

## WELLINGTON SCL QUARTERLY KPI PERFORMANCE SUMMARY, 1 NOV 2017 – 31 JAN 2018

The table below summarizes Wellington SCL's performance against contractual KPIs over the last quarter (1 November 2017 – 31 January 2018).

Contractual KPI	Target	1 November 2017 – 31 January 2018 Performance
<b>Blood Test Turnaround Times (All labs)</b>		
Troponin-T Urgent Hospital	90% in 60 mins	KPI target met this quarter
FBC Urgent Hospital	90% in 45 mins	KPI target met this quarter
FBC Routine Hospital	90% in 120 mins	KPI target met this quarter
FBC Urgent Community	80% in 180 mins	KPI target met this quarter
FBC Routine Community	90% in 1440 mins	KPI target met this quarter
Electrolytes Urgent Hospital	90% in 60 mins	KPI target met this quarter
Electrolytes Routine Hospital	90% in 120 mins	KPI target met this quarter
Electrolytes Urgent Community	80% in 180 mins	KPI target met this quarter
Electrolytes Routine Community	90% in 1440 mins	KPI target met this quarter
Coagulation Urgent Hospital	90% in 60 mins	KPI target met this quarter
Coagulation Routine Hospital	90% in 120 mins	KPI target met this quarter
Coagulation Urgent Community	80% in 180 mins	KPI target met this quarter
<b>Histology Turnaround Times (Wgtn Lab)</b>		
Hospital histology	80% in less than 5 working days	KPI target met this quarter
Hospital histology	90% in less than 10 working days	KPI target met this quarter
Hospital histology	98% in less than 15 working days	KPI target met this quarter
<b>Real Time Access to Hospital &amp; Community Results</b>		
DHB HL7 Concerto Transmission	99.5% within 2 mins	KPI target met this quarter
Community results (Healthlink/GP)	95% within 30 mins	KPI target met this quarter
<b>Critical Phoning of Results</b>		
Positive Meningococcal PCR	Phone within 1 hour of result	KPI target met this quarter
Positive CSF Gram Stain	Phone within 1 hour of result	KPI target met this quarter
Positive Surgical Tissue Gram Stain	Phone within 1 hour of result	KPI target met this quarter
Potassium <3.0 or > 6.0 mmol/L	Phone within 1 hour of result	KPI target met this quarter
Glucose < 2.5 mmol/L	Phone within 1 hour of result	KPI target met this quarter
D-Dimer > 500ng/mL (age adjusted)	Phone within 1 hour of result	KPI target met this quarter
INR > 5.0	Phone within 1 hour of result	KPI target met this quarter
Positive Community Troponin T	Phone within 1 hour of result	KPI target met this quarter

<b>Contractual KPI</b>	<b>Target</b>	<b>1 November 2017 – 31 January 2018 Performance</b>
<b>Phone Access to Results</b>		
Unanswered calls to Call Centre	Less than 3% of lab test results calls are unanswered	KPI target met this quarter
Caller wait times	Less than 5% of answered result calls have a wait time greater than 150 seconds	KPI target met this quarter
<b>Collection Centre Wait Times</b>	Less than 5% of all patients wait for more than 30 minutes for their blood test at a WSCL collection centre	KPI target met this quarter
<b>Attendance at MDT meetings</b>	90% pathologist attendance at MDT meetings	KPI target met this quarter
<b>Reportable events</b>	KPI that greater than 80% of complaints are resolved within 20 working days	KPI target met this quarter
<b>IANZ Accreditation</b>	Adequate performance in IANZ accreditation assessment	KPI target met this quarter