

Item	Indicator	Definition	Target	Unit	2021					2022					2023					2024										
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri						
					27/09/21	28/09/21	29/09/21	30/09/21	1/10/21	4/10/21	5/10/21	6/10/21	7/10/21	8/10/21	11/10/21	12/10/21	13/10/21	14/10/21	15/10/21	18/10/21	19/10/21	20/10/21	21/10/21	22/10/21	25/10/21	26/10/21	27/10/21	28/10/21	29/10/21	
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	2:34	4:23	3:34	3:38	3:59	2:25	3:36	3:47	3:36	3:18	3:31	3:34	4:13	3:01	3:03	3:01	3:57	3:34	3:40	3:22		2:39	3:21	3:26	3:38
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	1:53	1:53	1:52	1:57	1:32	1:45	1:54	1:46	1:55	2:15	1:55	2:10	1:55	1:44	1:49	1:45	1:53	1:55	1:43		1:37	1:45	1:55	1:52
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	4:47	9:38	6:57	7:43	8:36	4:46	8:10	7:21	7:10	6:19	6:41	8:03	8:40	6:01	6:50	6:30	9:41	7:49	8:00	7:07		5:02	6:56	7:07	7:50
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	0:58	0:46	1:11	0:48	1:11	0:33	0:44	1:22	0:45	0:57	1:34	1:11	1:56	1:39	0:58	1:10	1:14	1:19	1:11	0:50		1:01	0:56	1:34	1:01
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	6:20	25:21	7:21	6:59	8:53	5:49	7:49	7:48	7:33	7:12	7:52	6:52	8:11	6:33	6:34	6:06	24:54	7:19	7:41	7:02		6:36	7:02	6:54	7:13
5.1ci	Complete blood count 95th percentile Within Whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	4:38	4:45	4:46	4:08	5:09	3:34	3:45	4:30	4:11	4:41	6:20	4:59	4:43	4:19	4:15	4:40	4:27	4:29	4:07	3:45		3:38	3:47	4:05	3:56
5.1cii	Complete blood count 95th percentile Outside of Whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	6:53	28:17	25:42	27:55	27:54	6:30	27:31	28:58	25:40	23:14	9:11	28:25	31:03	18:03	24:45	7:21	28:40	27:22	27:59	26:40		7:06	26:05	28:05	29:35
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:33	5:07	4:25	4:50	4:49	3:15	4:36	4:48	4:27	4:21	4:00	4:35	4:33	3:54	3:37	3:34	4:45	4:28	4:44	4:14		3:46	4:22	4:38	4:35
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	2:43	2:53	2:52	3:13	2:59	2:28	2:40	3:05	2:52	3:08	3:14	2:46	2:51	2:46	2:31	2:25	2:54	2:55	3:05	2:50		2:49	2:51	3:01	2:55
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	5:39	9:52	7:53	8:41	8:42	5:28	9:19	8:15	7:35	7:02	5:51	9:34	8:28	6:49	7:05	6:52	9:37	8:21	8:28	7:28		6:01	8:10	8:24	8:50
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:10	2:21	1:57	2:39	2:16	1:38	1:34	2:22	2:03	2:33	2:44	1:59	2:08	2:08	1:53	1:49	2:17	2:07	2:31	2:12		2:28	2:22	2:44	2:11
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	7:02	25:24	8:16	8:14	8:45	6:22	7:56	8:50	7:52	7:58	7:54	8:00	8:10	6:59	6:46	6:49	9:41	7:38	8:25	7:46		7:16	7:56	8:01	8:02
5.2ci	Total TAT Electrolytes 95th percentile Within Whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	5:14	5:07	5:45	5:14	5:20	4:10	4:34	5:33	5:21	5:29	6:00	5:32	5:27	4:35	4:17	4:02	4:38	5:02	4:54	4:48		4:47	4:43	4:59	4:35
5.2cii	Total TAT Electrolytes 95th percentile Outside of Whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	7:45	29:01	26:09	28:45	27:10	7:08	28:40	29:11	26:45	19:19	8:46	28:46	30:32	22:08	25:16	8:48	29:06	27:53	28:41	26:30		8:18	28:11	29:15	30:54
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:56	4:01	6:51	3:56	3:39	2:46	3:05	4:19	5:26	4:09	3:55	3:43	5:35	4:14	3:27	3:22	4:04	3:58	4:50	4:26		3:59	3:41	6:28	4:12
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	2:59	3:41	3:33	2:57	3:21	2:36	2:28	3:14	2:41	4:00	3:41	2:59	3:26	3:25	3:01	2:37	3:32	3:12	3:01	2:40		3:26	2:50	3:27	2:59
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	6:02	6:23	15:38	6:54	7:22	4:58	5:36	6:46	13:42	6:20	6:53	7:26	8:49	6:57	5:10	5:26	5:41	6:06	10:15	14:32		7:03	6:17	14:29	7:08
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:35	4:09	3:08	3:01	2:57	2:09	2:08	2:32	1:51	5:06	3:31	3:34	2:41	2:32	3:08	2:11	3:43	3:24	2:33	2:15		2:58	2:06	3:18	2:53
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	7:09	7:53	19:11	7:33	5:43	4:53	5:57	7:32	16:20	8:16	6:16	7:20	9:33	7:15	5:13	5:42	5:31	6:41	10:24	7:56		6:56	7:19	18:29	7:55
5.3ci	Total TAT HCG 95th percentile Within Whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	4:33	7:57	5:47	3:52	4:20	4:02	4:02	5:00	4:43	8:22	5:42	4:53	5:19	4:37	4:05	3:35	4:36	4:26	4:43	3:34		5:09	3:57	4:53	4:18
5.3cii	Total TAT HCG 95th percentile Outside of Whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	7:36	6:37	27:25	8:18	7:22	4:58	6:44	7:35	26:25	6:20	6:53	8:20	9:57	7:25	5:35	6:06	5:41	6:44	21:57	28:04		7:33	7:43	27:47	7:57
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:40	5:37	4:42	5:07	5:09	3:15	4:43	5:03	4:45	4:35	4:26	4:33	4:35	3:59	3:49	3:56	4:40	4:46	4:52	4:25		3:47	4:32	4:49	4:52
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	2:46	2:56	2:53	3:17	2:55	2:27	2:36	3:06	2:49	3:09	3:20	2:48	2:54	2:45	2:34	2:24	2:54	2:59	3:02	2:48		2:51	2:50	3:09	2:58
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	5:42	10:26	8:10	9:00	9:32	5:25	9:12	9:03	7:45	7:38	7:10	9:37	8:03	6:42	8:23	7:54	9:32	8:55	9:15	8:06		5:59	8:22	8:21	9:33
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:13	2:21	2:04	2:39	2:15	1:38	1:34	2:24	2:08	2:34	2:44	2:04	2:09	2:06	1:54	1:40	2:16	2:09	2:24	2:13		2:34	2:25	2:51	2:07
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	7:09	27:02	8:41	8:55	20:19	6:24	21:32	9:51	8:14	8:12	7:46	7:53	8:09	7:03	7:08	7:04	8:09	8:22	8:55	8:17		7:16	8:14	8:09	9:14
5.5ci	Total TAT Liver 95th percentile Within whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	5:17	5:12	5:39	5:13	4:57	4:02	4:25	5:42	5:17	5:16	6:09	5:33	5:40	4:34	4:20	4:02	4:28	5:02	5:00	4:45		4:49	4:51	5:25	4:34
5.5cii	Total TAT Liver 95th percentile Outside of Whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	7:42	29:01	27:18	28:47	29:33	7:08	28:37	29:53	26:26	27:34	9:11	29:28	28:13	10:54	27:41	23:33	28:53	28:22	29:19	26:48		8:21	28:13	29:11	30:50

Item	Indicator	Definition	Target	Unit	27/09/21	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
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																									
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 90th 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	100.0%	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%	
URGENT																														
5.9a	Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	2:30	3:04	3:42	3:01	2:53	3:00	2:47	2:55	2:58	3:22	3:07	2:59	2:58	2:38	3:00	2:46	2:39	3:11	3:24	3:11		3:01	2:50	2:56	3:04
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	1:47	2:19	2:46	2:12	2:13	2:00	2:09	1:58	1:59	2:21	2:14	2:11	2:32	2:17	2:15	1:57	1:58	2:45	2:10	2:22		2:22	2:02	2:08	2:17
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	5:08	4:45	5:41	5:39	5:19	5:19	4:54	5:50	5:25	5:33	5:23	5:02	5:37	4:07	5:37	4:19	5:09	5:13	5:51	6:10		5:07	5:39	5:28	5:48
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:50	1:29	0:51	1:45	1:04	2:02	1:07	1:14	1:31	1:52	1:38	1:08	1:55	1:55	1:43	1:22	1:25	1:20	1:30	2:24		1:23	1:45	1:40	1:48
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	6:02	5:57	6:46	5:57	6:00	5:53	6:04	6:33	6:19	6:42	6:29	6:12	5:40	5:10	6:19	5:31	5:40	5:41	7:21	6:55		6:31	6:34	6:26	6:24
5.9ci	Total TAT INR 95th 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	2:56	3:36	4:31	3:41	4:15	3:15	4:16	3:41	4:32	4:22	3:15	4:13	4:28	4:09	4:35	3:45	3:11	4:44	3:41	4:39		3:57	3:34	3:28	4:03
5.9cii	Total TAT INR 95th 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	6:30	6:34	7:38	8:09	6:20	6:07	7:16	7:45	7:49	7:29	7:02	6:43	6:15	6:06	7:17	6:17	6:48	6:28	8:44	7:29		6:56	7:19	7:02	7:59
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	2:02	3:10	2:13	2:48	1:51	2:49	1:33	8:41	3:04	2:31	2:04	2:31	11:32	3:02	2:47	3:00	10:16	3:18	2:50	2:51		2:45	2:55	2:19	2:40
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	2:02	3:02	2:05	2:00	1:51	1:52	1:33	3:54	2:36	2:14	1:54	2:31	2:06	2:47	2:26	2:28	1:18	2:55	1:54	2:51		1:52	2:55	1:57	2:24
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	0:00	4:55	3:28	5:09	0:00	4:45	0:00	15:50	4:58	5:39	2:32	0:00	30:24	4:16	4:55	5:06	28:12	4:47	6:32	0:00		5:09	0:00	4:13	3:49
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:19	2:44	1:12	1:31	1:16	1:10	0:52	1:24	2:17	1:55	0:53	2:54	1:22	1:50	1:23	2:19	1:04	2:09	1:34	1:29		1:32	1:13	2:36	1:45
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	3:00	6:06	3:52	5:12	2:40	4:48	1:57	26:08	6:56	5:16	2:30	5:54	29:17	4:10	4:41	4:57	27:07	5:14	6:11	3:50		6:04	4:06	4:04	4:01
5.10ci	Total TAT Troponin 98th 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	3:00	5:36	3:49	2:57	2:40	1:58	1:57	5:27	5:43	3:53	2:02	5:54	2:41	3:23	2:57	3:18	1:20	5:00	2:20	3:50		2:58	4:06	2:45	3:33
5.10cii	Total TAT Troponin 98th 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	0:00	4:55	3:28	5:12	0:00	4:48	0:00	27:26	7:02	5:39	2:32	0:00	30:24	4:16	4:55	5:06	28:12	5:14	6:32	0:00		6:09	0:00	4:13	4:06
6. RECOLLECTS																														
6.1	Total specimens	Total number of patient episodes (excluding self collects)		number	716	792	773	847	749	737	745	768	726	731	400	451	458	441	469	524	473	847	780	778		861	880	786	782	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.0%	0.1%	0.2%	0.3%	0.4%	0.1%	0.0%	0.0%	0.0%	0.0%	0.4%	0.4%	0.2%	0.4%	0.2%	0.2%	0.2%	0.0%	0.0%		0.3%	0.2%	0.1%	0.0%
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																										