



Item	Indicator	Definition	Target	Unit	2022/23					2023/24					2024/25					2025/26											
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri							
					28/03/22	29/03/22	30/03/22	31/03/22	1/04/22	4/04/22	5/04/22	6/04/22	7/04/22	8/04/22	11/04/22	12/04/22	13/04/22	14/04/22	15/04/22	18/04/22	19/04/22	20/04/22	21/04/22	22/04/22	25/04/22	26/04/22	27/04/22	28/04/22	29/04/22		
<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	2:48	2:24	2:40	2:37	2:38	2:38	2:26	2:39	2:52	2:47	2:48	2:45	3:17	3:07			3:04	3:00	3:19	3:44			3:11	2:44	3:27	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	1:57	1:41	1:41	1:45	1:44	1:45	1:28	1:43	1:27	1:40	1:51	1:55	1:45	1:46			1:37	1:37	1:40	1:39			1:50	1:36	1:47	1:41
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	4:56	4:20	4:57	4:43	4:41	4:50	4:31	4:45	5:27	5:12	4:50	4:39	6:12	5:23			5:16	5:51	6:46	7:02			5:31	5:16	6:46	4:38
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	1:04	0:55	0:43	0:54	1:39	0:40	0:36	0:56	0:59	0:56	0:42	1:00	1:10	0:56			0:42	1:02	1:15	0:53			1:30	1:09	1:04	0:50
5.1c	Complete blood count 95th percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	7:01	5:48	7:03	6:21	6:11	6:17	6:00	6:21	6:38	6:58	6:15	6:19	8:40	6:29			6:37	6:55	7:00	7:55			6:34	6:35	7:27	6:14
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	6:28	4:03	3:41	3:44	4:29	4:15	4:00	4:07	3:37	5:23	5:18	4:05	4:39	4:00			4:58	4:01	4:37	5:00			4:54	5:02	5:12	4:55
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	7:40	6:06	8:13	7:13	7:30	7:21	6:48	7:36	8:41	8:05	7:14	7:16	9:25	8:14			7:08	8:36	26:26	26:46			7:52	7:56	24:24	6:42
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:45	3:14	3:37	4:00	3:56	3:41	3:25	3:54	3:49	4:09	3:53	3:57	4:08	4:01			4:06	4:15	4:00	5:07			4:11	3:50	4:09	3:44
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	3:00	2:27	2:41	3:22	3:08	2:47	2:34	3:07	2:30	3:13	2:50	3:16	2:45	2:44			2:46	2:37	2:42	3:22			3:06	2:47	2:52	2:51
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	5:35	5:09	5:44	5:32	5:41	5:52	5:12	5:41	6:12	6:16	6:06	5:33	6:49	6:02			6:06	7:16	7:01	8:10			6:01	6:09	6:47	5:28
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:19	1:38	1:57	2:59	2:22	2:01	1:46	2:28	1:48	2:41	2:09	2:22	2:00	1:57			2:14	2:02	2:16	3:06			3:06	2:08	1:56	2:22
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	7:24	6:18	7:26	6:43	6:57	7:01	6:25	6:59	7:15	7:32	7:22	6:56	9:06	7:09			7:34	7:36	7:01	8:10			7:00	7:26	7:57	6:49
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	5:58	4:24	4:25	5:59	5:11	4:34	4:57	5:11	4:28	5:35	4:49	5:19	4:57	4:42			5:09	4:45	5:17	6:03			5:46	5:12	5:50	5:14
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	8:28	6:58	8:43	7:48	7:46	7:48	7:14	7:34	9:20	9:02	7:52	7:58	10:07	8:02			8:11	9:42	25:57	27:08			7:58	8:42	9:44	7:28
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:34	2:48	3:21	3:37	3:39	4:35	4:27	3:47	4:28	4:01	4:55	3:56	3:57	4:02			4:00	3:13	3:55	4:13			4:32	3:13	4:07	3:53
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	3:15	2:32	2:51	3:29	3:36	3:58	2:53	2:58	2:46	3:18	4:01	3:35	2:33	3:42			3:38	3:09	3:08	3:46			3:48	2:38	2:44	3:01
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	6:33	4:10	4:51	4:38	4:11	6:20	6:00	5:12	5:41	7:36	6:18	6:40	7:28	5:26			6:07	4:00	5:28	6:00			7:16	5:56	6:29	5:49
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	3:21	2:00	2:33	4:31	3:28	3:15	3:05	2:36	2:00	3:09	3:50	3:01	2:54	2:24			3:44	3:49	2:48	4:16			4:21	2:02	2:15	3:05
5.3c	Total TAT HCG 95th percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	5:33	4:15	4:52	6:06	4:57	7:21	7:03	6:06	7:03	7:34	7:37	7:27	8:58	5:37			6:38	4:52	5:58	6:21			7:50	6:28	6:50	6:50
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	4:48	3:51	3:39	6:11	4:59	6:27	4:20	4:40	4:02	4:42	5:51	5:44	4:03	5:13			5:13	4:53	4:30	5:51			5:48	4:17	4:02	4:07
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	7:31	4:26	4:56	4:38	4:11	7:38	7:21	6:26	7:15	7:51	8:09	8:00	9:48	5:55			6:53	4:00	6:28	6:45			8:09	6:58	7:08	7:22
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:52	3:14	3:41	4:05	3:58	3:48	3:26	3:57	3:57	4:14	4:00	3:58	4:13	4:13			4:13	4:18	4:24	5:26			4:19	3:55	4:30	3:52
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	3:05	2:25	2:40	3:27	3:05	2:51	2:32	3:06	2:29	3:13	2:57	3:15	2:44	2:47			2:47	2:42	2:46	3:21			3:12	2:57	2:52	2:54
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	5:38	5:10	5:50	5:36	5:48	5:58	5:16	5:50	6:11	6:18	6:04	5:34	6:59	6:16			6:11	6:54	7:42	8:25			6:05	5:54	7:31	5:35
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:24	1:37	1:55	3:00	2:23	2:05	1:48	2:42	1:51	2:41	2:11	2:19	2:01	2:05			2:15	2:00	2:08	3:05			3:10	2:24	1:47	2:15
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	7:39	6:17	7:45	6:57	6:58	7:11	6:33	7:09	7:32	7:34	7:17	6:56	9:06	7:15			7:33	7:34	8:14	9:01			7:08	7:27	8:46	7:01
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	5:53	4:20	4:21	5:31	5:07	4:39	4:45	5:04	4:32	5:34	5:35	5:19	4:49	4:44			5:03	4:59	5:50	6:15			5:46	5:51	5:50	5:31
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	8:28	6:56	8:32	7:49	8:24	8:09	7:19	8:06	9:11	9:01	7:48	8:04	10:10	8:05			8:09	9:15	27:53	27:23			7:59	8:34	24:31	7:41

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					
					28/03/22	29/03/22	30/03/22	31/03/22	1/04/22	4/04/22	5/04/22	6/04/22	7/04/22	8/04/22	11/04/22	12/04/22	13/04/22	14/04/22	15/04/22	18/04/22	19/04/22	20/04/22	21/04/22	22/04/22	25/04/22	26/04/22	27/04/22	28/04/22	29/04/22					
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%	100.0%	100.0%					
<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	2:24	2:21	2:51	3:33	3:17	3:04	2:53	3:43	2:43	2:38	3:13	3:28	3:24	2:48							2:48	2:49	2:44	3:32		2:53	2:35	2:35	3:17
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	2:09	1:55	2:18	2:17	2:38	2:19	2:01	2:18	1:43	1:50	2:33	2:10	2:10	2:13							2:05	1:41	1:57	1:59		1:48	1:51	1:44	2:30
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	5:15	4:40	4:58	5:55	5:09	5:22	4:59	5:16	5:59	5:04	5:02	5:45	6:03	4:28							4:17	5:51	5:16	6:38		5:12	4:47	5:14	5:19
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:51	0:58	1:43	4:06	1:52	2:09	1:00	1:49	1:52	1:49	1:55	1:41	2:10	1:28							1:43	2:22	2:57	4:44		1:12	2:04	1:15	2:49
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	6:00	5:00	5:32	7:11	6:11	6:10	6:07	6:43	6:33	5:31	5:55	6:30	8:19	5:51							6:31	6:39	5:53	8:13		6:26	5:42	5:54	6:36
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	4:44	3:24	3:55	4:43	5:24	4:20	3:34	3:34	3:34	4:00	4:27	4:42	3:57	3:33							3:54	2:59	3:39	4:22		3:22	3:50	3:35	5:07
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	6:00	5:45	7:25	7:48	7:45	6:23	6:22	7:00	8:12	7:13	5:56	6:52	9:40	6:52							6:51	7:30	6:15	8:45		6:33	5:45	6:32	7:08
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:37	2:39	2:30	2:49	3:20	2:32	2:44	3:04	2:10	3:20	2:37	3:24	2:51	3:15							2:34	2:10	3:08	3:50		2:34	2:56	3:09	2:26
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	2:30	1:51	2:15	2:31	3:16	2:32	2:13	2:27	2:10	3:20	2:37	2:41	2:50	2:04							1:58	2:09	1:37	1:55		1:38	2:56	1:49	1:52
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	4:27	4:16	4:19	3:51	3:53	0:00	6:19	4:53	0:00	0:00	0:00	6:17	3:02	7:13							6:51	2:21	6:38	6:15		4:54	0:00	5:10	5:52
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:39	1:11	2:05	1:19	2:15	1:41	1:27	1:36	1:11	2:37	2:25	1:58	2:18	5:10							2:05	1:15	3:40	1:57		1:25	2:58	1:01	1:19
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	6:26	4:14	4:13	6:35	3:56	5:53	5:41	3:23	8:18	2:37	6:06	4:23	8:59							6:18	3:06	8:07	7:04		5:13	5:36	5:34	5:25
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	3:45	2:43	3:37	3:55	6:36	3:56	3:18	3:27	3:23	8:18	2:37	3:57	4:24	3:32							2:57	3:06	1:47	2:44		2:01	5:36	2:53	2:08
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	6:00	6:44	4:19	4:15	3:53	0:00	6:19	5:56	0:00	0:00	0:00	6:17	3:02	9:03							6:51	2:21	8:21	7:09		5:18	0:00	5:37	5:52
<b>6. RECOLLECTS</b>																																		
6.1	Total specimens	Total number of patient episodes (excluding self collects)		number	633	603	604	623	655	723	668	698	678	638	686	676	693	728								611	680	661	659		638	665	680	693
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.0%	0.5%	0.2%	0.0%	0.3%	0.0%	0.0%	0.4%	0.0%	0.0%	0.1%	0.0%	0.0%							0.2%	0.3%	0.0%	0.2%		0.0%	0.3%	0.1%	0.1%
<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																														
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																														