

Northland Pathology Laboratory Service KPI Reporting [2020]

Colour coding of cells

KPI definition - Template version 3

Please do not add/change KPI IDs

If there is NIL/NULL value, please leave it as blank

| | |
|--------|---|
| Yellow | yellow cells have conditional formatting and a target |
| Green | green cells contain values that do meet target |
| Orange | orange cells contain a value that does do not meet target |
| Blue | blue cells indicate contracted KPIs |

New stuff implemented from 31 08 2020

| Item | Indicator | Definition | Target | Unit | Mon | | | | | Tue | | | | | Wed | | | | | Thu | | | | | Fri | | | | | Public | | | | | | |
|------------------------------|--|---|--------------|---------|----------|----------|----------|---------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|--------|--------|--------|--------|--------|--------|--|
| | | | | | 28/09/20 | 29/09/20 | 30/09/20 | 1/10/20 | 2/10/20 | 5/10/20 | 6/10/20 | 7/10/20 | 8/10/20 | 9/10/20 | 12/10/20 | 13/10/20 | 14/10/20 | 15/10/20 | 16/10/20 | 19/10/20 | 20/10/20 | 21/10/20 | 22/10/20 | 23/10/20 | 26/10/20 | 27/10/20 | 28/10/20 | 29/10/20 | 30/10/20 | | | | | | | |
| 1. CALL CENTRE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1a | Total inbound calls | Number of calls placed / received | | number | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1b | Total inbound calls - results line | Number of calls placed / received on results line | | number | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.2 | Total calls answered | Number of calls answered | | number | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.3a | % calls unanswered | Also known as "abandonment". 1- (1.2 divided by 1.1a) | less than | 7.0% | percent | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.3b | % calls unanswered for results line | Also known as "abandonment". 1 - (1.4 divided by 1.1b) | less than | 3.0% | percent | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.6 | Average wait time | Average wait time on the phone for results, measured in seconds ("Lab Results" figure) | less than | 150 | seconds | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.7 | Wait time >150 seconds | Number of calls with a wait time of more than 150 seconds | | number | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.8 | % of calls with wait time >150 seconds | 1.7 divided by 1.1 | | percent | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2. COLLECTION CENTRES | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2.1 | Wait time Northland Pathology | Average waiting time in minutes for a sample of patients attending Northland Pathology Lab collection centres between 7am and 11am (peak collection time) | Less than | 30 | Minutes | 10 | 9 | 10 | 9 | 9 | 14 | 10 | 11 | 10 | 11 | 12 | 14 | 12 | 10 | 15 | 11 | 9 | 10 | 10 | 9 | 15 | 12 | 13 | 12 | | | | | | | |
| 2.1ai | Wait time at N06: Bayview Pahiia | Average waiting time for a sample of patients attending Bayview Pahiia collection centre | Less than | 30 | Minutes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2.1aii | Wait time at N08: Broadway Kaiakohe | Average waiting time for a sample of patient attending Broadway Kaiakohe collection centre | Less than | 30 | Minutes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2.1aiii | Wait time at N03: Kamo | Average waiting time for a sample of patients attending Bush Road Kamo collection centre | Less than | 30 | Minutes | 12 | 7 | 2 | 10 | 3 | 10 | 10 | 8 | 6 | 4 | 11 | 14 | 6 | 8 | 7 | 7 | 7 | 7 | 4 | 10 | | | 12 | 6 | 6 | 7 | | | | | |
| 2.1aiv | Wait time at N02: Kensington | Average waiting time for a sample of patients attending Kensington Health collection centre | Less than | 30 | Minutes | 9 | 5 | 7 | 8 | 6 | 8 | 11 | 8 | 16 | 17 | 6 | 11 | 9 | 11 | 23 | 9 | 7 | 6 | 9 | 8 | | | 9 | 9 | 10 | 15 | | | | | |
| 2.1av | Wait time at N07: Kerikeri | Average waiting time for a sample of patients attending Kerikeri collection centre | Less than | 30 | Minutes | 5 | 8 | 4 | 3 | 5 | 11 | 6 | 6 | 2 | 4 | 7 | 6 | 13 | 10 | 8 | 6 | 6 | 6 | 9 | 3 | | | 16 | 6 | 12 | 7 | | | | | |
| 2.1avi | Wait time at N05: Onerahi | Average waiting time for a sample of patients attending Onerahi Medical Centre collection centre | Less than | 30 | Minutes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2.1avii | Wait time at N01: Rust Ave | Average waiting time for a sample of patients attending 11 Rust Ave collection centre | Less than | 30 | Minutes | 14 | 14 | 26 | 14 | 21 | 26 | 13 | 23 | 14 | 19 | 23 | 24 | 21 | 11 | 21 | 21 | 15 | 22 | 17 | 16 | | | 24 | 28 | 23 | 19 | | | | | |
| 2.5 | Long waits | Number of people waiting over 30 minutes | | Number | | 34 | 4 | 110 | 55 | 73 | 125 | 16 | 94 | 34 | 60 | 95 | 106 | 70 | 24 | 81 | 76 | 28 | 76 | 35 | 25 | | | 106 | 144 | 102 | 51 | | | | | |
| 2.6 | % wait over 30 mins | 2.5 divided by 2.4 | less than | 10% | percent | 4.6% | 0.6% | 18.2% | 8.0% | 10.9% | 17.3% | 2.5% | 14.4% | 5.3% | 9.2% | 12.0% | 13.8% | 9.4% | 3.3% | 10.4% | 10.1% | 3.9% | 11.0% | 5.2% | 3.7% | | | 13.7% | 20.0% | 14.2% | 6.9% | | | | | |
| 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 | | 17 | 26 | 22 | 19 | 14 | 10 | 20 | 26 | 19 | 14 | 12 | 29 | 16 | 20 | 20 | 15 | 25 | 22 | 12 | 20 | | | 24 | 22 | 14 | 8 | | | | | |
| 3.3 | % Home visit timeliness | % home visits completed for the day 3.2 divided by 3.1 | greater than | 90% | 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% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3.6 | Urgent home visit timeliness | % urgent home visits completed for the day 3.5 divided by 3.4 | greater than | 99% | 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 | Mon | Tue | Wed | Thu | Fri | | |
|---------------------------|--|---|--------------|---------|----------------|----------|----------|---------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-------|-------|
| | | | | | 28/09/20 | 29/09/20 | 30/09/20 | 1/10/20 | 2/10/20 | 5/10/20 | 6/10/20 | 7/10/20 | 8/10/20 | 9/10/20 | 12/10/20 | 13/10/20 | 14/10/20 | 15/10/20 | 16/10/20 | 19/10/20 | 20/10/20 | 21/10/20 | 22/10/20 | 23/10/20 | 26/10/20 | 27/10/20 | 28/10/20 | 29/10/20 | 30/10/20 | | |
| 4. LAB | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.1 | Patient episodes | Total number of patient episodes | | number | 1,061 | 1,143 | 989 | 1,078 | 1,100 | 1,057 | 1,020 | 1,083 | 1,080 | 1,052 | 1,159 | 1,176 | 1,244 | 1,157 | 1,269 | 1,194 | 1,232 | 1,362 | 1,206 | 1,199 | | | 1,262 | 1,282 | 1,380 | 1,318 | |
| 4.2 | Patient tests | Total number of patient tests performed | | number | 6,686 | 7,274 | 6,252 | 7,272 | 6,787 | 6,987 | 6,755 | 7,402 | 7,173 | 6,254 | 7,631 | 7,615 | 7,847 | 7,352 | 7,309 | 6,961 | 7,517 | 7,075 | 7,077 | 6,631 | | | 7,239 | 7,585 | 7,425 | 7,421 | |
| 4.3 | Urgent tests | Total number of urgent tests | | number | 97 | 108 | 133 | 171 | 173 | 216 | 118 | 65 | 115 | 120 | 155 | 148 | 232 | 171 | 199 | 204 | 174 | 136 | 190 | 223 | | | 163 | 145 | 160 | 178 | |
| 4.4 | % urgent tests | 4.3 divided by 4.2 | | percent | 1% | 1% | 2% | 2% | 3% | 3% | 2% | 1% | 2% | 2% | 2% | 2% | 3% | 2% | 3% | 3% | 2% | 2% | 3% | 3% | | | 2% | 2% | 2% | 2% | |
| 4.6 | Critical results | Number of critical test results | | number | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.7 | Critical results phoned | Number of critical test results phoned through to appropriate contact requestor within 1 hour. | | number | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.8 | % of critical results phoned within 1 hour | Percentage of critical test results phoned through to appropriate contact requestor within 1 hour. | greater than | 98% | percent | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.11ai | Amended ULTRA registrations | Number of ULTRA registration changed after original registration | | number | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.12ai | % Amended ULTRA registrations | Percentage of ULTRA registration changed after original registration. 4.13 divided by 4.1 | | percent | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.13 | Timeliness of Send aways | 90th centile for collection to receipt by Labtests 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 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | 2:33 | 4:10 | 3:41 | 4:11 | 4:06 | 2:33 | 3:30 | 3:54 | 3:46 | 4:10 | 2:42 | 4:01 | 4:20 | 3:41 | 4:23 | 2:40 | 4:47 | 4:16 | 4:12 | 4:00 | | | 2:51 | 4:16 | 3:40 | 3:36 |
| 5.1ai | Total TAT Complete blood count Within Whangarei regions | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours: minutes | 1:44 | 2:05 | 1:36 | 1:43 | 1:29 | 1:50 | 1:49 | 1:41 | 2:07 | 1:51 | 1:46 | 2:01 | 1:52 | 1:54 | 1:55 | 1:52 | 2:04 | 2:02 | 1:55 | 1:50 | | | 1:51 | 1:51 | 1:44 | 1:42 |
| 5.1aii | Total TAT Complete blood count Outside of Whangarei regions | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours: minutes | 4:30 | 8:15 | 7:50 | 8:53 | 8:47 | 4:38 | 7:04 | 8:16 | 6:59 | 9:31 | 4:53 | 8:33 | 8:24 | 7:10 | 9:24 | 4:52 | 10:01 | 8:35 | 8:26 | 8:38 | | | 5:21 | 8:31 | 7:47 | 7:31 |
| 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 | 0:42 | 0:44 | 1:10 | 1:26 | 0:43 | 1:32 | 1:24 | 1:33 | 1:21 | 1:14 | 0:46 | 0:47 | 1:32 | 2:24 | 1:03 | 1:19 | 1:14 | 0:47 | 1:29 | 1:19 | | | 0:54 | 1:13 | 0:44 | 0:39 |
| 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 | 6:07 | 24:10 | 7:31 | 24:20 | 25:18 | 6:39 | 7:01 | 8:58 | 8:10 | 24:39 | 6:20 | 22:43 | 23:50 | 7:20 | 25:55 | 6:10 | 26:29 | 22:46 | 23:56 | 11:57 | | | 6:08 | 24:21 | 8:33 | 7:01 |
| 5.1ci | Complete blood count 95% percentile Within Whangarei regions | Turnaround time for 95th centile from collection to report, expressed in hour:minutes | less than | 12:00 | hours: minutes | 4:19 | 5:04 | 3:50 | 4:15 | 3:30 | 6:19 | 4:36 | 4:17 | 5:18 | 5:26 | 4:40 | 4:51 | 4:24 | 4:46 | 4:05 | 5:19 | 4:31 | 5:01 | 4:51 | 3:58 | | | 4:28 | 4:04 | 4:47 | 4:21 |
| 5.1cii | Complete blood count 95% percentile Outside of Whangarei regions | Turnaround time for 95th centile from collection to report, expressed in hour:minutes | less than | 12:00 | hours: minutes | 6:47 | 28:25 | 27:11 | 28:40 | 28:03 | 6:44 | 27:29 | 28:20 | 26:14 | 29:22 | 6:50 | 29:11 | 27:56 | 26:24 | 28:46 | 6:35 | 29:30 | 27:47 | 29:04 | 29:12 | | | 7:05 | 28:58 | 27:32 | 27:44 |
| 5.2a | Total TAT Electrolytes | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours: minutes | 3:15 | 4:40 | 4:26 | 4:50 | 4:49 | 3:29 | 4:17 | 4:43 | 4:25 | 4:35 | 3:30 | 5:47 | 7:42 | 5:04 | 4:49 | 3:18 | 5:20 | 4:51 | 5:15 | 4:37 | | | 3:39 | 5:08 | 6:06 | 4:22 |
| 5.2ai | Total TAT Electrolytes Within Whangarei regions | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours: minutes | 2:27 | 2:52 | 2:20 | 2:40 | 2:33 | 2:45 | 2:47 | 2:28 | 2:44 | 2:32 | 2:33 | 3:56 | 5:20 | 3:40 | 2:37 | 2:37 | 3:01 | 2:43 | 2:53 | 2:43 | | | 2:46 | 2:52 | 4:16 | 2:35 |
| 5.2aii | Total TAT Electrolytes Outside of Whangarei regions | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours: minutes | 5:21 | 8:22 | 8:27 | 9:04 | 9:00 | 5:29 | 7:34 | 9:20 | 7:40 | 9:09 | 5:43 | 9:49 | 12:32 | 7:55 | 9:37 | 5:30 | 10:07 | 9:08 | 10:00 | 8:26 | | | 5:49 | 9:21 | 9:43 | 8:08 |
| 5.2b | Lab TAT Electrolytes | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | hours: minutes | 1:31 | 1:37 | 1:44 | 1:52 | 1:59 | 2:12 | 2:03 | 1:47 | 1:35 | 2:19 | 1:55 | 3:36 | 6:37 | 4:09 | 1:44 | 1:50 | 2:10 | 1:41 | 2:27 | 1:53 | | | 1:51 | 2:01 | 4:53 | 1:45 |
| 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 | 6:28 | 9:16 | 7:39 | 9:26 | 24:55 | 6:39 | 7:16 | 9:16 | 7:56 | 7:58 | 6:52 | 9:28 | 20:57 | 8:16 | 25:07 | 6:24 | 26:19 | 8:59 | 24:44 | 8:12 | | | 7:03 | 9:45 | 10:22 | 7:43 |
| 5.2ci | Total TAT Electrolytes 95% percentile Within Whangarei regions | Turnaround time for 95th centile from collection to report, expressed in hour:minutes | less than | 12:00 | hours: minutes | 4:14 | 6:31 | 3:59 | 4:32 | 4:40 | 4:51 | 4:45 | 4:20 | 5:08 | 4:46 | 4:47 | 6:19 | 8:58 | 6:14 | 4:31 | 4:38 | 4:43 | 4:49 | 4:48 | 4:25 | | | 4:47 | 4:46 | 7:34 | 4:21 |
| 5.2cii | Total TAT Electrolytes 95% percentile Outside of Whangarei regions | Turnaround time for 95th centile from collection to report, expressed in hour:minutes | | | | 7:07 | 28:43 | 28:04 | 28:59 | 28:25 | 7:22 | 28:33 | 29:22 | 26:57 | 29:07 | 7:48 | 31:13 | 32:24 | 25:57 | 29:30 | 7:13 | 29:51 | 28:47 | 29:39 | 29:34 | | | 7:29 | 29:59 | 29:48 | 28:01 |

| 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 | Mon | Tue | Wed | Thu | Fri | | | | |
|--------|---|--|--------------|-------|----------------|----------|----------|---------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-------|------|--|--|
| | | | | | 28/09/20 | 29/09/20 | 30/09/20 | 1/10/20 | 2/10/20 | 5/10/20 | 6/10/20 | 7/10/20 | 8/10/20 | 9/10/20 | 12/10/20 | 13/10/20 | 14/10/20 | 15/10/20 | 16/10/20 | 19/10/20 | 20/10/20 | 21/10/20 | 22/10/20 | 23/10/20 | 26/10/20 | 27/10/20 | 28/10/20 | 29/10/20 | 30/10/20 | | | | |
| 5.3a | Total TAT HCG Quantification | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours: minutes | 2:36 | 5:14 | 3:58 | 3:45 | 6:25 | 3:27 | 5:59 | 5:01 | 4:15 | 3:19 | 3:04 | 4:09 | 5:19 | 4:22 | 4:07 | 3:21 | 4:08 | 4:16 | 5:10 | 4:08 | | 3:51 | 4:43 | 5:32 | 3:46 | | | |
| 5.3ai | Total TAT HCG Quantification Within Whangarei regions | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours: minutes | 1:58 | 3:09 | 3:03 | 3:10 | 2:43 | 2:39 | 3:26 | 2:12 | 3:05 | 2:40 | 2:12 | 3:28 | 4:20 | 3:46 | 3:18 | 2:48 | 2:20 | 3:30 | 2:39 | 3:25 | | 3:03 | 2:33 | 4:53 | 3:13 | | | |
| 5.3aii | Total TAT HCG Quantification Outside of Whangarei regions | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours: minutes | 5:34 | 6:04 | 6:43 | 5:20 | 11:59 | 5:41 | 8:33 | 11:22 | 7:19 | 7:15 | 5:27 | 5:31 | 8:36 | 6:47 | 5:25 | 6:25 | 6:50 | 6:47 | 9:08 | 7:03 | | 5:52 | 14:27 | 7:13 | 5:01 | | | |
| 5.3b | Total TAT HCG Quantification | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | hours: minutes | 1:32 | 2:39 | 2:08 | 2:54 | 2:07 | 2:54 | 3:24 | 2:33 | 1:55 | 2:48 | 1:35 | 3:33 | 3:54 | 3:36 | 2:51 | 2:21 | 1:48 | 3:00 | 2:48 | 3:21 | | 2:08 | 1:42 | 6:30 | 1:51 | | | |
| 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 | 6:04 | 6:51 | 6:50 | 6:57 | 19:17 | 6:34 | 15:37 | 15:41 | 8:08 | 6:16 | 6:03 | 6:46 | 8:50 | 6:49 | 6:32 | 6:24 | 7:29 | 7:07 | 11:16 | 7:05 | | 5:59 | 14:27 | 7:55 | 5:36 | | | |
| 5.3ci | Total TAT HCG 95% percentile Within Whangarei regions | Turnaround time for 95th centile from collection to report, expressed in hour:minutes | less than | 12:00 | hours: minutes | 3:40 | 3:18 | 4:03 | 6:11 | 4:02 | 3:58 | 5:33 | 4:28 | 4:16 | 3:46 | 3:40 | 4:32 | 6:03 | 6:03 | 4:12 | 3:59 | 2:40 | 5:52 | 4:54 | 4:35 | | 4:29 | 3:39 | 7:35 | 5:18 | | | |
| 5.3cii | Total TAT HCG 95% percentile Outside of Whangarei regions | Turnaround time for 95th centile from collection to report, expressed in hour:minutes | less than | 12:00 | hours: minutes | 6:18 | 6:52 | 7:03 | 6:08 | 25:46 | 6:39 | 21:58 | 25:58 | 9:11 | 7:15 | 6:17 | 6:52 | 9:07 | 6:53 | 6:34 | 6:28 | 7:48 | 7:33 | 21:42 | 7:19 | | 6:32 | 23:22 | 9:03 | 5:27 | | | |
| 5.5a | Total TAT Liver functions | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours: minutes | 3:16 | 5:09 | 5:03 | 5:29 | 5:01 | 3:27 | 4:38 | 4:45 | 4:26 | 4:55 | 3:33 | 6:14 | 8:13 | 5:33 | 5:12 | 3:22 | 5:49 | 5:22 | 5:41 | 5:14 | | 3:59 | 5:22 | 6:32 | 4:42 | | | |
| 5.5ai | Total TAT Liver functions Within Whangarei regions | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours: minutes | 2:24 | 2:50 | 2:17 | 2:41 | 2:33 | 2:40 | 2:48 | 2:25 | 2:46 | 2:34 | 2:32 | 4:04 | 5:24 | 3:58 | 2:35 | 2:39 | 3:09 | 2:46 | 2:57 | 2:45 | | 2:48 | 2:51 | 4:25 | 2:34 | | | |
| 5.5aii | Total TAT Liver functions Outside of Whangarei regions | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours: minutes | 5:23 | 9:25 | 8:45 | 10:40 | 9:05 | 5:31 | 7:54 | 8:53 | 7:27 | 10:32 | 5:39 | 10:34 | 13:06 | 8:12 | 10:33 | 5:31 | 10:27 | 9:31 | 10:17 | 9:49 | | 6:34 | 9:27 | 10:17 | 8:29 | | | |
| 5.5b | Total TAT Liver functions | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | hours: minutes | 1:33 | 1:35 | 2:58 | 1:50 | 2:01 | 2:12 | 2:01 | 1:49 | 1:39 | 2:20 | 1:52 | 3:36 | 6:41 | 4:18 | 1:46 | 2:01 | 2:04 | 1:40 | 2:25 | 1:54 | | 1:51 | 2:03 | 5:06 | 1:40 | | | |
| 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 | 6:23 | 26:23 | 18:45 | 27:27 | 25:20 | 6:42 | 7:49 | 9:17 | 8:01 | 26:27 | 6:52 | 27:07 | 29:43 | 8:52 | 27:11 | 6:28 | 27:21 | 25:48 | 26:02 | 26:00 | | 7:09 | 25:48 | 11:07 | 7:56 | | | |
| 5.5ci | Total TAT Liver 95% percentile Within whangarei regions | Turnaround time for 95th centile from collection to report, expressed in hour:minutes | less than | 12:00 | hours: minutes | 4:11 | 6:29 | 4:01 | 4:32 | 4:28 | 4:49 | 4:58 | 4:13 | 4:37 | 4:46 | 4:33 | 6:31 | 8:56 | 6:14 | 4:28 | 4:38 | 4:52 | 4:50 | 4:58 | 4:32 | | 4:52 | 4:52 | 7:49 | 4:23 | | | |
| 5.5cii | Total TAT Liver 95% percentile Outside of Whangarei regions | Turnaround time for 95th centile from collection to report, expressed in hour:minutes | less than | 12:00 | hours: minutes | 7:02 | 29:42 | 28:45 | 29:33 | 28:11 | 7:26 | 28:17 | 29:11 | 26:37 | 30:26 | 7:48 | 31:20 | 32:33 | 27:28 | 29:48 | 6:58 | 30:16 | 29:18 | 30:01 | 30:03 | | 8:02 | 30:16 | 30:07 | 28:09 | | | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | 100% | 100% | 100% | 100% | 100% | | |

| 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 | Mon | Tue | Wed | Thu | Fri | | |
|---|---|--|-----------|------|----------------|----------|----------|---------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|------|--|
| | | | | | 28/09/20 | 29/09/20 | 30/09/20 | 1/10/20 | 2/10/20 | 5/10/20 | 6/10/20 | 7/10/20 | 8/10/20 | 9/10/20 | 12/10/20 | 13/10/20 | 14/10/20 | 15/10/20 | 16/10/20 | 19/10/20 | 20/10/20 | 21/10/20 | 22/10/20 | 23/10/20 | 26/10/20 | 27/10/20 | 28/10/20 | 29/10/20 | 30/10/20 | | |
| URGENT | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.9a | Total TAT INR | Average turnaround time from collection to report, expressed in hour:minutes | less than | 6:00 | hours: minutes | 3:00 | 3:04 | 2:52 | 3:20 | 2:34 | 2:21 | 2:40 | 3:06 | 2:50 | 2:52 | 2:31 | 3:04 | 2:53 | 2:52 | 3:02 | 3:03 | 2:18 | 3:03 | 2:21 | 2:42 | | 2:51 | 2:58 | 3:04 | 3:18 | |
| 5.9ai | Total TAT INR Within Whangarei regions | Average turnaround time from collection to report for within Whangarei regions, expressed in hour:minutes | less than | 6:00 | hours: minutes | 2:20 | 2:42 | 1:55 | 2:15 | 1:38 | 1:55 | 1:59 | 2:16 | 2:01 | 2:16 | 1:53 | 2:14 | 2:04 | 2:06 | 2:48 | 1:58 | 2:12 | 1:40 | 2:04 | | 2:15 | 2:11 | 2:20 | 2:04 | | |
| 5.9aii | Total TAT INR Outside of Whangarei regions | Average turnaround time from collection to report outside of Whangarei regions, expressed in hour:minutes | less than | 6:00 | hours: minutes | 4:43 | 4:43 | 5:02 | 6:03 | 4:42 | 3:54 | 4:32 | 4:54 | 4:40 | 5:17 | 4:29 | 4:46 | 5:15 | 5:58 | 6:40 | 4:19 | 5:22 | 5:32 | 6:00 | 5:07 | | 4:35 | 5:21 | 5:14 | 5:41 | |
| 5.9b | Lab TAT INR | Turnaround time from 95th centile receipt to report, expressed in hour:minutes | less than | 3:00 | hours: minutes | 1:31 | 1:50 | 1:03 | 5:23 | 1:32 | 1:07 | 1:06 | 0:40 | 0:56 | 1:46 | 1:44 | 1:01 | 1:16 | 0:55 | 0:54 | 3:01 | 1:24 | 1:21 | 1:01 | 1:05 | | 1:32 | 1:30 | 0:48 | 0:47 | |
| 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 | 5:35 | 6:26 | 6:05 | 8:50 | 5:55 | 4:24 | 5:25 | 6:34 | 5:43 | 5:54 | 5:27 | 6:21 | 6:27 | 7:03 | 5:53 | 5:07 | 5:04 | 6:24 | 5:41 | 5:27 | | 5:14 | 6:06 | 6:38 | 5:46 | |
| 5.9ci | Total TAT INR 95% percentile Within whangarei regions | Turnaround time from 95th centile collection to report within Whangarei regions, expressed in hour:minutes | less than | 6:00 | hours: minutes | 3:40 | 5:51 | 3:27 | 4:24 | 2:54 | 3:36 | 3:27 | 5:30 | 3:26 | 4:05 | 3:29 | 3:50 | 3:31 | 3:38 | 4:17 | 4:55 | 3:42 | 4:32 | 3:22 | 4:04 | | 3:59 | 3:55 | 4:38 | 3:46 | |
| 5.9cii | Total TAT INR 95% percentile Outside of Whangarei regions | Turnaround time from 95th centile collection to report outside of Whangarei regions, expressed in hour:minutes | less than | 6:00 | hours: minutes | 6:02 | 6:10 | 6:55 | 9:12 | 6:11 | 5:16 | 5:41 | 7:04 | 9:15 | 7:03 | 6:18 | 6:44 | 8:05 | 8:35 | 17:54 | 5:08 | 6:28 | 6:31 | 8:23 | 5:43 | | 6:22 | 6:44 | 7:24 | 7:07 | |
| 5.10a | Total TAT - Troponin | Average turnaround time from collection to report, expressed in hour:minutes | less than | 6:00 | hours: minutes | 3:16 | 9:58 | 3:31 | 3:01 | 2:39 | 1:36 | 2:34 | 3:46 | 2:58 | 5:00 | 3:16 | 2:40 | 3:09 | 1:57 | 2:22 | 3:08 | 3:27 | 11:11 | 3:53 | 3:10 | | 2:57 | 2:40 | 3:20 | 2:27 | |
| 5.10ai | Total TAT - Troponin Within Whangarei regions | Average turnaround time from collection to report for within Whangarei regions, expressed in hour:minutes | less than | 6:00 | hours: minutes | 1:11 | 2:21 | 2:07 | 2:25 | 2:39 | 1:36 | 2:18 | 2:42 | 1:42 | 2:58 | 2:25 | 2:33 | 3:09 | 1:57 | 2:22 | 2:44 | 3:00 | 2:23 | 2:41 | 2:32 | | 2:57 | 2:40 | 2:45 | 2:27 | |
| 5.10aii | Total TAT - Troponin Outside of Whangarei regions | Average turnaround time from collection to report outside of Whangarei regions, expressed in hour:minutes | less than | 6:00 | hours: minutes | 5:21 | 4:38 | 5:38 | 4:31 | | | 5:20 | 5:23 | 6:47 | 7:02 | 5:49 | 3:22 | 0:00 | 0:00 | 0:00 | 5:56 | 6:11 | 19:59 | 6:17 | 4:06 | | 0:00 | 0:00 | 6:49 | | |
| 5.10b | Lab TAT - Troponin | Turnaround time from 95th centile receipt to report, expressed in hour:minutes | less than | 3:00 | hours: minutes | 0:55 | 2:27 | 1:01 | 1:34 | 2:19 | 1:13 | 2:36 | 2:08 | 1:00 | 1:49 | 1:05 | 2:26 | 3:09 | 1:21 | 2:15 | 1:41 | 1:18 | 1:04 | 2:21 | 1:59 | | 1:09 | 1:37 | 2:44 | 1:29 | |
| 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 | 5:16 | 4:32 | 6:40 | 4:45 | 4:15 | 1:54 | 5:32 | 5:28 | 6:29 | 7:27 | 5:42 | 3:29 | 4:09 | 3:11 | 3:32 | 5:38 | 6:04 | 27:06 | 6:11 | 4:08 | | 4:37 | 4:14 | 6:28 | 5:38 | |
| 5.10ci | Total TAT Troponin 98% centile Within Whangarei regions | Turnaround time from 95th centile collection to report within Whangarei regions, expressed in hour:minutes | less than | 6:00 | hours: minutes | 1:11 | 3:30 | 3:32 | 4:19 | 4:15 | 1:54 | 5:21 | 3:46 | 2:01 | 4:34 | 3:59 | 3:28 | 4:09 | 3:11 | 3:32 | 3:51 | 5:13 | 3:51 | 3:56 | 3:29 | | 4:37 | 4:14 | 3:50 | 5:38 | |
| 5.10cii | Total TAT Troponin 98% centile Outside of Whangarei regions | Turnaround time from 95th centile collection to report outside of Whangarei regions, expressed in hour:minutes | less than | 6:00 | hours: minutes | 5:21 | 4:38 | 6:49 | 4:46 | | | 5:20 | 5:28 | 6:47 | 7:29 | 5:49 | 3:22 | 0:00 | 0:00 | 0:00 | 5:56 | 6:11 | 27:10 | 6:17 | 4:08 | | 0:00 | 0:00 | 6:49 | | |
| 6. RECOLLECTS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6.1 | Total specimens | Total number of patient episodes (excluding self collects) | | | number | 741 | 676 | 606 | 686 | 672 | 721 | 642 | 655 | 640 | 651 | 789 | 770 | 745 | 723 | 781 | 752 | 722 | 690 | 668 | 667 | | 772 | 721 | 720 | 736 | |
| 6.5 | % recollects | 6.2 divided by 6.1 | less than | 1.0% | percent | 0.3% | 0.4% | 0.2% | 0.0% | 0.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.3% | 0.1% | 0.1% | 0.0% | 0.0% | 0.1% | 0.0% | 0.3% | 0.1% | 0.1% | | 0.1% | 0.4% | 0.3% | 0.1% | | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | |