

Lab Tests Auckland Pathology Service KPI Reporting 2013
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	2013					2012					2011					2010								
						Mon	Tue	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
1. CALL CENTRE																													
1.1a		Total inbound calls	Number of calls placed / received		number	public hel	1,277	1193	1355	1331	1399	1,328	1440	1476	1454	1316	1,380	1333	1509	1310	1318	1,306	1321	1491	1357	1360	1,363	1386	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number		543	507	578	580	650	589	616	586	629	589	616	571	614	599	602	570	550	627	635	585	568	614	
1.2		Total calls answered	Number of calls answered		number		1,267	1,161	1,323	1,310	1,362	1,308	1,414	1,442	1,420	1,300	1,362	1,322	1,471	1,296	1,305	1,266	1,302	1,461	1,339	1,343	1,348	1,364	
1.3a		% calls unanswered	Also known as 'abandonment'. 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	0.8%	2.7%	2.4%	1.6%	2.6%	1.5%	1.8%	2.3%	2.3%	1.2%	1.3%	0.8%	2.5%	1.1%	1.0%	3.1%	1.4%	2.0%	1.3%	1.3%	1.1%	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	0.2%	1.0%	1.0%	0.9%	1.5%	0.3%	0.7%	1.7%	1.3%	2.2%	1.4%	0.0%	2.6%	0.8%	0.5%	2.1%	0.7%	1.0%	1.1%	0.5%	0.9%	0.8%	
1.4		Results calls	Number of calls requesting test results		number		542	502	572	575	640	587	612	576	621	576	609	571	598	594	599	558	546	621	628	582	563	609	
1.5		% results calls	1.4 divided by 1.2		percent		42.5%	42.5%	42.7%	43.6%	46.5%	44.4%	42.8%	39.7%	43.3%	44.8%	44.6%	42.8%	40.7%	45.7%	45.7%	43.6%	41.6%	42.1%	46.8%	43.0%	41.7%	44.3%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ('Lab Results' figure)	less than	150	seconds	21	19	22	20	25	15	20	33	28	18	15	8	28	13	13	24	15	21	20	20	22	22	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number		27	32	34	20	36	16	32	75	55	20	16	13	54	6	18	45	31	44	27	25	20	14	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	2.1%	2.7%	2.5%	1.5%	2.6%	1.2%	2.2%	5.1%	2.8%	1.5%	1.2%	1.0%	3.6%	0.5%	1.4%	2.5%	2.4%	3.0%	2.0%	1.8%	1.5%	1.0%	
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	8	9	12	11	8	9	11	14	10	9	10	9	11	10	7	8	10	9	10	7	7	7	
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	7	6	7	7	6	7	8	7	7	6	6	8	8	6	6	6	6	7	6	7	6	8	
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	8	8	11	9	8	9	8	8	7	8	7	8	11	9	7	6	9	9	7	7	7	10	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number		2,945	2,953	3,243	3,155	3,042	3,012	3,172	3,102	3,077	2,975	2,936	3,143	3,192	2,984	2,583	2,819	3,001	3,192	3,061	2,885	2,776	2,955	
2.5		Long waits	Number of people waiting over 30 minutes		number		24	25	51	54	13	39	39	42	26	20	23	24	39	27	15	15	31	29	22	13	17	47	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	0.8%	0.8%	1.6%	1.7%	0.4%	1.3%	1.3%	1.4%	0.8%	0.7%	0.8%	0.8%	1.2%	0.9%	0.6%	0.3%	1.0%	0.9%	0.7%	0.5%	0.6%	1.6%	
2.7		Long waits	Maximum wait time (incl GTT's)		minutes		129	68	131	105	72	108	101	62	71	69	83	121	87	141	65	112	90	117	92	82	140	124	
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-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. 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		248	249	276	255	242	235	245	289	257	245	241	238	273	214	228	217	251	250	236	224	197	227	
3.2		Home visits attended	Number of home visits attended for the day		number		248	249	276	255	242	235	245	289	257	245	241	238	273	214	228	217	251	250	236	224	197	227	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	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%	
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		13	14	28	13	18	14	17	16	12	17	22	13	14	14	6	9	19	23	18	12	12	14	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number		13	14	28	13	18	14	17	16	12	17	22	13	14	14	6	9	19	23	18	12	12	14	
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%	100.0%	
4. LAB																													
4.1		Patient episodes	Total number of patient episodes		number		8,766	8,719	9,876	9,595	9,207	9,001	9,199	9,622	9,436	9,197	9,036	9,029	9,891	9,624	8,523	8,871	8,939	9,992	9,543	9,157	8,893	8,880	
4.2		Patient tests	Total number of patient tests performed		number		32,698	33,041	37,393	36,781	35,361	34,112	35,451	35,546	36,410	35,185	33,654	34,267	36,179	36,561	32,050	33,072	33,682	36,798	36,196	34,381	32,918	33,684	
4.3		Urgent tests	Total number of urgent tests		number		253	296	430	294	331	311	329	379	316	284	279	278	358	308	258	315	256	298	297	311	292	276	
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		Critical results	Number of critical test results		number		16	19	33	16	25	21	26	19	23	23	24	17	29	29	29	18	17	28	28	20	22	24	
4.7		Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referer; b. patient; c. police)		number		16	19	33	16	25	21	26	19	23	23	24	17	29	29	29	18	17	28	28	20	22	24	
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.Referer; 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%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number		33	41	56	48	28	39	43	46	47	20	61	48	58	57	42	48	48	40	46	38	25	45	
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%	0.1%	0.1%	0.1%	0.2%	0.1%	0.2%	0.2%	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	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%	100.0%	
5. TURNAROUND TIME																													

Item	Contract	Indicator	Definition	Target	Unit	Mon					Tue					Wed					Thu					Fri				
						1/04/13	1/08/13	2/08/13	5/08/13	6/08/13	7/08/13	8/08/13	9/08/13	12/08/13	13/08/13	14/08/13	15/08/13	16/08/13	19/08/13	20/08/13	21/08/13	22/08/13	23/08/13	26/08/13	27/08/13	28/08/13	29/08/13	30/08/13		
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		4:52	5:00	5:38	5:03	4:55	5:07	4:59	5:22	5:17	5:01	5:05	5:44	5:20	4:48	4:53	4:59	5:05	5:04	4:50	4:45	4:58	4:39	
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		0:55	1:02	1:22	1:04	1:04	1:03	0:52	1:01	1:01	0:58	0:52	1:17	1:03	1:04	1:09	0:56	1:52	1:03	0:59	1:01	0:56	1:15	
5.1c	yes	Complete blood count 95th 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	10:00	7:00	7:00	7:00	7:00	7:00	9:00	7:00	7:00	10:00	9:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes		5:43	5:15	5:41	5:14	5:07	5:48	5:22	5:26	5:26	5:16	6:49	5:43	5:34	4:59	5:02	5:09	5:25	5:28	5:05	5:00	5:11	4:56	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		1:40	1:11	1:19	1:12	1:13	1:39	1:11	0:58	1:06	1:06	2:34	1:09	1:10	1:10	1:11	1:03	1:10	1:22	1:09	1:10	1:07	1:24	
5.2c	yes	Total TAT Electrolytes 95th percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE	less than	12:00	hours:minutes		9:00	7:00	10:00	7:00	7:00	10:00	9:00	7:00	7:00	7:00	11:00	9:00	9:00	7:00	7:00	7:00	7:00	9:00	7:00	7:00	7:00	7:00	
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes		5:45	5:59	6:02	6:05	5:16	6:09	5:35	5:56	5:48	6:12	8:00	6:03	6:04	5:26	6:02	6:15	5:49	6:50	6:11	4:50	6:01	5:26	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		1:56	2:13	1:46	2:06	1:51	2:10	1:39	1:43	1:48	2:07	3:59	1:33	2:05	1:48	2:18	2:20	1:44	3:17	2:21	1:27	2:07	1:40	
5.3c	yes	Total TAT HCG 95th percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE	less than	12:00	hours:minutes		5:00	3:00	7:00	3:00	3:00	5:00	3:00	5:00	7:00	7:00	3:00	9:00	7:00	5:00	5:00	7:00	5:00	5:00	8:00	3:00	5:00	5:00	
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes		5:46	5:12	5:39	5:15	5:12	5:50	5:23	5:30	5:30	5:19	6:52	5:39	5:33	4:59	5:05	5:12	5:27	5:29	5:03	5:02	5:11	4:58	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		1:45	1:14	1:20	1:16	1:19	1:43	1:14	1:08	1:09	1:11	2:35	1:13	1:12	1:14	1:17	1:06	1:13	1:26	1:08	1:13	1:08	1:24	
5.5c	yes	Total TAT Liver 95th percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN Zone	less than	12:00	hours:minutes		9:00	7:00	10:00	7:00	7:00	10:00	8:00	7:00	7:00	7:00	11:00	9:00	9:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	
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		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 98th percentile	Turnaround time for 98th centile from collection to report, expressed in working days	less than	10.0	working days		1.9	3.0	3.0	5.0	6.0	3.0	1.8	4.5	5.0	7.0	5.0	2.7	4.5	4.5	6.0	2.7	2.2	4.5	5.5	2.3	2.5	3.0	
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		23:24	22:45	24:24	22:36	23:30	24:31		23:25	23:37	23:23	26:47		24:23	23:30	24:10	24:31		22:20	23:54	23:25	22:50		
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		19:46	19:53	19:04	19:45	19:50	21:06		19:03	19:36	19:34	22:27		19:36	19:31	21:27	21:41		18:40	19:36	19:48	18:27		
5.7c	yes	Total TAT Urine Micro & Culture - non-urgent 90th percentile	Turnaround time for 90th centile from collection to report, expressed in working days	less than	2.0	working days		1.2	1.2	1.2	1.2	1.0	1.2		1.2	1.2	1.2	1.2		1.2	1.2	1.0	1.2		1.2	1.2	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		99.9%	100.0%	99.9%	100.0%	99.9%	99.9%	100.0%	99.9%	100.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	99.9%	99.9%		
URGENT																														
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes		5:52	3:29	3:42	3:28	3:31	3:33	3:25	4:59	3:42	3:24	3:34	3:35	3:30	3:31	3:30	3:29	3:37	3:31	3:35	3:33	3:40	4:54	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes		0:56	0:38	0:43	0:38	0:38	0:37	0:36	0:37	0:52	0:52	0:34	0:44	0:36	0:38	0:39	0:35	0:36	0:36	0:38	0:36	0:36	0:37	
5.9c	yes	Total TAT INR 95th percentile in zone	Turnaround time from 95th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours:minutes		5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	6:00	5:00	5:00	5:00	5:00	5:00	5:00	6:00	5:00	5:00	6:00	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes		3:34	4:11	3:25	3:28	3:20	3:34	3:26	3:30	3:39	3:17	3:29	3:42	3:22	3:37	3:16	3:18	3:20	3:25	3:28	3:29	3:39	3:38	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes		1:00	1:36	1:02	0:59	1:06	1:02	1:07	0:52	1:07	0:54	0:57	1:15	1:42	1:07	0:53	0:53	0:58	0:55	0:59	0:53	1:15	0:55	
5.10c	yes	Total TAT Troponin 98th percentile in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours:minutes		5:00	5:00	5:00	3:00	5:00	3:00	3:00	6:00	5:00	3:00	3:00	3:00	5:00	5:00	6:00	5:00	3:00	5:00	3:00	3:00	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 than	95%	percent		99.5%	98.7%	99.2%	99.2%	97.4%	98.4%	99.3%	100.0%	98.8%	98.7%	99.1%	95.0%	99.3%	98.8%	98.5%	99.8%	99.1%	99.2%	100.0%	100.0%	99.6%	99.1%	
6. RECOLLECTS																														
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number		5,352	5,392	6,334	5,850	5,599	5,563	5,721	6,002	5,721	5,557	5,527	5,526	6,170	5,790	4,952	5,355	5,484	6,169	5,666	5,400	5,233	5,453		
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number		16	16	23	17	15	19	14	22	14	17	26	17	22	37	19	19	18	24	19	8	20	17		
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent		0.3%	0.3%	0.4%	0.3%	0.3%	0.3%	0.4%	0.3%	0.3%	0.5%	0.3%	0.4%	0.6%	0.4%	0.4%	0.3%	0.4%	0.3%	0.2%	0.4%	0.3%		
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																									
7.4		Total Complaints	Number of complaints received year to date		number			33						33														37		
7.5		Complaints closed	Number of complaints closed year to date		number			33						33														36		
7.6		New complaints	Number of new complaints received this week		number			2						0														1		
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number			2						0														1		
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number			33						33														36		
7.9		% events/issues closed	7.2 divided by 7.1	greater than	75%	percent																								

Item	Contract	Indicator	Definition	Target	Unit	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
						1/04/13	1/08/13	2/08/13	5/08/13	6/08/13	7/08/13	8/08/13	9/08/13	12/08/13	13/08/13	14/08/13	15/08/13	16/08/13	19/08/13	20/08/13	21/08/13	22/08/13	23/08/13	26/08/13	27/08/13
7.10		% timely closure	7.3 divided by 7.1	greater than	95%	percent																			
7.11		% complaints closed	7.5 divided by 7.4	greater than	75%	percent																			
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater than	80%	percent																			
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	percent																			