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	1/09/16	2/09/16	5/09/16	6/09/16	7/09/16	8/09/16	9/09/16	12/09/16	13/09/16	14/09/16	15/09/16	16/09/16	19/09/16	20/09/16	21/09/16	22/09/16	23/09/16	26/09/16	27/09/16	28/09/16	29/09/16	30/09/16
1.1a		Total inbound calls	Number of calls placed / received			number	1,525	1438	1589	1492	1485	1,566	1518	1498	1480	1493	1,477	1465	1,629	1479	1477	1,542	1417	1568	1456	1488	1,437	1484
1.1b	1	ine	Number of calls placed / received on results line Number of calls answered			number	726 1.513	703 1.407	738 1.547	695 1.463	697 1.466	749 1.554	721 1.500	640 1.478	677 1.472	710 1.487	698 1.473	657 1.455	704 1,608	682 1.461	745 1.437	713 1.517	661 1.410	682 1,555	699 1.426	718 1.477	1 423	721 1.465
1.2 1.3a	9	% calls unanswered	Also known as "abandonment".	less	7.0%		0.8%	2.2%	2.6%	1.9%	1.3%	0.8%	1.2%	1.3%	0.5%	0.4%	0.3%	0.7%	1.3%	1.2%	2.7%	1.6%	0.5%	0.8%	2.1%	0.7%	1.0%	1.3%
1.3b		% calls unanswered for	1- (1.2 divided by 1.1a) Also known as "abandonment".	than less	3.0%	percent	0.4%	1.0%	1.8%	1.3%	0.3%	0.8%	0.6%	0.5%	0.3%	0.0%	0.0%	0.2%	0.7%	0.3%	1.5%	0.1%	0.3%	0.4%	1.3%	0.3%	0.5%	0.3%
1.00	r	results line Results calls	1 - (1.4 divided by 1.1b)	than	0.070		700		738			710		640		710										718		704
1.4		Results calls % results calls	1.4 divided by 1.2			number	726 47.6%	703 48.9%	738 46.4%	695 46.6%	697 46.9%	749 47.8%	721 47.5%	640 42.7%	677 45.7%	710 47.6%	698 47.3%	657 44.9%	704 43.2%	682 46.1%	745 50.4%	713 46.2%	661 46.7%	682 43.5%	699 48.0%	718 48.3%	641 44.6%	721 48.6%
1.6		Average wait time	Average wait time on the phone for results,	less	150	seconds	11	30	43	35	33	22	22	14	13	12	14	19	27	22	38	25	14	16	29	10	22	17
			measured in seconds ("Lab Results" figure)	than																								
1.7			Number of calls with a wait time of more than 150 seconds			number	20	45	79	66	38	36	44	22	22	19	17	19	71	29	87	45	15	35	63	15	34	26
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	1.3%	3.1%	5.0%	4.4%	2.6%	2.3%	2.9%	1.5%	1.5%	1.3%	1.2%	1.3%	4.4%	2.0%	5.9%	2.9%	1.1%	2.2%	4.3%	1.0%	2.4%	1.8%
		2. COLLECTION CENTRES																										
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	10	12	15	14	16	11	12	15	13	11	11	12	14	9	11	10	10	10	11	9	9	11
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	11	9	9	7	6	10	9	8	8	6	7	9	15	8	7	8	9	7	7	7	8
2.2		Wait time Waitemata DHB	collection time)  Average waiting time in minutes for a sample	less		mirotes		40		40	40		46	4.1			40		40	40	46		40					~
2.3			of patients attending Waitemata collection centres between 7am and 11am (peak collection time)	than	30	) minutes	11	10	11	10	10	′	10	11	11	9	10	g	12	13	10	9	12	8	7	7	б	′
2.4	1	Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number	2,451	2,640	2,771	2,782	2,498	2,329	2,455	2,751	2,633	2,531	2,512	2,506	2,830	2,704	2,502	2,445	2,574	2,449	2,531	2,325	2,361	2,532
2.5			Number of people waiting over 30 minutes			number	133	217	250	245	202	80	191	255	180	204	140	128	228	247	130	110	182		100	76	58	81
2.6	,	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	5.4%	8.2%	9.0%	8.8%	8.1%	3.4%	7.8%	9.3%	6.8%	8.1%	5.6%	5.1%	8.1%	9.1%	5.2%	4.5%	7.1%	3.5%	4.0%	3.3%	2.5%	3.2%
2.7			Maximum wait time (incl GTT's)			minutes	75	123	84	90	140	101	90	179	172	81	83	88	133	138	125	111	91		88	117	64	135
2.8		Time from collection to lab	80th percentile for time from collection to lab (hrs:minutes)	less than	4:00	hours: minutes	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00
2.9		Time from collection to lab -	Maximum time from collection to lab (hrs:minutes)			hours:	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		3. HOME VISITS Home visits booked	Number of home visits booked for the day			number	536	504	568	444	567	511	564	581	536	560	551	523	663	498	539	516	469	565	545	548	529	FOC
			(exclude home visits where the patient was not home)			number	530							361														300
3.2	ŀ	Home visits attended	Number of home visits attended for the day			number	531	500	560	433	563	502	563	570	529	552	545	519	655	493	536	512	463	560	540	545	523	499
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater	90%	percent	99.1%	99.2%	98.6%	97.5%	99.3%	98.2%	99.8%	98.1%	98.7%	98.6%	98.9%	99.2%	98.8%	99.0%	99.4%	99.2%	98.7%	99.1%	99.1%	99.5%	98.9%	98.6%
3.4	ı	Urgent home visits booked	Number of urgent home visits booked for the day (exclude home visits where the patient was not home)	uicii		number	18	15	20	6	14	10	7	13	10	12	16	9	19	30	13	22	18	11	10	21	26	16
3.5	ı	Urgent home visits completed	Number of urgent home visits completed for			number	18	15	20	6	14	10	7	13	10	12	16	9	19	30	13	22	18	11	10	21	26	16
3.6	yes I	Urgent home visit timeliness	the day % 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	i	4. LAB Patient episodes Patient tests	Total number of patient episodes  Total number of patient tests performed			number	10,667	10,903	11,894	11,516 45 447	11,004	10,224	10,228	11,632	10,924	10,858	10,325	10,150	11,878	11,050	10,076	9,727	9,606	10,183	9,844	9,170	9,370	9,233
4.2		Urgent tests	Total number of patient tests performed  Total number of urgent tests			number	41,068 289	42,729 339	46,018 442	45,447	43,514 389	39,742 391	40,367 401	45,373 371	42,707 407	42,856 352	41,074 386	41,196 364	45,973 397	44,628 425	41,152	39,712 413	39,803 373	42,573 369	42,334 375	38,844 383	38,711 388	39,284 376
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		Data for HealthPac	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%	percent	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
4.6		Critical results	Number of critical test results			number	38	37	42	52	35	49	49	51	44	24	54	41	36	42	38	43	25	41	50	45	39	36
4.7	0	Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)			number	38	37	42	52	35	49	49	51	44	24	54	41	36	42	37	43	25	41	50	45	39	36
4.8	yes S	% 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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97%	100%	100%	100%	100%	100%	100%	100%
4.11	,	Amended Results	Number of results changed after original result was reported to referrer			number	29	47	31	28	39	46	19	42	30	35	32	17	31	19	15	40	30	25	16	26	19	25
4.12	ç	% Amended Results	was reported to reterrer  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%	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.0%	0.0%	0.1%	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%
4.13																												
	Yes	Timeliness of Send aways	90th centile for collection to receipt by LabPlus measured in hours:minutes (Excludes frozen samples)	less than	20:00	hours: minutes																						
4.14	Yes	Timely attendance frozen	measured in hours:minutes (Excludes frozen samples) % of timely attendance for booked frozen sections and booked cytology for FNAs for the private referrers/hospitals (assumes mutually	less than greater then	95%	minutes																						
4.14	Yes	Timely attendance frozen sections and booked cytology	measured in hours:minutes (Excludes frozen samples) % of timely attendance for booked frozen sections and booked cytology for FNAs for the	than greater		minutes																						

							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	1/09/16	2/09/16	5/09/16	6/09/16	7/09/16	8/09/16	9/09/16	12/09/16	13/09/16	14/09/16	15/09/16	16/09/16	19/09/16	20/09/16	21/09/16	22/09/16	23/09/16	26/09/16	27/09/16	28/09/16	29/09/16	30/09/16
5.1b		Lab TAT Complete blood	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less	4:00	hours:	0:55	0:55	1:08	1:52	1:02	0:48	0:52	1:14	1:08	0:52	1:05	0:53	0:57	0:57	1:01	1:00	1:07	1:15	1:11	0:54	0:49	0:43
5.1c	yes	Complete blood count 95% percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:	7:00	9:00	10:00	10:00	8:00	8:00	8:00	10:00	9:00	8:00	10:00	8:00	10:00	8:00	7:00	7:00	8:00	9:00	8:00	10:00	8:00	9:00
F 20		Total TAT Electrolytes	IN ZONE  Average turnaround time from collection to	less	8:00		5:14	5:57	6:20	5:54	5:25	5:41	5:36	6:16	6:24	5:59	6:11	5:56	6:21	5:47	5:41	5:33	5:49	5:46	7:29	6:17	5:52	6:13
5.2a		Lab TAT Electrolytes	report, expressed in hour:minutes  Turnaround time from 90th centile receipt to	than		minutes hours:	1:15	1:17	1:25	2:40	1:07	1:00	1:04	1:44	2:09	1:20	1:20	1:28	1:33	1:32	1:34	1:26	1:27	1:31	3:20	1:32	1:25	1:22
5.2b			report, expressed in hour:minutes  Turnaround time for 95th centile from	than	4:00	minutes																						
5.2c	yes	Total TAT Electrolytes 95% percentile in zone	l urnaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE	less - than	12:00	hours: minutes	7:00	10:00	10:00	10:00	8:00	8:00	8:00	10:00	10:00	9:00	10:00	9:00	10:00	9:00	8:00	7:00	8:00	10:00	11:00	10:00	9:00	10:00
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:	5:30	6:15	6:48	6:00	5:34	5:41	5:34	6:08	5:55	6:02	6:29	6:00	6:29	5:35	6:40	5:39	5:59	6:08	7:12	5:44	5:35	5:54
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less	4:00	hours:	1:44	2:01	2:12	1:50	1:51	1:21	1:26	2:09	2:06	1:48	2:06	1:57	2:10	1:44	2:34	1:51	1:59	2:39	3:31	1:30	1:29	1:32
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	6:00	7:00	6:00	6:00	5:00	5:00	6:00	7:00	6:00	6:00	6:00	6:00	7:00	8:00	6:00	6:00	7:00	7:00	9:00	5:00	7:00
5.5a		Total TAT Liver functions	IN ZONE  Average turnaround time from collection to	less	8:00	) hours:	5:14	6:03	6:26	5:56	5:25	5:43	5:35	6:14	6:21	5:59	6:09	5:53	6:23	5:49	5:43	5:36	6:00	5:52	7:37	6:21	5:58	6:20
5.5b		Total TAT Liver functions	report, expressed in hour:minutes Turnaround time from 90th centile receipt to	than	4:00	minutes hours:	1:18	1:22	1:31	2:33	1:12	1:03	1:05	1:45	2:08	1:22	1:23	1:28	1:37	1:35	1:37	1:28	1:40	1:35	3:28	1:35	1:19	1:31
5.5c	ves	Total TAT Liver 95%	report, expressed in hour:minutes Turnaround time for 95th centile from	than	12:00	minutes hours:	7:00	10:00	10:00	10:00	8:00	8:00	8:00	10:00	10:00	9:00	10:00	9:00	10:00	9:00	8:00	8:00	8:00	10:00	11:00	10:00	9:00	10:00
	,	percentile in zone	collection to report, expressed in hour:minutes IN Zone	than		minutes																						
5.6a	Yes	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	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																						
5.6c	yes	Total TAT Histology 98%	Turnaround time for 98th centile from	less	10.0	) working																						
E 7-		percentile	collection to report, expressed in working days	than	40:00	days hours:	15:11	15:34		15:18	15:39	15:38	17:43		14:04	15:08	45.40	45.00		10:40	16:23	45.07	40.00		14:03	15:40	14:29	16:45
5.7a		Total TAT - Urine Micro & Culture - non-urgent	Average turnaround time from collection to report, expressed in hour:minutes	than	48:00	minutes											15:46	15:33		13:48		15:27	16:29					
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	12:44	11:40		11:18	13:01	12:38	14:12		12:10	12:25	12:17	12:00		9:47	13:20	12:52	12:49		11:15	11:56	11:26	12:29
5.7c	yes	Total TAT Urine Micro & Culture - non-urgent 90% percentile	Turnaround time for 90th centile from collection to report, expressed in working days	less	2.0	) working days	1.3	1.3		1.3	1.3	1.3	1.3		1.0	1.3	1.3	1.0		1.0	1.3	1.3	1.3		1.0	1.3	1.0	1.3
5.8		Lab TAT - Routine Biochem	Percentage of biochem & haem reports with	greater	90%	percent	99.9%	99.9%	99.9%	99.9%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%
		and Haem	TAT (from receipt of test in lab to communication of results) less than 48 hours	then																								
5.9a		URGENT Total TAT INR	Average turnaround time from collection to	less	6:00	hours:	3:42	3:48	3:44	3:43	3:36	3:49	3:50	3:46	3:47	3:52	3:53	3:52	4:01	3:46	3:51	3:56	3:48	3:52	3:51	4:02	3:52	3:58
5.9b		Lab TAT INR	report, expressed in hour:minutes  Turnaround time from 95th centile receipt to	than	3:00	minutes hours:	0:37	0:34	0:34	0:35	0:34	0:45	0:39	0:40	0:36	0:36	0:38	0:34	0:37	0:35	0:36	0:42	0:39	0:42	0:38	0:37	1:22	0:34
5.9c	ves	Total TAT INR 95%	report, expressed in hour:minutes  Turnaround time from 95th centile collection to	than	6:00	minutes hours:	5:00	5:00	5:00	6:00	6:00	5:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00
3.30	yes	percentile in zone	report, expressed in hour:minutes in zone	than	0.00	minutes	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	4:03	3:48	3:55	3:46	3:39	3:37	3:40	3:53	3:45	3:43	4:18	4:02	3:52	3:36	3:45	3:49	3:50	3:57	3:56	3:46	3:47	3:50
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	0:59	1:00	0:55	1:10	0:55	0:59	1:05	0:58	0:54	1:22	1:02	1:01	0:56	1:02	0:54	1:02	0:55	1:07	1:01	1:04	1:04
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	5:00	4:00	5:00	6:00	6:00	6:00	5:00	4:00	4:00	5:00	6:00	5:00	6:00	4:00	4:00	5:00	5:00	6:00	4:00	6:00	4:00	4:00
5.11		Lab TAT - Urgent Biochem	Percentage of biochem & haem (as nominated	greater	95%	percent	99.6%	98.9%	98.5%	97.5%	97.6%	98.0%	96.1%	98.3%	99.4%	98.9%	98.4%	99.0%	97.2%	98.5%	99.4%	99.4%	98.7%	99.3%	98.6%	96.8%	98.7%	99.7%
		and Haem	clinically urgent by the referrer) with TAT (from receipt of test in lab to communication of	then																								
			results) less than 3 hours		<u> </u>																							
6.1		6.1. Total specimens	Total number of patient episodes (excluding			number	6,132	6,383	6,966	6,788	6,312	5,847	5,975	7,013	6,378	6,217	6,039	6,250	7,120	6,648	6,079	6,047	6,063	6,688	6,344	5,792	6,087	6,069
6.2		6.2. Recollects	self collects)  Total number of specimens recollected (total from the paper) state error code summany)		<del>                                     </del>	number	20	20	20	22	19	15	15	23	18	17	11	18	12	22	19	16	17	15	19	15	9	14
6.5		6.5 % recollects	from rec panel stats error code summary) (excluding self collects) 6.2 divided by 6.1	less	1.001	percent	0.001	0.001	0.00/	0.00/	0.000	0.001	0.001	0.001	0.00/	0.004	0.001	0.00/	0.000	0.004	0.000	0.00/	0.001	0.001	0.001	0.00/	0.407	0.2%
6.5	yes	Z OLIALITY IMPROVEMENT		than	1.0%	percent	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.2%	0.3%	0.2%	0.3%	0.3%	0.3%	0.3%	0.2%	0.3%	0.3%	0.1%	0.2%
		QUALITI 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		1	number																						$\neg \neg$
7.3		Timely closure	Number of events closed by due date (within six months)			number																						$\neg \neg$
7.4		Total Complaints	Number of complaints received year to date			number		18					18					18					19					19
7.5			Number of complaints closed year to date			number		18					18					18					19					19
7.6		New complaints  Complaints	Number of new complaints received this week		ļ	number		1															1					
		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number		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		18					18					18					19					19
7.9		% events/issues closed	7.2 divided by 7.1	greater then	75%	percent																						
7.10		% timely closure	7.3 divided by 7.1	greater	95%	percent																						
7.11		% complaints closed	7.5 divided by 7.4	greater	75%	percent																						
7.12		% complaints	7.7 divided by 7.6	greater	80%	percent																						
				world																								

							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	1/09/16	2/09/16	5/09/16	6/09/16	7/09/16	8/09/16	9/09/16	12/09/16	13/09/16	14/09/16	15/09/16	16/09/16	19/09/16	20/09/16	21/09/16	22/09/16	23/09/16	26/09/16	27/09/16	28/09/16	29/09/16	30/09/16
7.13		% complaints response	7.8 divided by 7.4	greater	80%	percent		100.0%					100.0%					100.0%					100.0%					100.0%