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 do not meet target blue cells indicate contracted KPIs

							Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
item	Contract	Indicator	Definition		Target	Unit	1/05/14	2/05/14	5/05/14	6/05/14	7/05/14	8/05/14	9/05/14	12/05/14	13/05/14	14/05/14	15/05/14	16/05/14	19/05/14	20/05/14	21/05/14	22/05/14	23/05/14	26/05/14	27/05/14	28/05/14	29/05/14	30/05/14
1.1a		Total inbound calls	Number of calls placed / received			number	1,591	1603		1592	1692	1,688	1691	1728	1570	1670	1,598	1553	1667	1671	1539	1,690	1601	1749	1574	1552	1,546	1673
1.1b	į į	Total inbound calls - results ine	Number of calls placed / received on results line			number	750	822	791	783	785	803	855	848	747	792	784	773	793	799	773	883	794	854	799	782	806	808
1.2 1.3a		Total calls answered % calls unanswered	Number of calls answered Also known as "abandonment".	less	7.0%	number percent	1,517	1,527	1,667	1,571 1.3%	1,668	1,622 3.9%	1,626 3.8%	1,679 2.8%	1,510 3.8%	1,600 4.2%	1,525 4.6%	1,488 4.2%	1,599 4.1%	1,627 2.6%	1,513 1.7%	1,636 3.2%	1,568 2.1%	1,709 2.3%	1,521 3.4%	1,539 0.8%	1,518 1.8%	1,643
			1- (1.2 divided by 1.1a)	than																								
1.3b	ì	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.1%	2.6%	0.8%	0.8%	0.5%	2.9%	2.9%	2.1%	2.1%	1.9%	2.0%	1.6%	1.9%	1.0%	1.0%	1.8%	1.1%	1.5%	2.0%	0.8%	0.5%	1.5%
1.4		Results calls % results calls	Number of calls requesting test results 1.4 divided by 1.2			number percent	750 47.1%	822 51.3%	791 46.6%	783 49.2%	785 46.4%	803 47.6%	855 50.6%	848 49.1%	747 47.6%	792 47.4%	784 49.1%	773 49.8%	793 47.6%	799 47.8%	773 50.2%	883 52.3%	794 49.6%	854 48.8%	799 50.8%	782 50.4%	806 52.1%	808 48.3%
1.6	,	Average wait time	Average wait time on the phone for results,	less	150	seconds	18	17	22	25	25	47	45	30	38	41	16	34	37	24	22	32	26	31	40	22	30	23
			measured in seconds ("Lab Results" figure)	than																								
1.7	'	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	70	131	52	44	43	153	99	98	94	114	142	96	106	59	46	63	35	61	71	33	46	40
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	4.4%	8.2%	3.1%	2.8%	2.5%	9.1%	5.9%	5.7%	6.0%	6.8%	8.9%	6.2%	6.4%	3.5%	3.0%	3.7%	2.2%	3.5%	4.5%	2.1%	3.0%	2.4%
		2. COLLECTION CENTRES		ulali																								
2.1	1	Wait time Manukau DHB	Average waiting time in minutes for a sample of patients attending Manukau DHB collection centres between 7am and 11am (peak collection time)	less than	30	minutes	8	3 11	11	11	9	10	10	12	12	9	8	12	10	13	10	9	10	10	10	8	6	8
2.2	١	Wait time Auckland DHB	Average waiting time in minutes for a sample of patients attending Auckland collection centres between 7am and 11am (peak	less than	30	minutes	7	7	8	8	6	7	7	8	7	7	6	6	8	8	7	7	6	7	7	6	6	6
2.3	,	Wait time Waitemata DHB	collection time) Average waiting time in minutes for a sample	less	30	minutes	11	9	12	7	9	10	9	11	8	9	8	10	12	10	7	9	8	11	8	7	7	7
2.4		Number waiting	of patients attending Waitemata collection centres between 7am and 11am (peak collection time) Total number people attending Manukau,	than		number	3,342	3.459	3,809	3.664	3,301	3,310	3,387	3,610	3,516	3,280	3,257	3.245	3,725	3,557	3,212	3,159	3,337	3,612	3,209	2,893	2,940	3,138
2.4		watering	Auckland and Waitemata collection centres between 7am and 11am			Julipei	3,342	3,459	3,809	3,004	3,301	3,310	3,367	3,010	3,010	3,200	3,237	3,243	3,725	3,337	3,212	3,139	3,337	3,012	3,209	2,093	2,940	3,130
2.5		Long waits	Number of people waiting over 30 minutes	leri	,	number	81	112	181	94	81	103	99	145	125	68	61	105	144	14	66	109	78	135	97	39	31	32
2.6	,	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	2.4%	3.2%	4.8%	2.6%	2.5%	3.1%	2.9%	4.0%	3.6%	2.1%	1.9%	3.2%	3.8%	3.9%	2.1%	3.5%	2.3%	3.7%	3.0%	1.4%	1.1%	1.0%
2.7	Į.	Long waits Time from collection to lab	Maximum wait time (incl GTT's) 80th percentile for time from collection to lab	less	4:00	minutes hours:	72 4:00	132	136 4:00	111 4:00	117 4:00	133 4:00	148 4:00	219 4:00	234 4:00	138 4:00	127 4:00	190 4:00	215 4:00	182 4:00	162 4:00	192 4:00	159 4:00	105 4:00	137 4:00	64 4:00	99 4:00	125 4:00
			(hrs:minutes)	than	4.00	minutes																						
2.9	ŗ	Time from collection to lab - max	Maximum time from collection to lab (hrs:minutes)			hours: minutes	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00
3.1	ŀ	3. HOME VISITS Home visits booked	Number of home visits booked for the day			number	468	490	450	559	481	470	457	437	443	515	393	409	447	538	459	392	427	557	513	401	408	369
			(exclude home visits where the patient was not home)																									
3.2	1	Home visits attended	Number of home visits attended for the day			number	459	485	438	550	480	463	447	432	437	510	382	402	441	529	449	389	423	549	503	395	386	360
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater	90%	percent	98.1%	99.0%	97.3%	98.4%	99.8%	98.5%	97.8%	98.9%	98.6%	99.0%	97.2%	98.3%	98.7%	98.3%	97.8%	99.2%	99.1%	98.6%	98.1%	98.5%	94.6%	97.6%
3.4		Urgent home visits booked	Number of urgent home visits booked for the day (exclude home visits where the patient was not home)	trien		number	35	5 28	28	19	27	22	26	29	23	26	24	29	32	40	34	40	33	30	29	24	29	38
3.5	ı	Urgent home visits completed	Number of urgent home visits completed for the day			number	35	28	28	19	27	22	26	29	23	26	24	29	32	40	34	40	33	30	29	24	29	38
3.6	yes I	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	greater then	99%	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%
4.1		Patient episodes	Total number of patient episodes			number	9,455	9,704	11,427	11,349	10,650	10,527	10,408	11,689	11,223	10,520	10,643	10,276	11,853	11,470	10,972	10,357	10,340	12,163	11,094	10,248	10,026	10,283
4.2		Patient tests Urgent tests	Total number of patient tests performed Total number of urgent tests			number number	39,476		43,792 436	44,820 417	41,278 371	40,734 342	41,059 391	44,096 450	43,063 414	40,506 421	40,258 372	39,445 448	43,522 394	43,401 513	42,317 414	39,277	39,430 526	43,022 424	40,627 452	36,634	36,780 407	39,169
4.4	-	% urgent tests	4.3 divided by 4.2			percent	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
4.5	Į.		Percentage of completed test episodes provided to Health-Pac within agreed timeframes (kpi to be reported once a month only - first day of month for previous month performance)	equal to	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
4.6 4.7	-		Number of critical test results Number of critical test results phoned through			number number	30	37	64	45	50 50	51 51	43	60 59	58 57	52 52	57 57	56 55	68	79 79	66 65	46	48	66	61 61	45 45	48 48	68
4.7		onical results phoned	(a.Referrer; b. patient; c. police)			ildilibei	28	31	63	45	30	31	43	39	37	32	37	55	67	79	65	40	40	00	01	45	40	67
4.8	yes '	% of critical results phoned within 1 hour	Percentage of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)	greater then	98%	percent	97%	100%	98%	100%	100%	100%	100%	98%	98%	100%	100%	98%	99%	100%	98%	100%	100%	100%	100%	100%	100%	99%
4.11	,	Amended Results	Number of results changed after original result was reported to referrer			number	21	42	42	40	28	52	53	41	50	53	72	58	63	47	52	57	56	56	56	34	66	38
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	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%
4.13	Yes		90th centile for collection to receipt by LabPlus measured in hours:minutes (Excludes frozen samples)	less than	20:00	hours: minutes																						
4.14	Yes s	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 then	95%	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%
		5. TURNAROUND TIME																										
5.1a		NON-URGENT Total TAT Complete blood	Average turnaround time from collection to	less	8:00	hours:	5:02	5:29	5:13	5:12	5:32	5:20	5:12	5:38	5:07	5:10	4:49	5:05	5:15	5:00	4:54	4:42	5:00	4:50	4:40	4:52	4:43	4:45

							Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
item	Contract	Indicator	Definition		Target	Unit	1/05/14	2/05/14	5/05/14	6/05/14	7/05/14	8/05/14	9/05/14	12/05/14	13/05/14	14/05/14	15/05/14	16/05/14	19/05/14	20/05/14	21/05/14	22/05/14	23/05/14	26/05/14	27/05/14	28/05/14	29/05/14	30/05/14
5.1b		Lab TAT Complete blood	Turnaround time from 90th centile receipt to	less	4:00	hours:	1:04	1:07	1:05	1:25	1:38	1:13	1:07	1:34	1:18	1:20	0:49	1:14	1:03	0:55	0:52	0:51	0:51	0:49	0:47	0:49	0:55	0:53
5.1c	yes	Complete blood count 95% percentile - in zone	report, expressed in hour:minutes Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours: minutes	8:00	9:00	7:00	8:00	9:00	9:00	8:00	10:00	7:00	8:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00
5.2a		Total TAT Electrolytes	IN ZONE Average turnaround time from collection to	less	8:00	hours:	5:19	5:41	5:31	5:47	5:51	5:45	5:42	5:49	5:17	5:33	5:13	5:42	5:54	5:43	5:19	5:02	5:21	5:19	4:56	5:08	4:51	5:02
			report, expressed in hour:minutes	than		minutes																						
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:18	1:17	1:19	1:44	1:54	1:36	1:36	1:44	1:24	1:43	1:09	1:51	1:39	1:36	1:12	1:09	1:09	1:14	1:01	1:01	1:01	1:09
5.2c	yes	Total TAT Electrolytes 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less - than	12:00	hours: minutes	8:00	9:00	8:00	10:00	10:00	9:00	9:00	10:00	8:00	8:00	7:00	10:00	10:00	10:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00
			IN ZONE																									
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	than	8:00	hours: minutes	6:12	6:26	6:12	5:37	6:31	6:20	5:17	5:46	5:34	5:25	5:24	6:28	6:32	5:14	5:54	5:21	4:52	5:26	4:45	5:38	6:58	4:44
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:53	2:27	2:30	2:09	2:48	2:39	1:48	2:05	2:03	1:50	1:38	3:05	2:43	1:39	2:22	1:47	1:38	1:51	1:16	1:55	1:44	1:25
5.3c	yes	Total TAT HCG 95% percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less - than	12:00	hours:	5:00	7:00	5:00	4:00	5:00	5:00	4:00	4:00	4:00	3:00	2:00	5:00	4:00	4:00	4:00	4:00	5:00	5:00	3:00	6:00	5:00	3:00
			IN ZONE			Illilides																						
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:19	5:42	5:32	5:52	5:57	5:48	5:45	6:00	5:22	5:38	5:16	5:48	5:58	5:49	5:20	5:07	5:33	5:24	5:06	5:12	4:56	5:09
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:20	1:21	1:39	1:48	1:59	1:40	1:39	1:54	1:28	1:48	1:15	1:55	1:46	1:40	1:16	1:14	1:13	1:20	1:09	1:05	1:06	1:15
5.5c	yes	Total TAT Liver 95% percentile in zone	Turnaround time for 95th centile from	less than	12:00	hours:	8:00	9:00	9:00	10:00	10:00	9:00	10:00	10:00	8:00	8:00	8:00	10:00	10:00	10:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00
5.0-	V	Total TAT Histology -	collection to report, expressed in hour:minutes IN Zone Turnaround time for 80th centile from	less	2.0		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0
5.6a	Yes	Biopsies	collection to report, expressed in working days	than		working days	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0
5.6b	yes	Total TAT Histology - major resections	Turnaround time for 80th centile from collection to report, expressed in working days	less than	5.0	working days	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5.6c	yes	Total TAT Histology 98% percentile	Turnaround time for 98th centile from collection to report, expressed in working days	less than	10.0	working days	3.0	10.0	6.0	6.0	6.0	5.0	4.0	6.0	6.0	9.0	4.0	4.0	7.0	6.0	6.0	6.0	4.0	7.0	5.0	7.0	6.0	4.0
5.7a		Total TAT - Urine Micro &	Average turnaround time from collection to	less	48:00	hours:	15:30	16:43		13:10	15:41	15:44	15:24		17:31	15:30	15:08	15:06		15:30	15:04	15:49	16:41		15:50	16:40	17:34	14:44
5.7b	1	Culture - non-urgent Total TAT - Urine Micro &	report, expressed in hour:minutes Turnaround time from 90th centile receipt to	than	48:00	minutes hours:	12:16	13:49		10:20	13:07	12:29	11:30		14:37	13:04	12:24	11:39		12:54	12:15	13:47	13:07		12:39	13:58	14:49	12:29
5.7c	V/02	Culture - non-urgent Total TAT Urine Micro &	report, expressed in hour:minutes Turnaround time for 90th centile from	than	2.0	minutes working	1.0	1.3		1.0	1.3	1.2	13		1.2	1.2	1.3	1.3		1.2	1.9	1.2	1.3		13	1.3	1.5	1.3
5.7C	yes	Culture - non-urgent 90%	collection to report, expressed in working days		2.0	days	1.3	1.3		1.0	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.3	1.3	1.5	1.3
5.8		Lab TAT - Routine Biochem	Percentage of biochem & haem reports with	greater	90%	percent	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	99.9%	100.0%
		and Haem	TAT (from receipt of test in lab to communication of results) less than 48 hours	then																								
5.9a		Total TAT INR	Average turnaround time from collection to	less	6:00	hours:	3:33	3:36	3:31	3:34	3:34	3:31	3:33	3:41	3:42	3:31	3:38	3:31	3:43	3:43	3:30	3:39	3:34	3:45	3:36	3:26	3:35	3:33
5.9b		Lab TAT INR	report, expressed in hour:minutes Turnaround time from 95th centile receipt to	than	3:00	minutes hours:	0:38	0:38	0:35	0:36	0:36	0:38	0:36	0:35	0:33	0:35	0:36	0:38	0:35	0:37	0:34	0:35	0:36	0:36	0:37	0:35	0:36	0:36
5.9c	Vec	Total TAT INR 95%	report, expressed in hour:minutes Turnaround time from 95th centile collection to	than	6:00	minutes hours:	6:00	6:00	5:00	6:00	6:00	6:00	6:00	5:00	6:00	5:00	5:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	5:00	5:00	5:00
	ycs	percentile in zone	report, expressed in hour:minutes in zone	than		minutes																						
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:33	3:43	4:23	3:48	3:52	3:54	4:05	3:46	3:53	3:48	3:35	3:59	3:46	3:42	4:08	4:28	3:51	3:46	3:59	3:59	3:44	3:35
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:56	0:55	1:46	1:00	1:14	1:07	1:14	1:05	1:14	1:08	1:04	1:34	1:04	0:58	1:18	1:39	1:04	1:02	1:13	1:16	1:06	1:00
5.10c	yes	Total TAT Troponin 98% centile in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours: minutes	6:00	6:00	2:00	5:00	5:00	7:00	7:00	5:00	6:00	6:00	4:00	4:00	4:00	6:00	5:00	6:00	7:00	5:00	4:00	6:00	5:00	3:00
5.11		Lab TAT - Urgent Biochem and Haem	Percentage of biochem & haem (as nominated clinically urgent by the referrer) with TAT (from receipt of test in lab to communication of results) less than 3 hours	greater then	95%	percent	98.8%	98.9%	98.8%	98.8%	98.7%	97.2%	96.6%	98.4%	96.8%	98.2%	98.7%	95.2%	99.1%	99.3%	98.8%	99.4%	98.8%	100.0%	98.3%	98.8%	98.8%	99.6%
6.1		6. RECOLLECTS 6.1. Total specimens	Total number of patient episodes (excluding			number	6,326	6,457	7,190	6,995	6,500	6,310	6,498	7,095	6,704	6,186	6,224	6,116	7,062	6,621	6,136	6,073	6,204	7,023	6,196	5,690	5,652	6,165
6.2		6.2. Recollects	self collects) Total number of specimens recollected (total from rec panel stats error code summary)			number	29	21	24	19	16	15	25	19	25	22	20	20	11	24	19	23	24	18	22	23	29	24
6.5		6.5 % recollects	(excluding self collects) 6.2 divided by 6.1	loss	1.00/	percent	0.5%	0.3%	0.29/	0.3%	0.2%	0.2%	0.4%	0.3%	0.4%	0.4%	0.3%	0.3%	0.2%	0.4%	0.3%	0.4%	0.4%	0.3%	0.4%	0.4%	0.5%	0.4%
6.5	yes			than	1.0%	percent	0.5%	0.376	0.3%	0.376	J.276	0.276	0.4%	0.3%	0.4%	0.4%	0.3%	0.376	0.2%	0.4%	0.3%	0.476	0.470	0.3%	0.4%	0.470	0.076	0.470
		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																						
7.2		Events / issues closed	Number of issues / events closed year to date			number																						
7.3		Timely closure	Number of events closed by due date (within six months)			number																						\neg
7.4		Total Complaints	Number of complaints received year to date	Ì		number		23					23					23					23					24
7.5		Complaints closed	Number of complaints closed year to date			number		22					23					23					23					24
7.6		New complaints	Number of new complaints received this week			number		3										- 1										1
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number		3					1					1					1					1
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days			number		22					23					23					23					24
7.9		% events/issues closed	7.2 divided by 7.1	greater	75%	percent																						
7.10		% timely closure	7.3 divided by 7.1	then greater	95%	percent																						
7.11		% complaints closed	7.5 divided by 7.4	then greater	75%	percent																						
	1	% complaints	7.7 divided by 7.6	then		percent																						
7.12		% complaints acknowledgement	7.7 Givided by 7.0	greater then	80%	percent																						

							Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
item	Contract	Indicator	Definition		Target	Unit	1/05/14	2/05/14	5/05/14	6/05/14	7/05/14	8/05/14	9/05/14	12/05/14	13/05/14	14/05/14	15/05/14	16/05/14	19/05/14	20/05/14	21/05/14	22/05/14	23/05/14	26/05/14	27/05/14	28/05/14	29/05/14	30/05/14
7.13		% complaints response	7.8 divided by 7.4	greater	80%	percent		95.7%					100.0%					100.0%					100.0%					100.0%