

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	2022					2023					2024					2025										
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri						
					28/11/22	29/11/22	30/11/22	1/12/22	2/12/22	5/12/22	6/12/22	7/12/22	8/12/22	9/12/22	12/12/22	13/12/22	14/12/22	15/12/22	16/12/22	19/12/22	20/12/22	21/12/22	22/12/22	23/12/22	26/12/22	27/12/22	28/12/22	29/12/22	30/12/22	
1. CALL CENTRE																														
1.1a	Total inbound calls	Number of calls placed / received		number	159	134	164	128	108	220	158	152	138	135	184	171	125	162	133	163	122	123	123	70	Public	Public	121	125	94	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	76	68	74	69	77	112	90	67	59	71	93	77	74	77	74	85	57	75	70	49			67	79	60	
1.2	Total calls answered	Number of calls answered		number	154	129	160	120	103	194	147	143	130	115	170	169	118	152	124	152	115	116	116	66			115	116	91	
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	3.1%	3.7%	2.4%	6.3%	4.6%	11.8%	7.0%	5.9%	5.8%	14.8%	7.0%	7.0%	5.6%	6.2%	6.8%	6.7%	5.7%	5.7%	5.7%	5.7%			5.0%	7.0%	3.2%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	1.3%	0.0%	2.7%	2.9%	1.3%	4.5%	2.2%	1.5%	3.0%	18.3%	2.2%	1.3%	1.4%	2.6%	2.7%	2.4%	1.8%	2.7%	2.9%	2.0%			0.0%	2.5%	1.7%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	32	34	33	43	37	36	34	30	32	43	30	35	29	35	39	39	38	39	36	29			36	40	44
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	-	-	-	-	-	3	1	-	-	3	-	-	1	-	2	-	-	-	1	-			-	-	3	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.7%	0.0%	0.0%	2.6%	0.0%	0.0%	0.8%	0.0%	1.6%	0.0%	0.0%	0.0%	0.8%	0.0%			0.0%	0.0%	3.3%	
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	7	8	10	7	7	17	8	9	6	6	11	6	6	4	6	12	5	5	4	3			12	4	6
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	-			-	-	-
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	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	4	7	3	5	5	9	5	9	14	5	10	4	12	2	5	6	3	3	3	5			8		2
2.1aiv	Wait time at N02: Kensington	Average waiting time for a sample of patients attending Kensington Health collection centre	Less than	30	Minutes	8	14	4	4	8	15	6	2	5	9	25	5	2	3	4	14	10	5	3	2					
2.1av	Wait time at N07: Kerikeri	Average waiting time for a sample of patients attending Kerikeri collection centre	Less than	30	Minutes	5	9	3	6	4	10	11	10	4	7	6	7	7	5	4	10	6	3	4	2			3	2	3
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	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1			-	-	-
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	22	7	29	17	10	34	10	15	7	13	14	7	15	9	11	29	8	14	10	5			26	5	14
2.5	Long waits	Number of people waiting over 30 minutes		Number	53	1	69	19	1	92	4	11	19	-	18	-	12	-	-	34	2	4	1	-			43	-	1	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	15.3%	0.3%	22.0%	5.3%	0.3%	24.7%	1.2%	3.3%	5.8%	0.0%	4.8%	0.0%	3.7%	0.0%	0.0%	9.9%	0.6%	1.3%	0.3%	0.0%			19.3%	0.0%	0.4%
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	13	27	25	26	19	16	25	21	16	14	12	18	21	20	14	15	13	25	13	10			13	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%	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	1,166	1,196	1,209	1,273	1,300	1,171	1,263	1,251	1,262	1,230	1,231	1,244	1,232	1,215	1,254	1,126	1,076	1,088	938	815			684	618	729	
4.2	Patient tests	Total number of patient tests performed		number	4,216	4,146	4,309	4,297	3,966	4,043	4,330	4,307	3,978	4,005	4,057	3,921	3,944	3,911	4,126	3,920	3,554	3,717	3,003	2,335			2,181	1,843	2,141	
4.3	Urgent tests	Total number of urgent tests		number	158	135	134	187	107	239	67	100	77	98	115	126	168	59	110	119	167	137	75	153			115	93	59	
4.4	% urgent tests	4.3 divided by 4.2		percent	4%	3%	3%	4%	3%	6%	2%	2%	2%	2%	3%	3%	4%	2%	3%	3%	5%	4%	2%	7%			5%	5%	3%	
4.6	Critical results	Number of critical test results		number	-	-	3	2	1	3	3	-	2	1	3	1	-	5	2	4	9	5	3	5	5			5	8	9
4.7	Critical results phoned	Number of critical test results phoned through to appropriate contact requestor within 1 hour.		number	-	-	3	2	1	3	-	2	1	2	1	-	3	2	4	9	5	3	5	5			5	8	9	
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%	67%	100%	100%	60%	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	2022/23					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							
					28/11/22	29/11/22	30/11/22	1/12/22	2/12/22	5/12/22	6/12/22	7/12/22	8/12/22	9/12/22	12/12/22	13/12/22	14/12/22	15/12/22	16/12/22	19/12/22	20/12/22	21/12/22	22/12/22	23/12/22	26/12/22	27/12/22	28/12/22	29/12/22	30/12/22		
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	3:01	3:37	4:33	3:36	3:44	2:46	4:00	4:10	3:47	4:12	2:52	3:52	4:02	3:47	4:03	2:50	3:44	3:39	3:49	3:38				3:40	3:03	3:07
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	2:02	1:52	1:55	1:45	1:57	1:44	2:04	1:49	1:45	1:49	1:54	1:51	1:56	2:11	2:09	1:57	1:50	1:47	1:55	1:49				1:46	1:18	1:33
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	4:54	7:14	8:15	6:35	7:08	4:57	7:51	7:47	7:12	7:47	4:56	7:10	7:27	6:35	7:27	4:37	7:24	7:43	7:27	6:55				6:43	6:35	5:41
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	0:37	1:04	0:54	1:22	0:53	0:54	1:28	0:58	1:06	0:46	0:49	0:57	1:36	2:11	1:13	1:05	1:01	0:52	0:57				1:18	0:57	1:16
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	6:31	7:04	24:44	7:18	7:17	6:14	7:51	24:15	6:58	9:00	6:12	8:13	8:33	7:31	7:58	5:55	7:06	6:37	7:56	7:02				8:43	7:16	6:25
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	4:19	3:38	4:22	4:18	4:26	3:56	4:07	3:49	4:04	4:39	4:14	3:46	4:09	5:35	4:35	4:51	4:10	4:30	4:30	4:47				4:52	3:07	3:38
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	7:31	27:01	28:39	26:00	27:55	7:08	28:56	28:16	28:23	28:48	7:14	28:20	27:46	25:50	27:01	6:21	27:21	27:56	28:23	27:47				9:12	26:38	8:26
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:42	4:10	4:55	4:21	3:56	3:26	4:01	4:41	4:32	4:29	3:27	4:17	4:47	4:14	4:18	3:31	4:19	4:22	4:30	3:40				4:08	4:11	3:22
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	2:50	2:38	2:36	2:44	2:30	2:37	2:28	2:32	2:20	2:27	2:35	2:27	2:47	2:36	2:27	2:42	2:20	2:35	2:44	2:29				2:22	2:09	2:21
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	5:25	7:23	8:19	7:00	6:53	5:19	7:15	7:48	7:52	7:25	5:15	7:18	7:51	7:03	7:28	5:06	7:50	8:00	7:53	5:53				7:02	7:59	5:09
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:45	1:25	1:35	2:10	1:30	1:47	1:15	1:31	1:19	1:29	1:24	1:12	2:17	1:35	1:36	1:36	1:14	1:39	1:45	1:37				1:36	1:58	1:53
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	6:53	7:33	19:02	7:33	6:57	6:27	6:46	14:43	8:24	8:14	6:39	6:54	8:58	7:20	7:40	6:31	8:01	7:11	8:32	6:27				8:58	8:45	6:27
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	4:38	4:21	4:33	4:45	4:19	4:25	4:18	4:11	4:21	4:37	4:43	4:22	4:47	5:05	4:16	5:00	4:01	4:43	4:56	4:10				5:13	3:41	3:51
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	8:07	26:51	28:26	25:32	26:04	7:07	27:35	27:31	29:02	28:40	7:38	28:52	28:43	25:37	26:21	6:51	27:22	28:33	28:46	7:36				9:24	30:02	7:44
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	4:10	3:52	4:14	3:49	4:56	3:00	3:12	4:24	4:26	3:32	3:57	4:08	4:09	3:31	3:32	5:12	2:16	3:14	3:32	3:19				4:31	2:30	3:48
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	3:05	2:36	3:37	3:09	2:32	2:40	2:38	2:46	2:23	2:28	3:27	4:07	3:03	2:57	2:29	2:51	2:16	2:44	2:57	1:38				2:12	1:58	7:38
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	5:52	5:52	5:53	5:56	10:40	7:01	4:48	10:09	10:34	5:25	6:04	4:13	5:49	5:37	6:24	9:01	0:00	6:00	5:31	5:00				8:00	6:13	13:13
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:09	1:44	2:28	2:54	1:41	2:49	2:27	2:17	1:46	2:30	2:33	1:48	2:18	2:02	2:33	3:08	2:31	1:53	2:05	1:18				1:54	2:22	2:12
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	7:45	7:18	7:19	6:09	10:53	5:10	5:44	9:06	12:00	6:07	7:16	12:23	6:55	6:34	6:39	7:12	3:34	5:55	5:46	5:32				9:40	5:54	2:13
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	4:01	3:56	6:42	5:11	4:10	3:52	3:45	3:38	3:49	3:24	7:06	5:05	5:23	4:52	4:51	4:04	3:34	4:59	4:31	2:02				2:53	3:01	3:56
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	8:59	7:34	6:51	6:19	24:11	7:01	5:49	22:56	22:19	7:12	7:08	14:46	7:20	7:18	7:08	22:14	0:00	6:20	6:32	5:48				9:48	6:48	6:05
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:51	4:36	4:53	4:46	4:26	3:41	4:38	5:14	4:46	4:55	3:36	4:36	4:48	4:33	4:36	3:27	4:41	4:29	5:00	4:09				4:25	4:06	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	2:59	2:48	2:32	2:48	2:33	2:37	2:35	2:34	2:24	2:29	2:36	2:28	2:48	2:43	2:30	2:36	2:22	2:41	2:44	2:28				2:25	2:15	2:21
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	8:03	8:04	7:43	7:58	6:00	8:11	8:58	8:00	8:11	5:28	8:00	7:46	7:18	7:42	4:57	8:42	7:59	8:33	7:00				7:08	7:46	5:29
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:44	1:25	1:35	2:13	1:31	1:54	1:22	1:35	1:16	1:35	1:23	1:15	2:13	1:36	1:39	1:38	1:17	1:42	1:50	1:38				1:40	2:05	1:54
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	6:58	7:37	10:42	7:55	7:26	6:45	8:24	25:18	23:50	9:30	6:44	8:32	9:10	7:46	7:41	6:26	24:45	7:02	23:24	7:10				9:15	8:38	6:30
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	4:45	4:24	4:26	5:01	4:36	4:29	4:28	4:06	4:26	4:57	4:50	4:37	4:36	4:50	4:11	4:47	4:05	4:40	4:41	4:21				5:03	3:58	3:50
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	8:16	27:45	28:26	27:38	28:34	8:47	29:10	29:11	28:45	28:53	7:41	29:33	28:13	26:01	27:09	6:51	28:36	28:00	29:11	25:29				9:39	27:28	7:01

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					
						28/11/22	29/11/22	30/11/22	1/12/22	2/12/22	5/12/22	6/12/22	7/12/22	8/12/22	9/12/22	12/12/22	13/12/22	14/12/22	15/12/22	16/12/22	19/12/22	20/12/22	21/12/22	22/12/22	23/12/22	26/12/22	27/12/22	28/12/22	29/12/22	30/12/22
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 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%					
URGENT																														
5.9a	Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:17	2:42	3:05	2:55	3:12	3:23	3:03	3:24	2:25	3:29	2:45	3:45	3:58	2:58	3:43	3:07	2:16	2:55	3:09	2:56	4:16	3:02	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	2:30	2:03	2:28	2:28	2:19	2:37	2:10	2:12	1:55	2:12	2:12	2:14	2:32	2:15	2:43	2:42	2:13	1:48	1:54	1:53	2:35	2:11	1:49		
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	4:08	5:26	4:10	4:22	4:44	4:24	4:49	5:04	3:57	4:50	5:00	6:25	5:08	4:50	5:00	4:27	2:35	4:01	4:53	4:26	5:42	4:31	4:52		
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:16	1:01	1:38	1:43	1:30	1:53	1:57	2:32	1:14	1:21	1:44	1:17	1:05	1:50	2:12	1:40	1:24	1:39	1:11	1:29	2:08	1:35	1:50		
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	5:43	5:44	5:56	5:32	6:34	6:12	6:15	6:28	4:55	6:17	5:44	5:56	6:43	5:52	6:48	5:42	4:13	6:14	6:00	6:21	9:23	7:18	6:53		
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	3:37	3:30	4:37	4:12	4:28	3:56	4:02	3:39	3:56	4:06	3:30	3:48	4:20	4:21	4:20	3:56	4:07	3:21	3:39	3:02	4:09	5:47	2:49		
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	6:27	6:19	6:38	6:04	6:39	6:21	6:30	6:39	5:24	6:22	5:55	15:49	6:46	6:38	6:59	6:00	4:09	6:24	6:14	6:32	9:30	7:21	7:53		
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:11	2:45	3:08	3:05	2:12	3:11	2:56	3:15	3:01	4:03	3:15	4:05	2:08	2:03	2:20	2:27	3:21	1:39	2:32	1:56	2:33	2:12	2:15		
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	3:11	1:38	3:08	2:18	2:12	2:26	1:21	2:44	3:01	3:44	1:55	2:49	2:08	2:03	2:20	2:27	2:35	1:39	2:32	1:56	2:33	2:12	2:15		
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	5:31	0:00	5:26	0:00	5:27	4:32	7:21	0:00	5:01	5:29	5:22	0:00	0:00	0:00	0:00	4:55	0:00	0:00	0:00	0:00	0:00	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	1:22	1:31	1:59	1:27	1:11	1:43	0:54	1:39	1:36	2:03	0:53	1:27	1:19	1:22	1:05	1:04	1:56	1:14	0:49	2:19	1:46	1:49	2:20		
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	4:26	6:29	5:16	7:12	3:38	5:33	4:28	6:48	4:46	6:00	6:00	6:46	4:11	3:13	3:28	4:47	6:00	2:17	3:12	2:42	4:35	2:29	2:59		
5.10ci	Total TAT Troponin 98th 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	4:26	1:58	5:16	3:27	3:38	3:32	1:21	3:53	4:46	6:00	3:08	5:18	4:11	3:13	3:28	4:47	4:02	2:17	3:12	2:42	4:35	2:29	2:59		
5.10cii	Total TAT Troponin 98th 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	0:00	6:44	0:00	7:43	0:00	5:35	4:32	7:21	0:00	5:01	6:00	6:52	0:00	0:00	0:00	0:00	6:00	0:00	0:00	0:00	0:00	0:00	0:00		
6. RECOLLECTS																														
6.1	Total specimens	Total number of patient episodes (excluding self collects)		number		819	741	753	809	763	814	815	801	750	718	831	831	766	760	771	735	698	669	602	467	-	-	457	367	442
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.24%	0.40%	0.27%	0.00%	0.13%	0.00%	0.37%	0.12%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.14%	0.15%	0.00%	0.00%	0.22%	0.27%	0.00%		
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						2																			2	
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																										