over 30 mins | 2.5 divided by 2.4 | less than | 10% | percent | 3.6% | 3.0% | 4.4% | 3.8% | 0.6% | 6.0% | 3.6% | 4.1% | 2.9% | 2.0% | 5.2% | 2.4% | 2.8% | 1.6% | 3.6% | 5.1% | 2.4% | 0.6% | 0.4% | 3.6% | 2.1% | 0.4% | 0.1% | 1.5% | 2.0% |
| 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 | 487 | 476 | 513 | 462 | 488 | 513 | 417 | 476 | 434 | 502 | 470 | 472 | 488 | 452 | 507 | 501 | 437 | 486 | 499 | 444 | 495 | 460 | 448 | 443 | 439 | |
| 3.3 | % Home visit timeliness | % home visits completed for the day 3.2 divided by 3.1 | greater than | 90% | percent | 97.3% | 98.9% | 97.1% | 97.4% | 97.5% | 97.7% | 98.1% | 97.1% | 99.3% | 98.0% | 98.1% | 98.5% | 96.1% | 98.0% | 96.3% | 97.0% | 97.3% | 97.5% | 97.0% | 97.5% | 97.6% | 98.5% | 95.1% | 97.7% | 96.8% |
| 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 | 38 | 34 | 42 | 40 | 43 | 45 | 32 | 40 | 26 | 30 | 37 | 43 | 41 | 24 | 36 | 44 | 23 | 33 | 39 | 38 | 50 | 38 | 31 | 33 | 39 | |
| 3.6 | 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% | 100.0% | 100.0% | 100.0% | 100.0% |
| 4. LAB | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.1 | Patient episodes | Total number of patient episodes | | number | 12,272 | 11,467 | 11,671 | 11,154 | 11,196 | 12,445 | 11,883 | 11,218 | 11,630 | 11,160 | 12,338 | 12,050 | 10,654 | 11,434 | 11,059 | 12,697 | 11,515 | 10,932 | 11,183 | 10,769 | 12,174 | 11,672 | 10,568 | 11,237 | 10,740 | |
| 4.2 | Patient tests | Total number of patient tests performed | | number | 45,206 | 43,497 | 44,173 | 42,699 | 43,221 | 45,833 | 44,222 | 42,586 | 42,166 | 42,731 | 44,830 | 44,388 | 41,203 | 41,243 | 41,904 | 46,674 | 43,244 | 40,314 | 40,868 | 40,616 | 45,221 | 43,938 | 39,991 | 41,944 | 40,668 | |
| 4.3 | Urgent tests | Total number of urgent tests | | number | 429 | 360 | 398 | 359 | 383 | 426 | 396 | 396 | 325 | 428 | 465 | 430 | 380 | 351 | 447 | 446 | 440 | 391 | 362 | 421 | 547 | 448 | 391 | 357 | 358 | |
| 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% | 1% | 1% | 1% | 1% | |
| 4.6 | Critical results | Number of critical test results | | number | 51 | 39 | 58 | 53 | 50 | 48 | 59 | 42 | 34 | 39 | 88 | 66 | 60 | 48 | 41 | 45 | 64 | 49 | 37 | 48 | 67 | 48 | 59 | 47 | 51 | |
| 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 | 51 | 39 | 58 | 53 | 50 | 48 | 59 | 42 | 34 | 39 | 88 | 66 | 60 | 48 | 41 | 45 | 64 | 49 | 37 | 48 | 67 | 48 | 59 | 47 | 51 | |
| 4.8 | % 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% | 100% | 100% | 100% |
| 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% | 0.1% | 0.1% | 0.1% | 0.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.1% | 0.0% | 0.1% | 0.0% | 0.1% | 0.1% | 0.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.2% |
| 4.13 | 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 | 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 | | | | | | | | | | | | | | | | | | | | | | | | | |

| Item | Indicator | Definition | Target | Unit | Mon | | | | | Tue | | | | | Wed | | | | | Thu | | | | | Fri | | | | | |
|---|--|--|--------------|--------|----------------|----------|---------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-------|
| | | | | | 30/07/18 | 31/07/18 | 1/08/18 | 2/08/18 | 3/08/18 | 6/08/18 | 7/08/18 | 8/08/18 | 9/08/18 | 10/08/18 | 13/08/18 | 14/08/18 | 15/08/18 | 16/08/18 | 17/08/18 | 20/08/18 | 21/08/18 | 22/08/18 | 23/08/18 | 24/08/18 | 27/08/18 | 28/08/18 | 29/08/18 | 30/08/18 | 31/08/18 | |
| 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 | 4:14 | 4:31 | 4:40 | 4:19 | 4:24 | 4:29 | 4:19 | 4:15 | 4:10 | 4:20 | 4:07 | 4:20 | 4:26 | 4:08 | 4:08 | 4:23 | 4:12 | 3:59 | 4:14 | 4:20 | 4:22 | 4:18 | 4:04 | 4:25 | 3:59 |
| 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 | 0:38 | 0:46 | 0:53 | 0:33 | 0:32 | 0:37 | 0:33 | 0:34 | 0:28 | 0:30 | 0:29 | 0:40 | 0:46 | 0:28 | 0:24 | 0:48 | 0:38 | 0:29 | 0:40 | 0:45 | 0:45 | 1:47 | 0:41 | 0:56 | 0:36 |
| 5.1c | Complete blood count 95th percentile | Turnaround time for 95th centile from collection to report, expressed in hour:minutes | less than | 12:00 | hours: minutes | 7:00 | 7:00 | 7:00 | 8:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 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 | 5:03 | 5:19 | 5:25 | 5:30 | 5:20 | 5:55 | 4:52 | 4:51 | 4:44 | 4:48 | 5:19 | 4:47 | 5:03 | 4:44 | 4:42 | 5:01 | 4:51 | 4:36 | 4:28 | 4:54 | 4:58 | 5:14 | 4:15 | 4:34 | 4:19 |
| 5.2b | Lab TAT Electrolytes | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | hours: minutes | 1:27 | 1:34 | 1:38 | 1:43 | 1:25 | 2:04 | 1:06 | 1:09 | 1:01 | 0:56 | 1:41 | 1:08 | 1:20 | 1:03 | 0:56 | 1:26 | 1:14 | 1:03 | 0:53 | 1:18 | 1:19 | 1:41 | 0:52 | 1:03 | 0:56 |
| 5.2c | Total TAT Electrolytes 95th percentile | Turnaround time for 95th centile from collection to report, expressed in hour:minutes | less than | 12:00 | hours: minutes | 9:00 | 7:00 | 10:00 | 10:00 | 7:00 | 11:00 | 7:00 | 7:00 | 7:00 | 7:00 | 9:00 | 7:00 | 7:00 | 7:00 | 7:00 | 8:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 9:00 | 7:00 | 7:00 | 7:00 |
| 5.3a | Total TAT HCG Quantification | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours: minutes | 5:23 | 5:29 | 5:31 | 5:43 | 5:27 | 6:07 | 5:03 | 5:45 | 5:22 | 5:19 | 5:51 | 5:03 | 5:16 | 4:44 | 5:01 | 5:20 | 5:23 | 5:07 | 4:34 | 4:47 | 5:39 | 5:18 | 5:13 | 4:57 | 5:36 |
| 5.3b | Total TAT HCG Quantification | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | hours: minutes | 2:04 | 2:15 | 2:20 | 2:14 | 1:53 | 2:43 | 1:24 | 2:18 | 1:56 | 1:47 | 2:34 | 1:50 | 1:44 | 1:26 | 1:39 | 2:01 | 2:06 | 1:47 | 1:19 | 1:40 | 2:20 | 2:09 | 2:08 | 2:00 | 2:18 |
| 5.3c | Total TAT HCG 95th percentile | Turnaround time for 95th centile from collection to report, expressed in hour:minutes | less than | 12:00 | hours: minutes | 5:00 | 5:00 | 3:00 | 5:00 | 3:00 | 5:00 | 5:00 | 5:00 | 3:00 | 5:00 | 5:00 | 4:00 | 3:00 | 3:00 | 5:00 | 4:00 | 5:00 | 5:00 | 4:00 | 4:00 | 4:00 | 5:00 | 5:00 | 5:00 | 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 | 5:10 | 5:18 | 5:29 | 5:35 | 5:25 | 5:59 | 5:00 | 5:00 | 4:47 | 4:53 | 5:24 | 4:58 | 5:08 | 4:56 | 4:48 | 5:17 | 5:00 | 4:41 | 4:41 | 5:01 | 5:01 | 5:18 | 4:19 | 4:33 | 4:22 |
| 5.5b | Total TAT Liver functions | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | hours: minutes | 1:33 | 1:35 | 1:41 | 1:47 | 1:33 | 2:06 | 1:12 | 1:19 | 1:05 | 1:03 | 1:45 | 1:17 | 1:26 | 1:13 | 1:02 | 1:40 | 1:22 | 1:10 | 1:04 | 1:24 | 1:21 | 1:46 | 0:55 | 1:05 | 0:57 |
| 5.5c | Total TAT Liver 95th percentile | Turnaround time for 95th centile from collection to report, expressed in hour:minutes | less than | 12:00 | hours: minutes | 9:00 | 10:00 | 10:00 | 10:00 | 7:00 | 10:00 | 8:00 | 7:00 | 7:00 | 7:00 | 9:00 | 8:00 | 8:00 | 7:00 | 7:00 | 9:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 9:00 | 7:00 | 7:00 | 7:00 |
| 5.6a | 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 | 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 | 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 | | 14:28 | 14:11 | 16:39 | 16:39 | | 15:22 | 14:50 | 16:07 | 14:20 | | 14:47 | 14:48 | 14:49 | 15:02 | | 13:35 | 16:33 | 16:16 | 15:11 | | 13:51 | 15:39 | 16:53 | 15:27 |
| 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 | | 11:04 | 12:41 | 13:47 | 13:48 | | 12:25 | 11:37 | 12:28 | 11:17 | | 11:05 | 11:41 | 12:42 | 11:00 | | 10:55 | 13:14 | 13:12 | 11:15 | | 10:58 | 12:33 | 13:02 | 12:13 |
| 5.7c | 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 | | 0.8 | 1.3 | 1.3 | 1.3 | | 1.3 | 1.3 | 1.3 | 1.3 | | 1.3 | 1.3 | 1.3 | 1.3 | | 0.8 | 1.8 | 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 | 99.8% | 99.9% | 100.0% | 99.9% | 99.9% | 99.9% | 99.9% | 99.9% | 99.9% | 99.9% | 99.9% | 99.9% | 99.9% | 99.9% | 99.9% | 99.8% | 100.0% | 100.0% | 99.9% | 99.9% | 99.9% | 100.0% | 99.9% | 99.9% | 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 | 3:49 | 4:01 | 3:57 | 3:48 | 3:44 | 3:50 | 3:41 | 3:49 | 3:43 | 3:41 | 3:53 | 4:06 | 4:02 | 3:59 | 3:48 | 3:54 | 3:38 | 3:40 | 3:46 | 3:51 | 3:48 | 3:46 | 3:40 | 3:56 | 3:43 |
| 5.9b | Lab TAT INR | Turnaround time from 95th centile receipt to report, expressed in hour:minutes | less than | 3:00 | hours: minutes | 0:39 | 0:43 | 0:35 | 0:29 | 0:22 | 0:32 | 0:17 | 0:21 | 0:15 | 0:28 | 0:28 | 0:38 | 0:29 | 0:32 | 0:17 | 0:33 | 0:27 | 0:28 | 0:32 | 0:27 | 0:25 | 0:32 | 0:33 | 0:45 | 0:38 |
| 5.9c | Total TAT INR 95th percentile | Turnaround time from 95th centile collection to report, expressed in hour:minutes | less than | 6:00 | hours: minutes | 5:45 | 5:15 | 6:00 | 6:00 | 3:45 | 3:45 | 4:00 | 6:00 | 3:15 | 3:15 | 4:45 | 6:00 | 5:45 | 4:45 | 5:15 | 5:45 | 4:45 | 4:45 | 4:00 | 4:00 | 4:45 | 5:00 | 4:15 | 5:45 | 6:00 |
| 5.10a | Total TAT - Troponin | Average turnaround time from collection to report, expressed in hour:minutes | less than | 6:00 | hours: minutes | 3:40 | 3:40 | 4:08 | 3:31 | 3:47 | 3:25 | 3:44 | 3:36 | 3:29 | 3:36 | 4:00 | 3:39 | 3:47 | 3:35 | 3:43 | 3:41 | 3:38 | 3:46 | 3:51 | 3:54 | 3:47 | 3:39 | 3:38 | 3:24 | 3:32 |
| 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 | 1:05 | 1:17 | 1:04 | 1:05 | 1:00 | 1:02 | 0:58 | 1:02 | 0:55 | 1:05 | 1:00 | 1:00 | 1:04 | 1:07 | 1:09 | 1:07 | 1:06 | 1:01 | 1:07 | 1:04 | 1:04 | 0:57 | 0:59 | 0:53 |
| 5.10c | Total TAT Troponin 98th centile | Turnaround time from 98th centile collection to report, expressed in hour:minutes | less than | 6:00 | hours: minutes | 5:45 | 5:45 | 6:00 | 6:00 | 6:45 | 5:45 | 5:15 | 6:00 | 5:45 | 5:00 | 5:45 | 4:45 | 5:00 | 6:00 | 5:00 | 6:00 | 5:15 | 5:45 | 5:00 | 5:00 | 5:45 | 5:15 | 5:45 | 5:00 | 6:00 |
| 6. RECOLLECTS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6.1 | Total specimens | Total number of patient episodes | | number | 7,153 | 6,560 | 6,660 | 6,477 | 6,500 | 7,250 | 6,790 | 6,466 | 6,432 | 6,459 | 7,139 | 6,564 | 6,368 | 6,345 | 6,308 | 7,459 | 6,628 | 6,133 | 6,188 | 6,234 | 7,189 | 6,673 | 6,046 | 6,442 | 6,243 | |
| 6.5 | % recollects | 6.2 divided by 6.1 | less than | 1.0% | percent | 0.2% | 0.4% | 0.2% | 0.3% | 0.3% | 0.3% | 0.3% | 0.3% | 0.2% | 0.2% | 0.2% | 0.4% | 0.3% | 0.4% | 0.4% | 0.4% | 0.2% | 0.2% | 0.3% | 0.2% | 0.3% | 0.3% | 0.2% | 0.4% | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7.4 | Total Complaints | Number of complaints received year to date | | number | | | | | 15 | | | | | 17 | | | | | | 19 | | | | | | | | | | 19 |
| 7.6 | New complaints | Number of new complaints received this week | | number | | | | | - | | | | | 1 | | | | | | 2 | | | | | | | | | - | |
| 7.7 | Complaints acknowledgement | Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week | | number | | | | | - | | | | | 1 | | | | | | 2 | | | | | | | | | - | |