## Lab Tests Auckland Pathology Service KPI Reporting 2016 KPI definition - Template version 3

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

item	Contract	Indicator	Definition		Target	Unit	Tue	Wed 2/11/16	Thu 3/11/16	Fri 4/11/16	Mon 7/11/16	Tue 8/11/16	Wed 9/11/16	Thu 10/11/16	Fri 11/11/16	Mon 14/11/16	Tue 15/11/16	Wed 16/11/16	Thu 17/11/16	Fri 18/11/16	Mon 21/11/16	Tue 22/11/16	Wed 23/11/16	Thu 24/11/16	Fri 25/11/16	Mon 28/11/16	Tue 29/11/16	Wed 30/11/16
		1. CALL CENTRE																										
1.1a 1.1b		line	Number of calls placed / received  Number of calls placed / received on results line			number	1515 676	1498 703	1,496 694	1498 728	1613 733	1546 704	1471 692	1,464 726	1524 716	1582 697	1518 702	1507 693	1,469 691	1422 666	1,667 708	1571 732	1489 664	1,526 701	1532 711	1579 658	1575 702	1517 673
1.2		Total calls answered % calls unanswered	Number of calls answered  Also known as "abandonment".	less	7.00/	number	1,475	1,482	1,468	1,468	1,582	1,529	1,462	1,437	1,503	1,560	1,504	1,492	1,457	1,395	1,618	1,532	1,478	1,493	1,497	1,563	1,553	1,493
1.3a		% calls unanswered	1- (1.2 divided by 1.1a)	than	7.0%	percent	0.4%	1.1%	1.9%	2.0%	1.9%	1.1%	0.6%	1.8%	1.4%	1.4%	0.9%	1.0%	0.8%	1.9%	2.9%	2.5%	0.7%	2.2%	2.3%	1.0%	1.4%	1.6%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	0.9%	0.6%	1.2%	0.4%	0.6%	0.3%	0.3%	1.2%	0.8%	0.4%	0.1%	0.4%	0.1%	1.2%	1.0%	1.0%	0.3%	0.2%	0.3%	0.5%	0.0%	0.7%
1.4		Results calls	Number of calls requesting test results	triari		number	676	703	694	728	733	704	692	726	716	697	702	693	691	666	708	732	664	701	711	658	702	673
1.5		% results calls	1.4 divided by 1.2			percent	44.6%	46.9%	46.4%	48.6%	45.4%	45.5%	47.0%	49.6%	47.0%	44.1%	46.3%	46.0%	47.0%	46.8%	42.5%	46.6%	44.6%	45.9%	46.4%	41.7%	44.6%	44.4%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	) seconds	32	22	30	28	35	17	11	39	24	25	23	12	17	32	38	38	23	20	20	11	12	24
1.7		Wait time >150 seconds	Number of calls with a wait time of more than			number	58	31	48	65	70	28	19	75	48	58	40	15	26	57	121	88	45	39	45	14	40	42
1.8		% of calls with wait time >150	150 seconds 1.7 divided by 1.1	less		percent	3.4%	2.1%	3.2%	4.3%	4.3%	1.8%	1.3%	5.1%	3.2%	3.7%	2.6%	1.0%	1.8%	4.0%	7.3%	5.6%	3.0%	2.6%	2.9%	0.9%	2.5%	2.8%
1.0		seconds		than											0.1270	*	,	,.								****		
		2. COLLECTION CENTRES																										
2.1		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	16	11	10	9	12	13	8	9	13	11	9	9	8	8	10	9	11	7	8	10	11	10
2.2		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	9	8	8	9	9	8	7	8	8	9	6	7	8	7	7	7	7	8	8	9	8	7
2.3		Wait time Waitemata DHB	Average waiting time in minutes for a sample of patients attending Waitemata collection	less than	30	) minutes	10	9	8	11	9	10	8	7	9	10	9	7	7	9	11	10	9	9	9	11	10	9
		M	centres between 7am and 11am (peak collection time)	tnan																0.535								
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number	2,682	2,617	2,684	2,541	2,789	2,730	2,726	2,455	2,715	2,864	2,760	2,637	2,629	2,727	2,994	2,803	2,624	2,475	2,624	3,018	2,728	2,659
2.5		Long waits % wait over 30 mins	Number of people waiting over 30 minutes 2.5 divided by 2.4	lorr	4001	number	203	117	105	144	169	177	64	68	146	119	103	88	48	84	158	100	87	90	94	129	120	83
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	7.6%	4.5%	3.9%	5.7%	6.1%	6.5%	2.3%	2.8%	5.4%	4.2%	3.7%	3.3%	1.8%	3.1%	5.3%	3.6%	3.3%	3.6%	3.6%	4.3%	4.4%	3.1%
2.7		Long waits	Maximum wait time (incl GTT's)			minutes	108	155	87	97	124	103	116	79	120	16	134	104	76	55	94	107	78	122	76	126	89	152
2.8		Time from collection to lab	80th percentile for time from collection to lab (hrs:minutes)	less	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	tritari		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
		max 2. HOME VISITS	(hrs:minutes)			minutes																						
3.1		Home visits booked	Number of home visits booked for the day			number	556	603	507	494	502	555	509	495	472	536	540	624	462	448	475	457	488	460	487	496	511	541
			(exclude home visits where the patient was not home)																						I			
3.2		Home visits attended	Number of home visits attended for the day			number	549	594	503	486	494	551	500	487	468	523	536	617	460	442	465	449	479	458	484	487	499	534
2.2	Vac	% Home visit timeliness		grootes	000/	norcont.	98.7%	00 50/	00.207		98.4%	00.207	00.20/	98.4%	00.204	07.00/	00.20/	00.007	00.69/	98.7%	97.9%	98.2%	00.20/	00.60/	00.40/	00.00/	97.7%	00.70/
3.3	Yes		% home visits completed for the day 3.2 divided by 3.1	greater then	90%	percent	96.7%	98.5%	99.2%	98.4%	95.4%	99.3%	98.2%	96.4%	99.2%	97.6%	99.3%	98.9%	99.6%	98.7%	97.9%	96.2%	98.2%	99.6%	99.4%	98.2%	91.1%	98.7%
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	17	26	10	20	15	22	19	18	14	9	15	24	14	10	13	12	16	8	16	15	14	16
3.5		Urgent home visits completed	Number of urgent home visits completed for			number	17	26	10	20	15	22	19	18	14	9	15	24	14	10	13	12	16	8	16	15	14	16
3.6	yes	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%
4.4		4. LAB Patient episodes	Total number of nations			number :	11,174	10.007	10.664	10.000	11.681	11.173	10.700	10.101	10,391	11,495	11.139	10.040	10.460	10.068	11.484	10.838	10.378	9.901	9,755	11.549	10,740	10.500
4.1		Patient episodes Patient tests	Total number of patient episodes  Total number of patient tests performed			number	11,174 44,357	10,667 42,935	10,664 42,586	10,226 41.060	11,681 45,948	11,173 45,004	10,768 43,532	10,101 39,721	10,391 42,240	11,495 45.633	11,139 44,193	10,842 44,224	10,460 41.071	10,068 40,872	11,484 45,312	10,838 43,784	10,378 41,937	9,901 39,230	9,755 39,125	11,549 45,524	10,740 42.655	10,532 42,514
4.3		Urgent tests	Total number of urgent tests			number	447	425	342	400	484	419	396	382	381	415	395	377	349	372	408	436	423	408	452	469	403	441
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 HealthPac 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			Number of critical test results  Number of critical test results phoned through	-	-	number	35	48 48	42	33	49	40	37	31	39	51 51	54 54	43	38	41	44	33	35 35	52 52	27	32	41	34
4.7		Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)			number	35	48	42	33	49	40	37	31	39	51	54	43	38	41	44	33	35	52	27	32	41	34
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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
4.11		Amended Results	Number of results changed after original result			number	27	89	41	24	43	36	82	50	25	36	20	36	38	26	32	30	42	33	36	47	29	16
4.12		% Amended Results	was reported to referrer  Percentage of results changed after original result was reported to referrer. 4.11 divided by	less than	1%	percent	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%
4.13	Yes	Timeliness of Send aways	90th centile for collection to receipt by LabPlus measured in hours:minutes (Excludes frozen		20:00	) hours: minutes																						
4.14	Yes	Timely attendance frozen sections and booked cytology	samples) % of timely attendance for booked frozen	greater then	95%	percent																						
		for FNAs  5. TURNAROUND TIME	sections and booked cytology for FNAs for the private referrers/hospitals (assumes mutually agreed and clinically appropriate booking)	ulen																								
		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	5:22	5:09	5:16	5:32	5:46	5:11	5:27	5:11	5:10	5:19	5:30	4:56	4:54	4:54	5:40	4:53	5:05	5:14	5:01	5:51	5:36	4:48

							Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed
item	Contract	Indicator	Definition		Target	Unit	1/11/16	2/11/16	3/11/16	4/11/16	7/11/16	8/11/16	9/11/16	10/11/16	11/11/16	14/11/16	15/11/16	16/11/16	17/11/16	18/11/16	21/11/16	22/11/16	23/11/16	24/11/16	25/11/16	28/11/16	29/11/16	30/11/16
5.1b		Lab TAT Complete blood	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less	4:00	hours:	0:56	0:57	0:55	0:54	1:08	1:17	1:07	0:53	1:01	1:04	1:19	0:55	1:05	0:48	1:15	0:48	0:43	0:47	1:00	1:04	1:19	0:51
5.1c	ves	Complete blood count 95%	Turnaround time for 95th centile from	less	12:00	hours:	8:00	8:00	8:00	9:00	10:00	9:00	9:00	8:00	8:00	8:00	9:00	7:00	8:00	8:00	10:00	7:00	7:00	8:00	7:00	9:00	9:00	7:00
	,	percentile - in zone	collection to report, expressed in hour:minutes - IN ZONE	- than		minutes																						
5.2a		Total TAT Electrolytes	Average turnaround time from collection to	less	8:00	hours:	6:27	5:38	5:43	6:00	6:06	5:48	6:33	5:54	5:40	6:19	6:03	7:22	5:21	5:15	6:13	5:24	5:31	5:32	5:35	6:17	5:39	5:19
5.2b		Lab TAT Electrolytes	report, expressed in hour:minutes Turnaround time from 90th centile receipt to	than	4:00	minutes hours:	1:54	1:23	1:21	1:18	1:25	1:51	2:10	1:31	1:26	2:03	1:49	3:20	1:30	1:09	1:44	1:16	1:11	1:03	1:40	1:29	1:22	1:19
		·	report, expressed in hour:minutes  Turnaround time for 95th centile from	than		minutes																			1			
5.2c	yes	Total TAT Electrolytes 95% percentile in zone	collection to report, expressed in hour:minutes	less than	12:00	hours: minutes	11:00	9:00	9:00	10:00	11:00	9:00	11:00	10:00	8:00	11:00	11:00	11:00	8:00	7:00	11:00	7:00	8:00	8:00	8:00	10:00	8:00	8:00
5.3a		Total TAT HCG	IN ZONE  Average turnaround time from collection to	less	8:00	hours:	6:40	5:52	5:45	5:42	6:33	6:12	6:59	5:55	6:08	6:40	6:30	7:31	5:06	5:25	6:34	5:43	6:07	5:44	5:36	6:31	6:16	5:22
		Quantification	report, expressed in hour:minutes	than		minutes											1.11											
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:33	1:52	1:34	1:36	2:09	2:27	2:51	1:54	2:15	2:36	2:30	3:53	1:32	1:32	2:34	1:52	2:12	1:43	1:29	2:12	2:08	1:50
5.3c	yes	Total TAT HCG 95%	Turnaround time for 95th centile from	less	12:00	hours:	8:00	9:00	6:00	6:00	7:00	8:00	8:00	6:00	6:00	6:00	6:00	11:00	6:00	6:00	6:00	6:00	7:00	6:00	5:00	6:00	6:00	5:00
		percentile - in zone	collection to report, expressed in hour:minutes IN ZONE	- than		minutes																						
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less	8:00	hours:	6:26	5:41	5:42	6:01	6:04	5:47	6:33	6:01	5:47	6:19	6:06	7:33	5:26	5:11	6:13	5:23	5:31	5:40	5:38	6:24	5:49	5:22
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to	less	4:00	hours:	1:58	1:28	1:22	1:22	1:30	1:50	2:12	1:40	1:35	2:04	1:53	3:31	1:36	1:08	1:45	1:17	1:12	1:12	1:17	1:38	1:29	1:24
5.5c	ves	Total TAT Liver 95%	report, expressed in hour:minutes  Turnaround time for 95th centile from	than	12:00	minutes hours:	11:00	9:00	9:00	10:00	11:00	9:00	11:00	10:00	8:00	11:00	11:00	11:00	8:00	7:00	11:00	7:00	8:00	8:00	8:00	10:00	9:00	8:00
0.00	,00	percentile in zone	collection to report, expressed in hour:minutes	than		minutes																						
5.6a	Yes	Total TAT Histology -	Turnaround time for 80th centile from	less than	3.0	working																						
		Biopsies	collection to report, expressed in working days	than		days																						
5.6b	yes	Total TAT Histology - major	Turnaround time for 80th centile from	less	5.0	working																						
		resections	collection to report, expressed in working days	than		days																						
5.6c	yes	Total TAT Histology 98%	Turnaround time for 98th centile from	less	10.0	working																						
		percentile	collection to report, expressed in working days	than		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	14:52	15:35	15:49	16:12		13:49	15:34	15:24	17:08		13:36	15:04	14:17	14:26		14:01	15:10	14:57	15:34		15:24	15:10
5.7b		Total TAT - Urine Micro &	Turnaround time from 90th centile receipt to	less	48:00		11:07	12:40	12:19	12:16		10:48	12:15	12:24	14:24		10:52	11:31	11:00	11:13		13:03	12:00	11:41	11:40		11:18	11:47
5.7c	ves	Culture - non-urgent Total TAT Urine Micro &	report, expressed in hour:minutes  Turnaround time for 90th centile from	than	2.0	minutes	1.0	1.3	1.3	13		1.3	1.3	1.3	1.3		1.0	1.0	1.3	1.3		1.0	13	1.3	1.3		13	1.3
3.70	yes	Culture - non-urgent 90%	collection to report, expressed in working days	than	2.0	days	1.0	1.5	1.5	1.5		1.5	1.5	1.5	1.5		1.0	1.0	1.5	1.5		1.0	1.5	1.5	1.5		1.5	1.5
5.8		percentile Lab TAT - Routine Biochem	Percentage of biochem & haem reports with	greater	90%	percent	100.0%	100.0%	99.9%	100.0%	99.8%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.9%	99.9%	100.0%
		and Haem	TAT (from receipt of test in lab to communication of results) less than 48 hours	then		·																						
			communication or results) less than 40 flours																									
5.9a		URGENT Total TAT INR	Average turnaround time from collection to	less	6:00	hours:	3:42	3:49	3:48	3:55	3:59	3:51	3:57	3:50	4:07	4:08	4:01	3:54	3:58	3:57	3:57	3:48	3:56	3:55	3:53	4:02	3:58	3:56
			report, expressed in hour:minutes	than		minutes																						
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:34	0:35	0:39	0:36	0:38	0:40	0:42	0:42	0:46	0:47	0:39	0:39	0:38	0:43	0:40	0:37	0:45	0:41	0:38	0:41	0:42	0:44
5.9c	yes	Total TAT INR 95% percentile in zone	Turnaround time from 95th centile collection to report, expressed in hour:minutes in zone	less	6:00	hours:	6:00	6:00	6:00	6:00	6:00	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
		percentile in zone	report, expressed in nour:minutes in zone	tnan		minutes																						
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less	6:00	hours:	4:04	3:45	4:11	4:15	4:07	3:43	4:04	3:36	3:46	4:12	4:07	3:59	4:03	3:41	4:03	4:15	3:48	3:30	3:57	4:07	4:04	4:00
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to	less	3:00	hours:	1:07	0:56	1:16	1:03	1:02	0:58	1:17	0:54	0:57	1:01	1:04	1:08	1:00	1:00	1:03	1:18	1:03	0:56	0:58	1:01	1:08	1:04
5.10c	ves	Total TAT Troponin 98%	report, expressed in hour:minutes  Turnaround time from 98th centile collection to	than	6:00	minutes hours:	5:00	6:00	6:00	6:00	5:00	4:00	5:00	5:00	6:00	5:00	5:00	4:00	6:00	4:00	6:00	6:00	5:00	4:00	4:00	5:00	6:00	5:00
3.100	yes	centile in zone	report, expressed in hour:minutes in zone	than	0.00	minutes	0.00	0.00	0.00	0.00	0.00	4.00	0.00	0.00	0.00	0.00	0.00	4.00	0.00	4.00	0.00	0.00	0.00	4.00	4.00	0.00	0.00	0.00
5.11		Lab TAT - Urgent Biochem	Percentage of biochem & haem (as nominated	greater	95%	percent	97.6%	97.9%	98.6%	97.8%	97.6%	97.3%	96.9%	99.9%	97.7%	99.1%	98.4%	98.0%	96.7%	99.3%	95.1%	99.1%	95.0%	95.0%	99.7%	98.9%	98.5%	97.6%
		and Haem	clinically urgent by the referrer) with TAT (from receipt of test in lab to communication of	then		ļ -																						
			results) less than 3 hours																									
		6. RECOLLECTS		_																								
6.1		6.1. Total specimens	Total number of patient episodes (excluding			number	6710	6350	6342	6218	7,184	6,779	6,489	6,137	6,453	6,778	6,682	6,397	6,260	6,272	7,207	6,721	6,309	5,908	6,069	7,268	6,596	6,392
6.2		6.2. Recollects	self collects) Total number of specimens recollected (total	+	<del>                                     </del>	number	26	21	17	30	20	17	12	15	22	23	24	14	23	24	20	23	14	21	16	12	23	17
0.2			from rec panel stats error code summary) (excluding self collects)	1			20	2.1	''	30	20	''	13	13		23	24	'7	2.5	27	20	23		-1	.0	'2	23	"]
6.5	ves	6.5 % recollects	(excluding self collects) 6.2 divided by 6.1	less	1.0%	percent	0.4%	0.3%	0.3%	0.5%	0.3%	0.3%	0.2%	0.2%	0.3%	0.3%	0.4%	0.2%	0.4%	0.4%	0.3%	0.3%	0.2%	0.4%	0.3%	0.2%	0.3%	0.3%
		7 OUALITY IMPROVEMENT		than	,0																							
		QOALIT I MIPRUVEMENT	note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"																									
7.		Total issues /		T																							-	
7.1		Total issues / events	Number of issues / events / corrective actions year to date, entered into Riskman	<u>L</u>		number				1																		
7.2		Events / issues closed	Number of issues / events closed year to date			number																						
7.3	1	Timely closure	Number of events closed by due date (within	1		number																						
7.4	$\vdash$	Total Complaints	six months)  Number of complaints received year to date	1	1	number				23					23					23					23			
7.7		·		1	<u> </u>					20					20													
7.5 7.6	$\vdash$	Complaints closed New complaints	Number of complaints closed year to date  Number of new complaints received this week	1	<b>-</b>	number				22					23					23					23			
	<u> </u>	· ·	•	1	<u> </u>					,																		
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within	1		number				3					-					- 1					- 1			
7.0	-	Complaints response	48 hours) this week  Number of complaints (year to date) that have		<del>                                     </del>	nuete				00					20					20								
7.8		Complaints response	received a final response (letter) within 35	1		number				22					23					23					23			
7.9	1	% events/issues closed	working days 7.2 divided by 7.1	greater	75%	nercent				_																		
			•	greater then																								
7.10		% timely closure	7.3 divided by 7.1	greater then	95%	percent																						
7.11		% complaints closed	7.5 divided by 7.4	greater then	75%	percent																						
7.12	1	% complaints	7.7 divided by 7.6	greater	80%	percent																						
	1	acknowledgement	1	then	1	1																						

							Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed
item	Contrac	ndicator Indicator	Definition		Target	Unit	1/11/16	2/11/16	3/11/16	4/11/16	7/11/16	8/11/16	9/11/16	10/11/16	11/11/16	14/11/16	15/11/16	16/11/16	17/11/16	18/11/16	21/11/16	22/11/16	23/11/16	24/11/16	25/11/16	28/11/16	29/11/16	30/11/16
7.13		% complaints response	7.8 divided by 7.4	greater	80%	percent				95.7%					100.0%					100.0%					100.0%			