

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    | Mon           |         |         |         |         | Tue      |          |          |          |          | Wed      |          |          |          |          | Thu      |          |          |          |          | Fri |  |  |  |  |
|------------------------------|--|---|--------------|---------|---------------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----|--|--|--|--|
|                              |  |   |              |         | 3/09/18       | 4/09/18 | 5/09/18 | 6/09/18 | 7/09/18 | 10/09/18 | 11/09/18 | 12/09/18 | 13/09/18 | 14/09/18 | 17/09/18 | 18/09/18 | 19/09/18 | 20/09/18 | 21/09/18 | 24/09/18 | 25/09/18 | 26/09/18 | 27/09/18 | 28/09/18 |     |  |  |  |  |
| <b>1. CALL CENTRE</b>        |  |   |              |         |               |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |     |  |  |  |  |
| 1.1a                         | Total inbound calls  | Number of calls placed / received   |              | number  | 1,428         | 1,485   | 1,447   | 1,408   | 1,379   | 1,530    | 1,354    | 1,364    | 1,397    | 1,399    | 1,472    | 1,466    | 1,482    | 1,319    | 1,365    | 1,566    | 1,412    | 1,430    | 1,354    | 1,267    |     |  |  |  |  |
| 1.1b                         | Total inbound calls - results line                             | Number of calls placed / received on results line   |              | number  | 569           | 654     | 622     | 628     | 589     | 602      | 579      | 602      | 610      | 569      | 603      | 670      | 627      | 636      | 560      | 600      | 647      | 585      | 600      | 513      |     |  |  |  |  |
| 1.2                          | Total calls answered   | Number of calls answered  |              | number  | 1,398         | 1,472   | 1,430   | 1,387   | 1,358   | 1,500    | 1,337    | 1,331    | 1,383    | 33       | 1,453    | 1,452    | 1,448    | 1,296    | 1,323    | 55       | 32       | 1,408    | 1,331    | 1,246    |     |  |  |  |  |
| 1.3a                         | % calls unanswered   | Also known as "abandonment". 1- (1.2 divided by 1.1a)   | less than    | 7.0%    | percent       | 2.1%    | 0.9%    | 1.2%    | 1.5%    | 1.5%     | 2.0%     | 1.3%     | 2.4%     | 1.0%     | 2.4%     | 1.3%     | 1.0%     | 2.3%     | 1.7%     | 3.1%     | 3.5%     | 2.3%     | 1.5%     | 1.7%     |     |  |  |  |  |
| 1.3b                         | % calls unanswered for results line                            | Also known as "abandonment". 1 - (1.4 divided by 1.1b)  | less than    | 3.0%    | percent       | 0.2%    | 0.8%    | 0.5%    | 0.3%    | 1.5%     | 1.2%     | 1.2%     | 0.8%     | 0.7%     | 1.6%     | 0.8%     | 0.2%     | 1.0%     | 2.0%     | 2.0%     | 2.5%     | 1.9%     | 0.3%     | 1.2%     |     |  |  |  |  |
| 1.6                          | Average wait time  | Average wait time on the phone for results, measured in seconds ("Lab Results" figure)  | less than    | 150     | seconds       | 21      | 29      | 23      | 25      | 36       | 32       | 38       | 48       | 38       | 40       | 25       | 33       | 37       | 43       | 43       | 57       | 36       | 23       | 31       |     |  |  |  |  |
| 1.7                          | Wait time >150 seconds   | Number of calls with a wait time of more than 150 seconds   |              | number  | 42            | 41      | 44      | 36      | 46      | 50       | 52       | 66       | 56       | 66       | 32       | 67       | 48       | 55       | 61       | 71       | 60       | 32       | 36       | 40       |     |  |  |  |  |
| 1.8                          | % of calls with wait time >150 seconds                         | 1.7 divided by 1.1  |              | percent | 2.9%          | 2.8%    | 3.0%    | 2.6%    | 3.3%    | 3.3%     | 3.8%     | 4.8%     | 4.0%     | 4.7%     | 2.2%     | 4.6%     | 3.2%     | 4.2%     | 4.5%     | 4.5%     | 4.3%     | 2.2%     | 2.7%     | 3.2%     |     |  |  |  |  |
| <b>2. COLLECTION CENTRES</b> |  |   |              |         |               |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |     |  |  |  |  |
| 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       | 7       | 5       | 5       | 5        | 9        | 9        | 5        | 6        | 6        | 10       | 8        | 5        | 7        | 6        | 6        | 5        | 4        | 4        |     |  |  |  |  |
| 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       | 7       | 6       | 6       | 4       | 5        | 7        | 7        | 6        | 5        | 5        | 7        | 7        | 6        | 5        | 7        | 6        | 7        | 6        | 6        |     |  |  |  |  |
| 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       | 5       | 6       | 6        | 9        | 8        | 8        | 7        | 6        | 6        | 5        | 5        | 5        | 5        | 7        | 6        | 4        | 5        |     |  |  |  |  |
| 2.5                          | Long waits   | Number of people waiting over 30 minutes  |              | number  | 125           | 42      | 44      | 42      | 39      | 178      | 149      | 114      | 91       | 91       | 147      | 70       | 32       | 71       | 73       | 84       | 50       | 34       | 38       | 38       |     |  |  |  |  |
| 2.6                          | % wait over 30 mins  | 2.5 divided by 2.4  | less than    | 10%     | percent       | 3.7%    | 1.3%    | 1.5%    | 1.4%    | 1.3%     | 5.4%     | 4.8%     | 3.9%     | 3.2%     | 3.1%     | 4.3%     | 2.2%     | 1.1%     | 2.4%     | 2.4%     | 2.5%     | 1.7%     | 1.2%     | 1.3%     |     |  |  |  |  |
| <b>3. HOME VISITS</b>        |  |   |              |         |               |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |     |  |  |  |  |
| 3.1                          | Home visits booked   | Number of home visits booked for the day (exclude home visits where the patient was not home)   |              | number  | 511           | 439     | 469     | 485     | 479     | 484      | 430      | 487      | 469      | 467      | 517      | 466      | 501      | 469      | 449      | 486      | 394      | 455      | 455      | 474      |     |  |  |  |  |
| 3.3                          | % Home visit timeliness  | % home visits completed for the day 3.2 divided by 3.1  | greater than | 90%     | percent       | 96.9%   | 96.8%   | 98.7%   | 97.3%   | 97.5%    | 97.7%    | 98.4%    | 96.9%    | 98.3%    | 97.9%    | 96.5%    | 97.4%    | 98.4%    | 97.9%    | 98.7%    | 98.4%    | 97.7%    | 98.2%    | 97.4%    |     |  |  |  |  |
| 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  | 41            | 27      | 27      | 26      | 40      | 34       | 29       | 33       | 35       | 44       | 40       | 30       | 43       | 40       | 34       | 28       | 32       | 40       | 38       | 35       |     |  |  |  |  |
| 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%   |     |  |  |  |  |
| <b>4. LAB</b>                |  |   |              |         |               |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |     |  |  |  |  |
| 4.1                          | Patient episodes   | Total number of patient episodes  |              | number  | 12,451        | 11,808  | 11,337  | 10,913  | 10,883  | 12,249   | 11,996   | 11,229   | 11,181   | 10,835   | 12,474   | 11,951   | 11,264   | 10,785   | 10,832   | 12,309   | 10,503   | 10,535   | 10,048   | 10,085   |     |  |  |  |  |
| 4.2                          | Patient tests  | Total number of patient tests performed   |              | number  | 45,699        | 44,553  | 43,435  | 40,808  | 42,602  | 45,743   | 44,965   | 42,341   | 41,588   | 41,807   | 46,341   | 44,955   | 42,721   | 41,728   | 42,469   | 46,002   | 41,025   | 41,532   | 38,451   | 40,114   |     |  |  |  |  |
| 4.3                          | Urgent tests   | Total number of urgent tests  |              | number  | 465           | 356     | 387     | 341     | 405     | 471      | 437      | 346      | 349      | 378      | 479      | 454      | 461      | 408      | 360      | 421      | 373      | 375      | 338      | 407      |     |  |  |  |  |
| 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%       |     |  |  |  |  |
| 4.6                          | Critical results   | Number of critical test results   |              | number  | 60            | 61      | 56      | 50      | 47      | 70       | 49       | 46       | 53       | 51       | 55       | 51       | 55       | 43       | 49       | 52       | 39       | 46       | 53       | 38       |     |  |  |  |  |
| 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  | 60            | 61      | 56      | 50      | 47      | 70       | 49       | 46       | 53       | 51       | 55       | 51       | 55       | 43       | 49       | 52       | 39       | 46       | 53       | 38       |     |  |  |  |  |
| 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%     |     |  |  |  |  |
| 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%    | 0.1%    | 0.0%    | 0.1%     | 0.1%     | 0.0%     | 0.1%     | 0.0%     | 0.1%     | 0.0%     | 0.0%     | 0.1%     | 0.1%     | 0.1%     | 0.0%     | 0.1%     | 0.1%     | 0.1%     |     |  |  |  |  |
| 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     | Mon      | Tue      | Wed      | Thu      | Fri      | Mon      | Tue      | Wed      | Thu      | Fri      | Mon      | Tue      | Wed      | Thu      | Fri      |       |      |
|---|---|--|--------------|--------|----------------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-------|------|
|   |   |  |              |        | 3/09/18        | 4/09/18 | 5/09/18 | 6/09/18 | 7/09/18 | 10/09/18 | 11/09/18 | 12/09/18 | 13/09/18 | 14/09/18 | 17/09/18 | 18/09/18 | 19/09/18 | 20/09/18 | 21/09/18 | 24/09/18 | 25/09/18 | 26/09/18 | 27/09/18 | 28/09/18 |       |      |
| <b>5. TURNAROUND TIME</b>   |   |  |              |        |                |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |       |      |
| <b>NON-URGENT</b>   |   |  |              |        |                |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |       |      |
| 5.1a  | Total TAT Complete blood count                              | Average turnaround time from collection to report, expressed in hour:minutes   | less than    | 8:00   | hours: minutes | 4:30    | 4:29    | 4:03    | 4:15    | 4:32     | 4:20     | 4:04     | 4:10     | 4:22     | 4:02     | 4:26     | 4:10     | 4:01     | 3:54     | 4:01     | 4:28     | 4:10     | 4:30     | 4:05     | 4:14  |      |
| 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 | 0:40    | 0:38    | 0:19    | 0:41    | 0:55     | 0:47     | 0:32     | 0:38     | 0:44     | 0:29     | 0:50     | 0:37     | 0:31     | 0:34     | 0:31     | 0:52     | 0:41     | 0:45     | 0:38     | 0:42  |      |
| 5.1c  | Complete blood count 95% percentile                         | Turnaround time for 95th centile from collection to report, expressed in hour:minutes                                      | less than    | 12:00  | hours: minutes | 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  |      |
| 5.2a  | Total TAT Electrolytes                                      | Average turnaround time from collection to report, expressed in hour:minutes   | less than    | 8:00   | hours: minutes | 5:36    | 5:20    | 4:41    | 4:49    | 4:40     | 5:20     | 4:37     | 4:56     | 5:13     | 4:41     | 5:18     | 5:01     | 4:54     | 4:24     | 4:42     | 5:10     | 4:43     | 4:40     | 4:16     | 4:29  |      |
| 5.2b  | Lab TAT Electrolytes  | Turnaround time from 90th centile receipt to report, expressed in hour:minutes   | less than    | 4:00   | hours: minutes | 1:47    | 1:28    | 0:54    | 1:12    | 1:01     | 1:46     | 1:03     | 1:24     | 1:31     | 1:04     | 1:38     | 1:29     | 1:25     | 1:04     | 1:12     | 1:35     | 1:13     | 0:53     | 0:48     | 0:55  |      |
| 5.2c  | Total TAT Electrolytes 95% percentile                       | Turnaround time for 95th centile from collection to report, expressed in hour:minutes                                      | less than    | 12:00  | hours: minutes | 10:00   | 9:00    | 7:00    | 7:00    | 7:00     | 9:00     | 7:00     | 7:00     | 8:00     | 7:00     | 8:00     | 7:00     | 7:00     | 7:00     | 7:00     | 9:00     | 7:00     | 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 | 5:40    | 5:48    | 5:11    | 4:56    | 5:37     | 6:11     | 4:38     | 5:05     | 5:37     | 5:08     | 6:00     | 5:15     | 5:20     | 5:05     | 5:05     | 5:28     | 5:20     | 5:41     | 4:39     | 4:45  |      |
| 5.3b  | Total TAT HCG Quantification                                | Turnaround time from 90th centile receipt to report, expressed in hour:minutes   | less than    | 4:00   | hours: minutes | 2:38    | 2:21    | 1:47    | 1:40    | 2:13     | 2:52     | 2:00     | 1:49     | 2:30     | 1:48     | 2:48     | 1:50     | 2:02     | 2:02     | 1:55     | 1:56     | 2:04     | 2:13     | 1:23     | 1:36  |      |
| 5.3c  | Total TAT HCG 95% percentile                                | Turnaround time for 95th centile from collection to report, expressed in hour:minutes                                      | less than    | 12:00  | hours: minutes | 5:00    | 4:00    | 3:00    | 4:00    | 3:00     | 6:00     | 5:00     | 5:00     | 5:00     | 5:00     | 5:00     | 5:00     | 5:00     | 3:00     | 4:00     | 5:00     | 5:00     | 4:00     | 6:00     | 5:00  | 3:00 |
| 5.5a  | Total TAT Liver functions                                   | Average turnaround time from collection to report, expressed in hour:minutes   | less than    | 8:00   | hours: minutes | 5:48    | 5:27    | 4:44    | 4:55    | 4:47     | 5:22     | 4:44     | 5:00     | 5:18     | 4:45     | 5:19     | 5:09     | 4:58     | 4:34     | 4:49     | 5:12     | 4:51     | 4:46     | 4:21     | 4:29  |      |
| 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    | 1:33    | 1:00    | 1:16    | 1:08     | 1:49     | 1:11     | 1:26     | 1:37     | 1:06     | 1:42     | 1:37     | 1:30     | 1:06     | 1:18     | 1:37     | 1:18     | 0:57     | 0:55     | 0:55  |      |
| 5.5c  | Total TAT Liver 95% percentile                              | Turnaround time for 95th centile from collection to report, expressed in hour:minutes                                      | less than    | 12:00  | hours: minutes | 11:00   | 10:00   | 7:00    | 7:00    | 7:00     | 9:00     | 7:00     | 7:00     | 9:00     | 7:00     | 8:00     | 7:00     | 7:00     | 7:00     | 7:00     | 9:00     | 7:00     | 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 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 |         | 15:33   | 16:30   | 16:27   | 15:21    |          | 15:00    | 14:42    | 16:39    | 15:38    |          | 13:39    | 14:10    | 16:03    | 14:25    |          | 14:01    | 15:37    | 15:21    | 16:21 |      |
| 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 |         | 12:05   | 13:05   | 13:38   | 12:06    |          | 12:14    | 11:45    | 13:04    | 12:11    |          | 10:30    | 10:49    | 12:21    | 11:54    |          | 11:37    | 12:55    | 12:26    | 12:21 |      |
| 5.7c  | Total TAT Urine Micro & Culture - non-urgent 90% 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      |          | 1.0      | 1.3      | 1.3      | 1.3      |          | 0.8      | 1.3      | 1.3      | 1.3      |          | 0.8      | 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%   | 100.0%  | 100.0%  | 99.9%   | 99.9%    | 99.8%    | 99.9%    | 99.9%    | 99.9%    | 100.0%   | 99.8%    | 100.0%   | 100.0%   | 99.9%    | 99.9%    | 99.8%    | 99.9%    | 99.9%    | 99.9%    | 99.7% |      |
| <b>URGENT</b>   |   |  |              |        |                |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |       |      |
| 5.9a  | Total TAT INR   | Average turnaround time from collection to report, expressed in hour:minutes   | less than    | 6:00   | hours: minutes | 3:53    | 3:50    | 3:47    | 3:41    | 3:43     | 3:58     | 3:58     | 3:48     | 3:53     | 3:42     | 3:51     | 3:36     | 3:45     | 3:28     | 3:31     | 3:54     | 3:46     | 3:46     | 3:43     | 3:49  |      |
| 5.9b  | Lab TAT INR   | Turnaround time from 95th centile receipt to report, expressed in hour:minutes   | less than    | 3:00   | hours: minutes | 0:29    | 0:27    | 0:17    | 0:22    | 0:22     | 0:38     | 0:38     | 0:25     | 0:31     | 0:27     | 0:25     | 0:19     | 0:26     | 0:26     | 0:26     | 0:35     | 0:28     | 0:26     | 0:25     | 0:35  |      |
| 5.9c  | Total TAT INR 95% percentile                                | Turnaround time from 95th centile collection to report, expressed in hour:minutes  | less than    | 6:00   | hours: minutes | 5:45    | 4:45    | 5:15    | 4:45    | 5:00     | 4:15     | 4:00     | 5:15     | 4:00     | 6:00     | 5:45     | 3:15     | 4:45     | 5:00     | 4:45     | 5:45     | 2:45     | 5:00     | 4:45     | 5:45  |      |
| 5.10a   | Total TAT - Troponin  | Average turnaround time from collection to report, expressed in hour:minutes   | less than    | 6:00   | hours: minutes | 3:56    | 3:53    | 3:41    | 3:34    | 3:31     | 3:40     | 3:27     | 3:42     | 3:50     | 3:41     | 3:32     | 3:32     | 3:32     | 3:34     | 3:35     | 3:36     | 4:06     | 3:44     | 3:22     | 3:37  |      |
| 5.10b   | Lab TAT - Troponin  | Turnaround time from 95th centile receipt to report, expressed in hour:minutes   | less than    | 3:00   | hours: minutes | 1:11    | 1:00    | 0:58    | 0:57    | 0:57     | 1:08     | 0:55     | 0:58     | 1:14     | 0:58     | 1:01     | 0:58     | 0:56     | 1:02     | 1:00     | 1:00     | 1:12     | 1:03     | 1:02     | 0:59  |      |
| 5.10c   | Total TAT Troponin 98% centile                              | Turnaround time from 98th centile collection to report, expressed in hour:minutes  | less than    | 6:00   | hours: minutes | 6:00    | 5:45    | 5:00    | 5:45    | 5:00     | 5:45     | 5:45     | 5:00     | 6:00     | 5:15     | 5:45     | 5:00     | 5:14     | 5:00     | 5:15     | 5:15     | 5:45     | 6:15     | 5:00     | 5:45  |      |
| <b>6. RECOLLECTS</b>  |   |  |              |        |                |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |       |      |
| 6.1   | Total specimens   | Total number of patient episodes   |              | number | 7,314          | 6,914   | 13,106  | 6,408   | 6,465   | 7,334    | 6,811    | 6,352    | 6,282    | 6,365    | 7,578    | 6,842    | 6,596    | 6,481    | 6,365    | 7,486    | 6,330    | 6,351    | 6,206    | 6,266    |       |      |
| 6.5   | % recollects  | 6.2 divided by 6.1   | less than    | 1.0%   | percent        | 0.2%    | 0.3%    | 0.2%    | 0.2%    | 0.3%     | 0.2%     | 0.2%     | 0.1%     | 0.3%     | 0.2%     | 0.6%     | 0.4%     | 0.2%     | 0.3%     | 0.2%     | 0.3%     | 0.3%     | 0.3%     | 0.3%     | 0.2%  |      |
| <b>7. QUALITY IMPROVEMENT</b>   |   |  |              |        |                |         |         |         |         |          |          |          |          |          |          |          |          |          |          |          |          |          |          |          |       |      |
| 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 |                |         |         |         | 19      |          |          |          |          | 19       |          |          |          |          | 19       |          |          |          |          |          | 20    |      |
| 7.6   | New complaints  | Number of new complaints received this week  |              | number |                |         |         |         | -       |          |          |          |          | -        |          |          |          |          | -        |          |          |          |          |          | 1     |      |
| 7.7   | Complaints acknowledgement                                  | Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week               |              | number |                |         |         |         | -       |          |          |          |          | -        |          |          |          |          | -        |          |          |          |          |          | 1     |      |