

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 | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | |
|------------------------------|----------|--|---|---------------------|---------------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|--|
| | | | | | | 1/11/13 | 4/11/13 | 5/11/13 | 6/11/13 | 7/11/13 | 8/11/13 | 11/11/13 | 12/11/13 | 13/11/13 | 14/11/13 | 15/11/13 | 18/11/13 | 19/11/13 | 20/11/13 | 21/11/13 | 22/11/13 | 25/11/13 | 26/11/13 | 27/11/13 | 28/11/13 | 29/11/13 | |
| 1. CALL CENTRE | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1a | | Total inbound calls | Number of calls placed / received | | number | 1695 | 1797 | 1775 | 1638 | 1,674 | 1,696 | 1,836 | 1,726 | 1,699 | 1,658 | 1,726 | 1,649 | 1,791 | 1,754 | 1,638 | 1,566 | 1,720 | 1,633 | 1,620 | 1,666 | 1,630 | |
| 1.1b | | Total inbound calls - results line | Number of calls placed / received on results line | | number | 789 | 813 | 835 | 769 | 784 | 760 | 839 | 797 | 832 | 785 | 764 | 753 | 832 | 824 | 755 | 716 | 791 | 737 | 779 | 775 | 730 | |
| 1.2 | | Total calls answered | Number of calls answered | | number | 1,653 | 1,764 | 1,727 | 1,601 | 1,639 | 1,632 | 1,757 | 1,654 | 1,619 | 1,606 | 1,667 | 1,567 | 1,744 | 1,728 | 1,619 | 1,547 | 1,694 | 1,612 | 1,585 | 1,627 | 1,592 | |
| 1.3a | | % calls unanswered | Also known as "abandonment". 1 - (1.2 divided by 1.1a) | less than 7.0% | percent | 2.5% | 1.8% | 2.7% | 2.3% | 2.1% | 3.8% | 4.3% | 4.2% | 4.7% | 3.1% | 3.4% | 5.0% | 2.6% | 1.5% | 1.2% | 1.2% | 1.5% | 1.3% | 2.2% | 2.3% | 2.3% | |
| 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% | 1.0% | 1.3% | 0.9% | 0.9% | 2.4% | 2.0% | 2.5% | 4.0% | 2.0% | 1.7% | 3.0% | 1.8% | 0.7% | 0.8% | 0.8% | 0.9% | 1.1% | 0.6% | 1.4% | 1.5% | |
| 1.4 | | Results calls | Number of calls requesting test results | | number | 778 | 805 | 824 | 762 | 777 | 742 | 822 | 777 | 799 | 769 | 751 | 730 | 817 | 818 | 749 | 710 | 784 | 729 | 774 | 764 | 719 | |
| 1.5 | | % results calls | 1.4 divided by 1.2 | | percent | 46.6% | 45.2% | 47.0% | 47.0% | 46.8% | 44.8% | 45.7% | 46.2% | 49.0% | 47.4% | 44.3% | 45.7% | 46.5% | 47.0% | 46.1% | 45.7% | 46.0% | 45.1% | 48.1% | 46.5% | 44.8% | |
| 1.6 | | Average wait time | Average wait time on the phone for results, measured in seconds ("Lab Results" figure) | less than 150 | seconds | 28 | 24 | 32 | 27 | 27 | 49 | 32 | 38 | 45 | 39 | 44 | 42 | 32 | 25 | 20 | 20 | 23 | 22 | 17 | 21 | 28 | |
| 1.7 | | Wait time >150 seconds | Number of calls with a wait time of more than 150 seconds | | number | 50 | 59 | 100 | 47 | 46 | 120 | 38 | 121 | 128 | 99 | 100 | 135 | 51 | 49 | 32 | 34 | 48 | 29 | 37 | 46 | 53 | |
| 1.8 | | % of calls with wait time >150 seconds | 1.7 divided by 1.1 | less than 3.0% | percent | 3.0% | 3.3% | 5.6% | 2.9% | 2.8% | 7.1% | 2.1% | 7.0% | 7.5% | 6.0% | 5.8% | 8.2% | 2.9% | 2.8% | 2.0% | 2.2% | 2.8% | 1.8% | 2.3% | 2.8% | 2.3% | |
| 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 | 10 | 10 | 8 | 7 | 9 | 13 | 10 | 9 | 8 | 9 | 12 | 12 | 7 | 8 | 9 | 9 | 12 | 10 | 8 | 9 | |
| 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 | 9 | 8 | 8 | 6 | 8 | 7 | 8 | 7 | 6 | 6 | 9 | 8 | 8 | 8 | 7 | 9 | 8 | 9 | 8 | 7 | 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 | 11 | 11 | 8 | 10 | 7 | 9 | 9 | 9 | 7 | 7 | 10 | 11 | 9 | 9 | 10 | 9 | 9 | 10 | 11 | 10 | 10 | |
| 2.4 | | Number waiting | Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am | | number | 3,517 | 3,761 | 3,711 | 3,302 | 3,273 | 3,479 | 3,785 | 3,625 | 3,324 | 3,227 | 3,514 | 3,814 | 3,598 | 3,508 | 3,538 | 3,681 | 3,803 | 3,914 | 3,604 | 3,466 | 3,742 | |
| 2.5 | | Long waits | Number of people waiting over 30 minutes | | number | 43 | 66 | 43 | 27 | 25 | 49 | 41 | 43 | 24 | 31 | 41 | 51 | 44 | 44 | 37 | 45 | 172 | 115 | 178 | 119 | 135 | |
| 2.6 | | % wait over 30 mins | 2.5 divided by 2.4 | less than 10% | percent | 1.2% | 1.8% | 1.2% | 0.8% | 0.8% | 1.4% | 1.1% | 1.2% | 0.7% | 1.0% | 1.2% | 1.3% | 1.2% | 1.3% | 1.0% | 1.2% | 4.5% | 2.9% | 4.9% | 3.4% | 3.6% | |
| 2.7 | | Long waits | Maximum wait time (incl GTTs) | | minutes | 119 | 190 | 120 | 116 | 86 | 152 | 154 | 112 | 121 | 97 | 118 | 103 | 94 | 134 | 127 | 101 | 85 | 114 | 98 | 111 | 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 | 4:00 | |
| 2.9 | | Time from collection to lab - max | Maximum time from collection to lab (hrs:minutes) | less than 4:00 | 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 | |
| 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 | 466 | 537 | 449 | 513 | 539 | 509 | 491 | 556 | 534 | 529 | 469 | 495 | 471 | 506 | 509 | 475 | 506 | 481 | 458 | 501 | 513 | |
| 3.2 | | Home visits attended | Number of home visits attended for the day | | number | 466 | 537 | 449 | 513 | 539 | 509 | 491 | 556 | 534 | 529 | 469 | 495 | 471 | 506 | 509 | 475 | 506 | 481 | 458 | 501 | 513 | |
| 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% | |
| 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 | 43 | 41 | 37 | 43 | 59 | 34 | 34 | 44 | 40 | 30 | 19 | 34 | 31 | 31 | 33 | 37 | 32 | 33 | 37 | 39 | 22 | |
| 3.5 | | Urgent home visits completed | Number of urgent home visits completed for the day | | number | 43 | 41 | 37 | 43 | 59 | 34 | 34 | 44 | 40 | 30 | 19 | 34 | 31 | 31 | 33 | 37 | 32 | 33 | 37 | 39 | 22 | |
| 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 | 10,462 | 11,671 | 11,200 | 10,395 | 10,396 | 10,235 | 11,873 | 10,759 | 10,183 | 9,968 | 10,318 | 11,641 | 11,133 | 10,692 | 10,071 | 10,199 | 11,312 | 11,279 | 10,644 | 10,282 | 10,040 | |
| 4.2 | | Patient tests | Total number of patient tests performed | | number | 39,911 | 43,894 | 42,715 | 39,012 | 39,300 | 39,540 | 44,305 | 41,623 | 39,000 | 37,934 | 40,155 | 43,357 | 42,633 | 41,692 | 38,078 | 39,044 | 42,289 | 42,795 | 39,872 | 38,901 | 39,694 | |
| 4.3 | | Urgent tests | Total number of urgent tests | | number | 513 | 469 | 509 | 377 | 417 | 480 | 496 | 477 | 409 | 448 | 454 | 418 | 436 | 433 | 429 | 505 | 418 | 484 | 374 | 507 | 488 | |
| 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% | |
| 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 | 28 | 36 | 30 | 31 | 28 | 27 | 29 | 27 | 17 | 22 | 23 | 39 | 27 | 29 | 21 | 29 | 52 | 71 | 52 | 71 | 51 | |
| 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 | 28 | 36 | 30 | 31 | 28 | 27 | 29 | 27 | 17 | 22 | 23 | 39 | 27 | 29 | 21 | 29 | 52 | 71 | 51 | 71 | 50 | |
| 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% | 98% | 100% | 98% | 98% | |
| 4.11 | | Amended Results | Number of results changed after original result was reported to referrer | | number | 44 | 51 | 66 | 41 | 53 | 44 | 34 | 55 | 48 | 48 | 62 | 42 | 57 | 36 | 58 | 39 | 53 | 44 | 43 | 54 | 43 | |
| 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% | 0.1% | 0.1% | 0.2% | 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 | | | | | | | | | | | | | | | | | | | | | | |

| | | | | | | | 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 | | 1/11/13 | 4/11/13 | 5/11/13 | 6/11/13 | 7/11/13 | 8/11/13 | 11/11/13 | 12/11/13 | 13/11/13 | 14/11/13 | 15/11/13 | 18/11/13 | 19/11/13 | 20/11/13 | 21/11/13 | 22/11/13 | 25/11/13 | 26/11/13 | 27/11/13 | 28/11/13 | 29/11/13 |
| 7.7 | | Complaints acknowledgement | Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week | | number | | 2 | | | | | 2 | | | | | 1 | | | | | 1 | | | | | 2 |
| 7.8 | | Complaints response | Number of complaints (year to date) that have received a final response (letter) within 35 working days | | number | | 50 | | | | | 51 | | | | | 52 | | | | | 53 | | | | | 55 |
| 7.9 | | % events/issues closed | 7.2 divided by 7.1 | greater than | 75% | percent | | | | | | | | | | | | | | | | | | | | | |
| 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 | 100.0% | | | | | 98.1% | | | | | 98.1% | | | | | 98.2% | | | | | 98.2% |