

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 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

*Please note that NPL began populating call centre data (items 1.1a to 1.8) from 14 Mar 2022.

**Collection centre data criteria was changed from 14 Mar 2022 to report for patients waiting between 7am-11am as stipulated by contract, whereas previously it reported for 7am-5pm. Consequently, related items may appear lower in figures than previous reports.

item	Indicator	Definition	Target	Unit	2022					2022					2022																					
					Mon 28/02/22	Tue 1/03/22	Wed 2/03/22	Thu 3/03/22	Fri 4/03/22	Mon 7/03/22	Tue 8/03/22	Wed 9/03/22	Thu 10/03/22	Fri 11/03/22	Mon 14/03/22	Tue 15/03/22	Wed 16/03/22	Thu 17/03/22	Fri 18/03/22	Mon 21/03/22	Tue 22/03/22	Wed 23/03/22	Thu 24/03/22	Fri 25/03/22												
1. CALL CENTRE*																																				
1.1a	Total inbound calls	Number of calls placed / received		number																			146	157	137	150	148	191	164	155	158	140				
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number																				71	87	58	79	82	100	89	91	90	76			
1.2	Total calls answered	Number of calls answered		number																				144	146	134	140	140	165	153	146	152	128			
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent																			1.4%	7.0%	2.2%	6.7%	5.4%	13.6%	6.7%	5.8%	3.8%	8.6%			
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent																				0.0%	0.0%	0.0%	0.0%	1.2%	2.0%	1.1%	1.1%	2.2%	2.6%		
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds																				28	33	29	20	34	29	29	32	42	33		
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number																					-	-	2	-	1	10	-	1	-	1	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1			percent																						0.0%	0.0%	1.5%	0.0%	0.0%	5.2%	0.0%	0.0%	0.0%	0.0%
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	11	24	15	16	16	11	8	8	8	10	9	10	7	7	9	9	12	5	9	13											
2.1ai	Wait time at N06: Bayview Paiaia	Average waiting time for a sample of patients attending Bayview Paiaia collection centre	Less than	30	Minutes																															
2.1aii	Wait time at N08: Broadway Kaikohe	Average waiting time for a sample of patient attending Broadway Kaikohe 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	8	30	7	10	13	5	3	11	14	4	3	4	6	7	13	5	6	8	9	10											
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	25	16	11	17	8	2	7	4	15	5	5	10	5	3	7	13	3	7	6											
2.1av	Wait time at N07: Kerikeri	Average waiting time for a sample of patients attending Kerikeri collection centre	Less than	30	Minutes	3	5	5	3	5	3	4	3	3	3	3	3	4	2	5	3	7	3	7	5											
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	25	36	31	40	29	29	22	10	12	18	24	30	9	13	13	23	23	9	14	29											
2.5	Long waits	Number of people waiting over 30 minutes			Number	127	319	232	243	95	130	69	27	32	65	38	50	3	3	4	37	42	-	9	51											
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	19.3%	42.5%	29.0%	34.0%	13.6%	19.6%	11.2%	4.5%	4.9%	11.1%	12.5%	22.2%	1.2%	1.2%	1.8%	16.8%	17.4%	0.0%	3.8%	20.9%											
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	20	16	23	16	17	15	18	21	16	16	9	17	17	20	24	17	25	25	17	14											
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%												
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																															
4. LAB																																				
4.1	Patient episodes	Total number of patient episodes			number	995	1,052	1,060	943	985	994	975	979	990	967	1,018	1,016	971	936	900	913	954	1,011	985	1,020											
4.2	Patient tests	Total number of patient tests performed			number	3,255	3,345	3,300	3,047	3,141	3,339	3,141	3,291	3,387	2,899	3,491	3,361	3,191	3,117	2,839	2,932	3,174	3,306	3,400	3,259											
4.3	Urgent tests	Total number of urgent tests			number	210	166	81	107	154	136	107	120	90	57	267	175	158	112	104	169	99	236	171	170											
4.4	% urgent tests	4.3 divided by 4.2			percent	6%	5%	2%	4%	5%	4%	3%	4%	3%	2%	8%	5%	5%	4%	4%	6%	3%	7%	5%	5%											
4.6	Critical results	Number of critical test results			number																															

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	
					28/02/22	1/03/22	2/03/22	3/03/22	4/03/22	7/03/22	8/03/22	9/03/22	10/03/22	11/03/22	14/03/22	15/03/22	16/03/22	17/03/22	18/03/22	21/03/22	22/03/22	23/03/22	24/03/22	25/03/22	
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																				
4.12ai	% 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	2:29	3:15	3:01	3:18	3:07	2:53	3:07	3:11	2:52	3:14	2:42	3:02	2:42	2:44	3:16	2:32	2:27	2:52	2:38	2:37
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	1:31	1:43	1:46	1:52	1:37	1:37	1:35	1:57	1:45	1:40	1:50	1:47	1:49	1:51	1:43	1:47	1:52	1:48	1:39	
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	4:41	7:06	5:30	5:59	5:57	5:44	6:21	6:14	5:39	6:36	5:00	5:45	4:47	5:22	6:28	4:23	4:28	5:06	4:58	4:50
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	0:42	0:56	1:20	1:33	1:12	0:29	0:39	1:33	0:47	1:40	0:57	1:22	1:40	1:27	1:33	0:48	0:56	2:00	1:13	1:00
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	5:56	6:35	6:56	6:36	6:38	8:01	6:23	6:30	6:28	6:44	6:08	6:19	7:01	6:36	6:26	6:14	5:51	6:44	6:14	6:13
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	3:43	4:10	4:06	4:31	3:50	3:56	3:45	4:42	4:27	3:43	3:40	3:57	4:58	4:23	4:49	4:31	4:58	4:29	4:19	3:58
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	6:16	25:42	8:28	18:05	13:20	8:48	25:07	24:49	8:33	27:31	7:42	16:05	8:29	8:11	24:27	7:24	6:45	8:24	6:59	7:59
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:24	4:22	3:47	4:20	4:13	3:56	4:00	3:57	3:45	4:19	3:25	4:44	4:03	3:42	4:15	3:12	2:56	3:37	4:08	3:24
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	2:32	2:51	2:34	2:51	2:42	2:42	2:40	2:49	2:52	3:01	2:24	3:40	3:15	2:54	2:56	2:29	2:17	2:44	3:08	2:37
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	5:28	8:10	6:12	6:44	7:01	6:27	6:22	6:39	5:43	7:10	5:40	7:10	6:03	5:53	7:26	5:06	5:04	5:41	6:39	5:31
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:56	2:17	2:02	2:38	2:23	1:43	1:43	2:11	2:18	2:36	1:36	3:20	3:29	2:23	1:59	1:42	1:29	2:17	3:28	1:59
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	6:34	7:30	7:13	7:31	7:25	8:39	7:04	6:53	6:53	7:10	6:50	7:37	7:29	6:55	7:06	6:25	6:19	6:56	8:25	6:35
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	4:24	5:00	4:22	4:47	4:29	4:38	4:51	5:21	4:48	5:06	4:25	5:39	5:21	5:00	4:37	4:27	3:52	5:06	6:04	4:18
5.2cii	Total TAT Electrolytes 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	7:05	27:10	8:45	9:16	21:56	9:28	8:37	21:49	7:50	25:54	7:59	15:29	8:56	8:18	26:06	7:17	7:06	8:43	9:21	7:55

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	
					28/02/22	1/03/22	2/03/22	3/03/22	4/03/22	7/03/22	8/03/22	9/03/22	10/03/22	11/03/22	14/03/22	15/03/22	16/03/22	17/03/22	18/03/22	21/03/22	22/03/22	23/03/22	24/03/22	25/03/22	
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	4:04	5:50	3:52	3:10	4:54	4:24	4:21	3:18	4:48	4:37	3:01	4:05	4:14	3:37	2:49	3:12	3:24	4:32	3:40	3:08
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	2:33	3:36	2:23	3:01	2:31	3:32	2:37	2:50	2:34	3:58	2:38	3:01	3:46	3:16	2:49	2:47	3:06	2:34	3:08	3:08
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	5:55	9:52	6:28	5:15	9:41	7:42	6:22	5:36	7:01	6:24	5:02	5:46	6:04	4:26	0:00	4:43	7:13	7:08	7:52	0:00
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:24	3:02	2:00	3:38	1:49	2:52	2:36	2:36	1:52	5:05	2:42	2:26	4:00	4:00	2:56	2:47	2:35	3:09	2:51	3:38
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	6:35	14:34	6:58	5:22	12:48	8:50	7:25	5:33	8:44	6:54	4:57	6:43	6:21	6:58	3:51	5:02	7:49	8:05	8:06	4:28
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	4:32	6:46	3:33	4:48	3:41	5:16	4:53	4:05	3:40	5:46	3:46	5:15	5:54	6:58	3:51	4:03	5:59	3:34	6:25	4:28
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	6:47	22:43	7:00	5:15	23:26	9:53	7:52	6:07	17:45	7:09	6:09	6:49	7:27	6:29	0:00	5:55	7:13	8:13	7:52	0:00
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:27	4:25	3:57	4:23	4:19	4:07	4:04	4:13	4:02	4:27	3:28	4:59	4:11	3:50	4:12	3:28	3:07	3:41	4:04	3:29
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	2:30	2:52	2:37	2:47	2:43	2:34	2:31	2:55	2:55	3:02	2:25	3:48	3:17	3:04	2:44	2:31	2:24	2:45	3:04	2:38
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	5:31	8:09	6:16	6:41	7:16	7:09	7:00	7:12	6:26	7:27	5:54	7:16	6:00	5:43	7:33	5:18	5:03	5:38	6:37	5:33
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:43	2:17	2:06	2:26	2:24	1:42	1:48	2:15	2:11	2:39	1:32	3:27	3:38	2:32	1:59	1:41	1:31	2:24	3:18	1:48
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	6:34	7:36	7:33	7:21	7:35	8:42	7:14	6:51	7:06	7:20	6:57	8:03	7:39	7:10	7:20	6:59	6:22	7:15	8:23	6:48
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	4:24	4:57	4:23	4:41	4:29	4:31	4:28	5:47	4:55	5:07	4:24	5:47	5:21	5:18	4:50	4:27	4:25	5:08	5:48	4:22
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	7:01	27:34	8:45	9:12	26:04	9:37	25:52	26:47	11:03	26:16	8:19	24:16	8:56	8:03	25:45	7:51	7:08	8:53	9:19	8:47
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	100.0%	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	2:39	2:59	2:51	2:50	3:23	3:20	3:19	3:07	4:34	2:29	2:37	2:40	2:55	3:06	2:42	2:10	2:40	3:06	3:19	2:48
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	1:54	2:09	2:08	2:28	2:18	2:32	2:44	4:18	2:00	1:49	2:03	2:11	2:31	2:01	1:28	2:16	2:11	2:16	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	5:13	5:38	5:34	4:43	5:18	6:27	6:14	5:19	5:35	4:23	4:33	4:59	5:11	4:38	5:03	4:02	6:25	5:58	5:36	4:29
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:27	1:23	1:16	2:15	2:02	2:38	2:26	1:56	2:59	1:07	1:26	1:50	4:16	4:06	1:28	1:01	2:20	2:13	1:37	1:18

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	
					28/02/22	1/03/22	2/03/22	3/03/22	4/03/22	7/03/22	8/03/22	9/03/22	10/03/22	11/03/22	14/03/22	15/03/22	16/03/22	17/03/22	18/03/22	21/03/22	22/03/22	23/03/22	24/03/22	25/03/22	
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	6:12	6:21	7:11	5:36	6:14	8:02	7:18	5:46	6:26	5:20	5:36	5:30	6:57	6:00	6:14	5:39	5:51	6:24	6:13	4:43
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	3:02	3:19	3:50	3:55	5:08	4:17	3:58	4:22	6:00	3:30	2:52	4:02	4:24	4:42	3:42	2:51	4:15	3:22	4:01	3:51
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	6:42	6:41	8:31	6:12	6:54	8:48	8:35	6:02	6:37	5:58	5:46	5:40	8:17	6:00	7:46	5:58	8:16	6:32	6:23	6:00
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	2:51	3:40	2:20	2:41	2:51	2:55	5:15	2:14	2:42	2:02	2:56	3:48	2:47	3:58	3:21	2:57	3:56	3:27	2:48	2:33
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	2:23	2:11	2:20	2:11	1:42	1:36	2:38	2:14	2:07	2:02	2:21	1:53	2:47	2:35	3:21	2:04	1:10	3:05	2:18	2:21
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	6:09	6:09	0:00	4:42	6:19	6:14	14:25	0:00	6:13	0:00	4:42	6:42	0:00	6:00	0:00	8:13	6:42	4:56	5:46	4:17
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:54	1:53	1:21	1:27	1:16	1:15	1:46	1:46	1:34	1:32	1:10	1:51	2:09	1:36	1:14	1:24	0:45	1:02	2:16	1:16
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	5:52	6:39	4:09	4:35	6:04	7:22	21:41	2:40	5:54	2:02	7:30	6:47	3:58	6:00	6:16	7:44	6:35	5:07	5:25	4:11
5.10ci	Total TAT Troponin 98% centile Within Whangarei regions	Turnaround time from 98th centile collection to report within Whangarei regions, expressed in hour:minutes	less than	6:00	hours:minutes	4:02	3:00	4:09	3:11	2:09	2:41	5:14	2:40	3:27	2:02	5:32	2:21	3:58	3:30	6:16	4:05	1:10	4:46	2:55	3:43
5.10cii	Total TAT Troponin 98% centile Outside of Whangarei regions	Turnaround time from 98th centile collection to report outside of Whangarei regions, expressed in hour:minutes	less than	6:00	hours:minutes	6:09	6:43	0:00	4:42	6:19	7:40	24:23	0:00	6:13	0:00	7:38	6:47	0:00	6:00	0:00	8:13	6:42	5:10	5:46	4:17
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes (excluding self collects)		number	657	750	800	714	697	664	614	605	655	583	711	655	613	559	524	583	625	630	625	630	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.3%	0.4%	0.3%	0.0%	0.2%	0.3%	0.2%	0.3%	0.5%	0.3%	0.2%	0.2%	0.2%	0.0%	0.2%	0.2%	0.3%	0.2%	0.3%
7. QUALITY IMPROVEMENT <i>note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"</i>																									
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																					