

Northland Pathology Laboratory Service KPI Reporting

KPI definition - Template version 3

Please do not add/change KPI IDs

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

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	27/06/22					28/06/22					29/06/22					30/06/22										
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri						
1. CALL CENTRE																														
1.1a	Total inbound calls	Number of calls placed / received		number	172	136	138	161	114	173	146	130	145	128	133	152	137	150	116	134	137	128	129	147	141	153	152	134	112	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	84	63	77	87	72	90	82	60	66	67	52	74	70	81	50	63	62	71	73	81	68	74	60	64	42	
1.2	Total calls answered	Number of calls answered		number	153	134	133	152	107	163	137	121	139	123	124	147	131	140	109	130	133	120	122	137	136	148	148	127	107	
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	11.7%	1.5%	3.6%	5.6%	6.1%	5.8%	6.2%	6.9%	4.1%	3.9%	6.8%	3.3%	4.4%	6.7%	6.0%	3.0%	2.9%	6.3%	5.4%	6.8%	3.5%	3.3%	2.6%	5.2%	4.5%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	9.5%	0.0%	2.6%	2.3%	2.8%	2.2%	1.2%	1.7%	0.0%	0.0%	1.9%	1.4%	2.9%	1.2%	2.0%	3.2%	1.6%	1.4%	1.4%	2.5%	2.9%	1.4%	1.7%	0.0%	2.4%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	34	37	35	33	33	38	28	34	26	25	33	32	31	31	28	39	31	29	30	41	40	27	31	30	31
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	1	-	-	-	-	3	1	1	-	-	-	1	-	2	3	-	-	-	2	3	-	3	5	-	-	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	0.6%	0.0%	0.0%	0.0%	0.0%	1.8%	0.7%	0.8%	0.0%	0.0%	0.0%	0.6%	0.0%	1.4%	2.8%	0.0%	0.0%	0.0%	1.6%	2.2%	0.0%	2.0%	3.8%	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	12	8	11	10	8	5	6	5	10	14	8	15	10	7	14	9	5	7	8	7	9	8	8	9
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	1	-	1	-	1	1	-	1	1	-	1	-	-	-	1	-	-	-	1	-	-	-	-	1	-
2.1aii	Wait time at N08: Broadway Kaitiaki	Average waiting time for a sample of patient attending Broadway Kaitiaki collection centre	Less than	30	Minutes	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	1	-	1	-	-	-	-	1	1
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	20	3	13	8	10	15	6	6	8	22	29	12	18	18	5	27	17	5	15	4	5	8	6	12	8
2.1aiv	Wait time at N02: Kensington	Average waiting time for a sample of patients attending Kensington Health collection centre	Less than	30	Minutes	5	5	3	4	6	13	8	3	3	1	4	3	-	-	-	12	12	3	2	3	5	9	2	2	3
2.1av	Wait time at N07: Kerikeri	Average waiting time for a sample of patients attending Kerikeri collection centre	Less than	30	Minutes	13	8	4	11	5	2	3	4	3	3	6	4	8	4	3	3	5	3	5	9	4	8	9	10	6
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	24	32	20	21	28	10	9	15	9	12	30	13	20	20	20	15	11	8	15	17	15	9	14	21	24
2.5	Long waits	Number of people waiting over 30 minutes		Number	54	54	6	24	59	12	-	12	2	20	106	10	40	49	23	33	6	-	34	31	23	12	15	35	56	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	18.2%	20.2%	2.0%	8.0%	20.6%	3.9%	0.0%	4.1%	0.7%	7.8%	32.2%	3.7%	14.7%	17.8%	8.2%	11.0%	2.1%	0.0%	11.5%	11.0%	9.1%	4.2%	6.0%	12.5%	19.4%
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	19	15	15	14	17	22	23	15	12	16	18	12	18	14	15	13	17	26	19	24	24	24	14	21	25	
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%
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	1,134	1,159	1,178	1,159	1,111	1,094	1,138	1,185	976	1,097	981	1,137	1,026	949	1,095	994	991	1,098	1,037	1,042	877	1,004	1,073	1,079	1,123	
4.2	Patient tests	Total number of patient tests performed		number	3,996	3,492	3,960	3,733	3,677	3,926	3,855	3,588	3,166	3,234	3,664	3,604	3,272	3,285	3,369	3,240	3,446	3,629	3,595	3,262	3,179	3,343	3,372	3,820	3,385	
4.3	Urgent tests	Total number of urgent tests		number	152	122	125	125	137	85	123	123	153	190	213	206	116	94	112	105	155	115	140	195	138	109	124	173	144	
4.4	% urgent tests	4.3 divided by 4.2		percent	4%	3%	3%	3%	4%	2%	3%	3%	5%	6%	6%	6%	4%	3%	3%	3%	4%	3%	4%	6%	4%	3%	4%	5%	4%	
4.6	Critical results	Number of critical test results		number	2	1	1	4	-	2	6	2	2	1	4	3	4	-	3	1	1	6	-	3	3	8	-	5	3	
4.7	Critical results phoned	Number of critical test results phoned through to appropriate contact requestor within 1 hour.		number	2	1	1	4	-	2	6	2	2	1	4	3	4	-	3	1	1	6	-	3	3	8	-	5	3	
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	100%	100%	100%	100%	100%	100%	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																									
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																									

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

Item	Indicator	Definition	Target	Unit	2022					2023					2024					2025											
					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 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%	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	3:22	3:12	3:47	3:28	3:47	3:21	3:40	3:15	3:08	2:56	3:25	2:28	3:07	3:12	2:53	2:24	3:34	2:54	3:08	2:47	3:30	2:42	2:46	2:55	3:01	
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	2:18	2:36	3:05	3:05	2:45	2:46	2:52	2:18	2:20	2:14	2:18	1:46	2:13	2:00	2:03	2:02	2:26	2:13	2:00	1:37	2:37	2:17	1:59	2:30	2:28	
5.9aaii	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	5:46	4:31	5:53	4:31	5:26	5:48	5:06	5:20	5:04	5:08	4:54	4:05	5:12	5:03	4:09	3:52	5:13	3:54	4:19	4:22	4:45	4:56	4:40	3:37	4:00	
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:56	3:00	2:49	1:36	1:36	2:01	1:45	1:37	1:38	1:39	1:44	1:13	2:06	1:42	3:00	1:41	1:41	1:07	1:26	1:00	1:56	1:16	1:27	1:31	1:47	
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	6:55	5:04	6:47	5:38	7:15	6:20	6:24	6:55	5:41	6:19	7:08	5:52	7:51	5:54	6:40	5:17	6:44	5:54	6:00	5:35	6:30	4:50	5:38	5:37	5:16	
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	3:44	4:44	5:22	4:39	4:20	4:15	4:44	3:13	3:26	4:00	4:44	3:24	4:18	3:40	3:59	3:36	5:26	3:43	3:33	3:17	3:51	4:20	4:38	4:19	4:05	
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	7:09	5:39	7:30	6:00	8:19	6:47	6:34	7:16	5:53	6:53	7:27	6:11	9:02	6:00	6:43	6:19	6:59	6:42	6:00	6:31	6:36	7:35	5:57	6:00	5:28	
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	4:40	2:42	2:26	3:32	4:10	3:24	4:18	6:57	3:15	2:04	2:10	2:54	2:21	2:06	4:00	2:26	1:45	3:47	2:52	1:56	2:54	3:05	1:56	3:17	2:41	
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	4:40	2:42	1:44	2:44	1:18	2:51	4:18	2:17	3:15	2:04	2:10	2:34	2:13	2:06	3:20	2:26	1:45	2:54	1:41	1:56	2:24	2:43	1:56	2:45	2:41	
5.10aaii	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	0:00	5:57	6:22	5:36	5:37	0:00	25:35	0:00	0:00	0:00	5:56	3:31	0:00	5:21	0:00	0:00	6:25	6:23	0:00	6:23	4:12	0:00	5:10	0:00	
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	6:33	1:21	1:19	3:42	1:13	1:33	4:12	0:52	3:22	2:07	1:04	1:08	1:29	2:02	3:00	0:55	1:43	2:18	1:20	1:31	1:51	1:33	1:51	1:46	1:54	
5.10c	Total TAT Troponin 98th percentile	Turnaround time from 98th centile collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	8:17	4:38	5:34	6:33	6:00	5:27	6:20	23:52	4:23	3:15	3:18	5:53	3:59	2:44	5:17	2:26	2:30	6:50	6:00	2:15	6:22	5:39	2:56	5:33	2:47	
5.10ci	Total TAT Troponin 98th percentile Within Whangarei regions	Turnaround time from 98th centile collection to report within Whangarei regions, expressed in hour:minutes	less than	6:00	hours: minutes	8:17	4:38	2:14	4:12	1:18	3:40	6:20	4:00	4:23	3:15	3:18	5:24	3:58	2:44	3:49	2:26	2:30	4:21	2:04	2:15	5:51	3:53	2:56	5:31	2:47	
5.10cii	Total TAT Troponin 98th percentile 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	0:00	0:00	5:57	6:38	6:01	5:37	0:00	25:35	0:00	0:00	0:00	5:56	3:31	0:00	5:21	0:00	0:00	6:58	6:23	0:00	6:23	5:52	0:00	5:27	0:00	
6. RECOLLECTS																															
6.1	Total specimens	Total number of patient episodes (excluding self collects)		number	756	671	726	685	654	756	722	712	567	632	736	659	605	606	660	662	652	675	716	639	619	640	620	682	696		
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.1%	0.0%	0.1%	0.0%	0.7%	0.3%	0.1%	0.2%	0.6%	0.0%	0.0%	0.2%	0.5%	0.0%	0.3%	0.5%	0.1%	0.0%	0.5%	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					1																1						1
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																											