

Lab Tests Auckland Pathology Service KPI Reporting 2009
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 not meet target
 blue cells indicate contracted KPIs

Item	Contract	Indicator	Definition	Target	Unit																								
						Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri					
						1/06/10	2/06/10	3/06/10	4/06/10	7/06/10	8/06/10	9/06/10	10/06/10	11/06/10	14/06/10	15/06/10	16/06/10	17/06/10	18/06/10	21/06/10	22/06/10	23/06/10	24/06/10	25/06/10	28/06/10	29/06/10	30/06/10		
1. CALL CENTRE																													
1.1a		Total inbound calls	Number of calls placed / received		number	1,739	1,668	1,668	1,747	public holiday	1,929	1,731	1,648	1,664	1,891	1,681	1,555	1,651	1,629	1,934	1,656	1,674	1,536	1,561	1,734	1,598	1,512		
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	694	617	551	707		679	652	629	713	727	654	638	600	636	697	643	693	602	613	646	635	591		
1.2		Total calls answered	Number of calls answered		number	1,690	1,619	1,629	1,704		1,854	1,666	1,598	1,621	1,841	1,634	1,532	1,612	1,586	1,866	1,617	1,626	1,494	1,517	1,688	1,560	1,480		
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	2.8%	2.9%	2.3%	2.5%	3.9%	3.8%	3.0%	2.3%	2.6%	2.8%	1.5%	2.4%	2.6%	3.5%	2.4%	2.9%	2.7%	2.7%	2.7%	2.4%	2.1%		
1.3b		% calls unanswered for results line	Also known as "abandonment". 1- (1.4 divided by 1.1b)	less than	3.0%	percent	1.4%	2.3%	1.1%	1.4%	2.8%	3.0%	2.4%	2.5%	1.0%	2.0%	0.8%	1.7%	1.9%	1.6%	1.6%	2.5%	1.5%	2.1%	1.7%	1.1%	2.0%		
1.4		Results calls	Number of calls requesting test results		number	684	603	545	697		660	632	614	695	720	641	633	590	624	686	633	676	593	600	635	628	579		
1.5		% results calls	1.4 divided by 1.2		percent	39.9%	37.0%	33.0%	40.5%		35.2%	37.7%	37.3%	41.8%	38.1%	38.1%	40.7%	35.7%	38.3%	35.5%	38.2%	40.4%	38.6%	38.6%	36.6%	39.3%	38.3%		
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	18	19	18	26	20	21	27	31	23	17	17	22	24	30	24	21	20	24	21	19	19		
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	6	13	13	37		18	6	11	19	43	12	9	6	12	59	28	12	23	13	24	16	1		
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	0.4%	0.8%	0.8%	2.1%	0.9%	0.4%	0.7%	1.1%	2.3%	0.7%	0.6%	0.4%	0.7%	3.1%	1.7%	0.7%	1.5%	0.9%	1.4%	1.0%	0.1%		
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	11	11	11	14	15	12	12	14	14	13	12	12	13	13	15	15	12	11	11	13	11		
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 collection time)	less than	30	minutes	10	11	11	12	11	11	12	12	9	14	10	11	12	12	11	11	12	12	11	10	12		
2.3		Wait time Waitemata DHB	Average waiting time in minutes for a sample of patients attending Waitemata collection centres between 7am and 11am (peak collection time)	less than	30	minutes	9	8	9	11	16	14	12	11	12	12	10	9	12	12	10	11	9	11	13	9	11		
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,080	3,051	3,086	3,258		3,600	3,131	3,200	3,143	3,190	3,586	2,942	2,837	3,147	3,347	3,151	3,126	2,956	2,894	3,163	3,190	2,950		
2.5		Long waits	Number of people waiting over 30 minutes		number	34	25	21	41		72	56	41	43	43	34	29	37	68	52	54	60	38	43	56	35	37		
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	1.1%	0.8%	0.7%	1.3%	2.0%	1.8%	1.3%	1.4%	1.4%	1.0%	1.0%	1.3%	2.2%	1.6%	1.7%	1.9%	1.3%	1.5%	1.8%	1.1%	1.3%		
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	140	140	129	142		140	142	127	140	130	147	154	141	126	130	130	127	145	130	145	136	153		
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		
2.9		Time from collection to lab - max	Maximum time from collection to lab (hrs:minutes)		hours:minutes	24:00	24:00	24:00	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	24:00		
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	280	291	273	273		322	306	289	241	269	300	253	277	230	252	288	272	294	213	267	285	227		
3.2		Home visits attended	Number of home visits attended for the day		number	274	288	270	268		316	298	280	239	254	295	246	271	223	249	283	265	290	205	259	274	214		
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	97.9%	99.0%	98.9%	98.2%	98.1%	97.4%	96.9%	99.2%	94.4%	98.3%	97.2%	97.8%	97.0%	98.8%	98.3%	97.4%	98.6%	96.2%	97.0%	96.1%	98.6%		
3.4		Urgent home visits booked	Number of urgent home visits booked for the day (exclude home visits where the patient was not home)		number	14	17	7	9		7	11	15	12	10	9	4	11	7	12	13	17	20	15	9	12	15		
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	14	17	7	9		7	11	15	12	10	9	4	11	7	12	13	17	20	15	9	12	15		
3.6	yes	Urgent home visit timeliness	% urgent home visits completed for the day 3.5 divided by 3.4	greater than	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%		
4. LAB																													
4.1		Patient episodes	Total number of patient episodes		number	7,716	7,618	7,655	7,841		9,176	8,141	8,028	7,741	8,259	8,279	7,605	7,435	7,707	8,400	8,110	7,861	7,323	7,185	8,256	8,138	7,431		
4.2		Patient tests	Total number of patient tests performed		number	25,307	25,220	25,131	26,189		28,606	26,752	26,837	25,485	25,808	27,314	24,750	24,404	25,448	26,447	26,551	26,309	23,972	23,684	25,683	26,808	24,998		
4.3		Urgent tests	Total number of urgent tests		number	296	305	282	327		440	322	269	261	384	330	234	316	310	403	332	298	286	296	345	287	332		
4.4		% urgent tests	4.3 divided by 4.2		percent	1%	1%	1%	1%		2%	1%	1%	1%	2%	1%	1%	1%	1%	2%	0%	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%		
4.6		Critical results	Number of critical test results		number	25	21	24	20		39	36	33	25	35	38	30	19	18	33	29	17	35	24	38	27	35		
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	25	21	24	20		39	36	33	25	35	38	30	19	18	33	29	17	35	24	38	27	35		
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 than	98%	percent	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
4.9		Critical results unable to be phoned	Number of critical results unable to be phoned through to contact person within 1 hour (a.Referrer; b. patient; c. police)		number	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		

						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	1/06/10	2/06/10	3/06/10	4/06/10	7/06/10	8/06/10	9/06/10	10/06/10	11/06/10	14/06/10	15/06/10	16/06/10	17/06/10	18/06/10	21/06/10	22/06/10	23/06/10	24/06/10	25/06/10	28/06/10	29/06/10	30/06/10	
4.10		% of critical results not able to be contacted	Percentage of critical test results unable to be phoned through to contact person within 1 hour (a.Referer; b. patient; c. police) 4.9 divided by 4.6	less than 2%	percent	0%	0%	0%	0%		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	31	32	45	34		25	38	39	40	45	30	32	25	40	71	29	30	32	37	46	34	17	
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%	0.2%	0.1%		0.1%	0.1%	0.1%	0.2%	0.2%	0.1%	0.1%	0.1%	0.2%	0.3%	0.1%	0.1%	0.1%	0.2%	0.2%	0.1%	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 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	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 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	4:23	4:17	4:30	4:40		4:37	4:16	4:28	4:22	4:14	4:19	4:13	4:17	4:26	4:59	4:31	4:34	4:22	4:34	4:33	4:25	4:10	
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	1:20	1:15	1:10	1:05		1:20	1:04	1:06	1:04	0:59	1:05	1:03	0:54	1:02	1:17	1:13	0:57	1:06	0:57	1:09	1:11	0:51	
5.1c	yes	Complete blood count 95% percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - IN ZONE	less than 12:00	hours:minutes	7:00	7:00	7:00	7:00		7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	
5.1d	yes	Complete blood count 95% percentile - out of zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - OUT OF ZONE	less than 14:00	hours:minutes																							
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	4:44	4:39	5:13	4:46		5:05	5:06	8:42	5:49	4:40	5:00	4:41	4:45	4:48	5:18	4:55	5:42	4:38	5:24	5:23	5:19	6:07	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:37	1:30	1:49	1:08		1:41	1:52	5:08	2:31	1:21	1:43	1:29	1:17	1:21	1:33	1:33	2:02	1:18	1:40	1:54	2:01	2:41	
5.2c	yes	Total TAT Electrolytes 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - IN ZONE	less than 12:00	hours:minutes	7:00	7:00	7:00	7:00		10:00	10:00	11:00	11:00	7:00	7:00	7:00	7:00	7:00	10:00	7:00	10:00	7:00	8:00	9:00	9:00	10:00	
5.2d	yes	Total TAT Electrolytes 95% percentile out of zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - OUT OF ZONE	less than 14:00	hours:minutes																							
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	4:59	5:02	5:08	5:45		5:17	7:04	6:16	4:37	5:41	5:15	5:32	5:30	6:42	5:26	9:05	6:53	4:59	5:29	6:29	5:20	7:45	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	2:10	1:57	2:25	2:14		2:10	3:39	2:33	1:34	2:27	2:03	4:00	2:18	3:22	1:54	6:03	3:13	1:46	2:06	2:59	2:18	4:21	
5.3c	yes	Total TAT HCG 95% percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - IN ZONE	less than 12:00	hours:minutes	3:00	2:00	2:00	5:00		3:00	3:00	8:00	11:00	2:00	3:00	3:00	3:00	3:00	3:00	7:00	4:00	2:00	3:00	5:00	3:00	5:00	
5.3d	yes	Total TAT HCG 95% percentile out of zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - OUT OF ZONE	less than 14:00	hours:minutes																							
5.4a		Total TAT Potassium	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	4:47	4:36	4:31	4:47		6:00	4:39	8:29	7:18	4:22	4:54	5:33	4:33	4:53	5:24	5:19	5:48	4:15	5:42	5:29	5:12	5:28	
5.4b		Total TAT Potassium	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:18	1:24	1:53	1:21		4:00	1:51	4:58	3:56	1:15	1:38	2:21	1:06	1:30	1:39	1:42	1:59	1:05	1:35	1:45	1:45	2:23	
5.4c	yes	Total TAT Potassium 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE	less than 12:00	hours:minutes	10:00	7:00	9:00	10:00		11:00	7:00	12:00	11:00	5:00	10:00	7:00	7:00	8:00	11:00	7:00	7:00	7:00	7:00	7:00	7:00	10:00	
5.4d	yes	Total TAT Potassium 95% percentile out of zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - OUT OF ZONE	less than 14:00	hours:minutes																							
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	4:47	4:32	5:08	4:46		5:05	5:01	8:40	5:38	4:48	5:26	4:36	4:47	4:52	5:29	5:00	5:38	4:37	5:14	5:35	5:14	5:58	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:42	1:26	1:48	1:10		1:44	1:47	5:21	2:17	1:29	2:08	1:25	1:22	1:25	1:48	1:42	1:59	1:14	1:35	2:06	2:00	2:37	
5.5c	yes	Total TAT Liver 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN Zone	less than 12:00	hours:minutes	7:00	7:00	7:00	7:00		7:00	9:00	12:00	11:00	7:00	7:00	7:00	7:00	7:00	8:00	7:00	9:00	7:00	7:00	8:00	9:00	10:00	
5.5d	yes	Total TAT Liver 95% percentile out of zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - OUT OF ZONE	less than 14:00	hours: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	1.2	1.9	1.3	2.0		2.0	2.0	1.7	1.3	2.0	2.0	1.8	1.8	1.8	2.0	2.0	2.0	1.8	1.7	2.0	1.8	1.3	
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	4.2	7.0	2.3	2.0		3.0	3.0	2.3	2.7	4.8	6.5	4.0	2.0	1.8	5.0	4.8	6.0	3.0	2.0	4.5	4.3	2.5	
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	22:41	23:23	23:13	23:22		25:22	21:22	23:27	23:03	57:03	22:55	23:26	23:42	25:29	51:27	24:01	23:28	24:37	23:25	51:10	23:27	24:05	
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	19:21	20:06	19:50	19:59		19:29	18:01	20:48	20:37	51:24	19:51	20:19	20:42	22:53	45:44	20:14	20:32	21:32	20:11	44:57	21:19	20:53	
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 than 2.0	working days	2.5	1.2	1.2	1.2		1.5	1.2	1.3	1.2	2.7	1.2	1.2	1.2	1.2	3.0	1.2	1.5	1.2	1.2	2.8	1.2	1.2	
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	99.8%	99.9%	99.9%	100.0%		99.8%	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.7%	99.9%	99.9%	100.0%	99.9%	99.8%	99.9%	99.9%	
URGENT																												

