

Lab Tests Auckland Pathology Service KPI Reporting 2014  
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	2014					2015					2016					2017					
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon
<b>1. CALL CENTRE</b>																										
1.1a		Total inbound calls	Number of calls placed / received		number		1896	1746	1,652	1,711	1,709	1,509	1,560	1,614	1,600	1,654	1,622	1,626	1,616	1,617	1,744	1,675	1,659	1,609	1,743	1,730
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number		851	794	814	853	821	733	757	786	776	809	791	813	808	827	865	827	830	832	855	826
1.2		Total calls answered	Number of calls answered		number		1,802	1,685	1,598	1,639	1,624	1,474	1,507	1,557	1,579	1,605	1,548	1,579	1,546	1,580	1,674	1,604	1,608	1,532	1,665	1,691
1.3a		% calls unanswered	Also known as "abandonment". 1: (1.2 divided by 1.1a)	less than	7.0%		5.0%	3.5%	3.3%	4.2%	4.9%	2.3%	3.4%	3.5%	1.3%	3.0%	4.6%	2.9%	4.3%	2.3%	4.0%	4.2%	3.1%	4.8%	4.5%	2.3%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1: (1.4 divided by 1.1b)	less than	3.0%		1.9%	2.1%	1.7%	2.0%	2.6%	0.6%	2.3%	1.4%	1.0%	1.9%	2.3%	1.9%	2.5%	1.3%	2.7%	2.4%	2.4%	3.0%	1.8%	1.1%
1.4		Results calls	Number of calls requesting test results		number		851	794	814	853	821	733	757	786	776	809	791	813	808	827	865	827	830	832	855	826
1.5		% results calls	1.4 divided by 1.2		percent		44.9%	45.5%	49.3%	49.9%	48.0%	48.6%	48.5%	48.7%	48.5%	48.9%	48.8%	50.0%	50.0%	51.1%	49.6%	49.4%	50.0%	51.7%	49.1%	47.8%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds		49	31	38	38	43	33	43	40	19	39	40	38	45	37	46	40	42	23	30	25
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number		19	63	100	104	141	79	91	101	29	107	105	72	102	81	153	118	81	139	67	59
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent		10.0%	3.6%	6.1%	2.2%	8.3%	5.2%	5.8%	6.3%	1.8%	6.5%	6.5%	4.4%	6.3%	5.0%	8.8%	7.0%	4.9%	8.6%	3.8%	3.4%
<b>2. COLLECTION CENTRES</b>																										
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	9	11	11	8	8	9	10	10	9	8	7	12	10	12	10	9	10	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	6	6	6	7	6	6	6	7	7	7	6	6	7	9	6	6	6	6	6
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		17	11	11	9	10	9	7	9	10	12	10	10	9	10	11	12	9	8	9	8
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number		3,994	3,545	3,367	3,378	3,749	3,100	2,829	3,122	3,190	3,598	3,391	3,180	3,008	3,322	3,359	3,449	3,055	2,945	3,089	3,195
2.5		Long waits	Number of people waiting over 30 minutes		number		465	77	106	81	115	57	34	83	80	105	98	118	74	156	169	124	99	36	88	72
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%		11.6%	2.2%	3.1%	2.4%	3.1%	1.8%	1.2%	2.7%	2.5%	2.9%	2.9%	3.7%	2.5%	4.7%	5.0%	3.6%	3.2%	1.2%	2.8%	2.3%
2.7		Long waits	Maximum wait time (incl GTT's)		minutes		85	135	118	112	139	129	131	97	92	81	186	117	180	174	168	140	140	105	125	139
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		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
<b>3. HOME VISITS</b>																										
3.1		Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not home)		number		578	545	565	584	546	485	479	521	451	465	514	476	400	324	390	435	536	427	403	391
3.2		Home visits attended	Number of home visits attended for the day		number		565	535	560	578	528	477	472	510	441	456	495	469	390	322	385	427	526	404	393	386
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%		97.8%	98.2%	99.1%	99.0%	96.7%	98.4%	98.5%	97.9%	97.8%	98.1%	96.3%	98.5%	97.5%	99.4%	98.7%	98.2%	98.1%	94.6%	97.5%	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		31	41	51	44	39	27	35	53	42	28	36	31	28	29	44	34	33	23	35	34
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number		31	41	51	44	39	27	35	53	42	28	36	31	28	29	44	34	33	23	35	34
3.6	Yes	Urgent home visit timeliness	% urgent home visits completed for the day 3.5 divided by 3.4	greater than	99%		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%
<b>4. LAB</b>																										
4.1		Patient episodes	Total number of patient episodes		number		12,596	11,898	11,047	10,998	12,273	10,563	10,250	10,616	10,584	12,138	11,506	10,896	10,392	10,752	12,003	11,749	10,873	10,702	10,515	11,081
4.2		Patient tests	Total number of patient tests performed		number		45,785	44,788	41,672	41,642	45,114	39,503	38,201	39,344	39,158	43,757	42,491	40,631	38,463	40,758	42,930	43,493	38,663	38,844	38,636	39,769
4.3		Urgent tests	Total number of urgent tests		number		540	408	399	491	419	478	377	484	505	422	438	469	398	459	420	454	331	404	425	477
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%
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%		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		106	66	75	55	76	55	61	60	59	59	62	67	46	52	76	62	48	60	56	56
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		106	65	75	54	76	55	60	60	59	59	62	67	46	51	76	62	48	59	56	56
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%		100%	98%	100%	98%	100%	100%	98%	100%	100%	100%	100%	100%	98%	100%	100%	100%	98%	100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number		56	52	31	38	45	60	46	51	45	24	68	36	38	47	62	70	65	51	38	42
4.12		% Amended Results	Percentage of results changed after original result was reported to referrer. 4.11 divided by 4.2	less than	1%		0.1%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	0.2%	0.2%	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																					

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon		
Item	Comment	Indicator	Definition	Target	Unit	Public Holiday	3/06/14	4/06/14	5/06/14	6/06/14	9/06/14	10/06/14	11/06/14	12/06/14	13/06/14	16/06/14	17/06/14	18/06/14	19/06/14	20/06/14	23/06/14	24/06/14	25/06/14	26/06/14	27/06/14	30/06/14		
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%
<b>5. TURNAROUND TIME</b>																												
<b>NON-URGENT</b>																												
5.1a		Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes		5:30	5:46	5:35	5:30	5:17	5:08	4:53	5:12	5:02	5:00	5:04	4:58	5:05	5:17	5:22	5:19	5:04	5:06	5:18	5:08	
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		1:17	1:24	1:10	0:57	0:47	0:51	0:56	0:52	0:52	0:56	0:56	0:55	0:45	0:47	1:03	0:53	0:52	0:47	0:46	0:55	
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		9:00	10:00	9:00	8:00	9:00	9:00	7:00	9:00	8:00	7:00	7:00	7:00	7:00	9:00	9:00	8:00	7:00	7:00	8:00	8:00	
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes		5:43	6:08	5:54	6:10	5:39	5:30	5:22	5:37	5:26	5:36	5:20	5:17	5:22	5:45	5:38	5:58	5:27	5:21	5:33	5:24	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		1:27	1:46	1:26	1:44	1:07	1:09	1:23	1:13	1:12	1:28	1:09	1:11	1:01	1:11	1:13	1:28	1:10	0:57	0:58	1:09	
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	10:00	10:00	10:00	9:00	8:00	8:00	9:00	8:00	9:00	7:00	7:00	7:00	9:00	9:00	9:00	7:00	7:00	8:00	8:00	
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes		5:37	6:04	5:25	7:09	5:30	5:39	5:13	5:57	6:07	5:28	5:17	6:03	5:38	5:49	5:45	5:39	5:17	5:45	5:59	5:50	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		1:42	2:06	1:35	2:59	1:24	1:29	1:44	1:57	2:17	1:51	1:22	2:19	1:39	1:47	1:45	1:41	1:30	1:52	2:00	2:01	
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		4:00	5:00	4:00	6:00	5:00	5:00	4:00	6:00	6:00	5:00	4:00	5:00	5:00	5:00	5:00	5:00	4:00	4:00	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		5:49	6:11	6:01	6:14	5:47	5:32	5:26	5:46	5:26	5:40	5:26	5:15	5:28	5:51	5:47	6:02	5:31	5:21	5:37	5:27	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		1:33	1:50	1:32	1:48	1:17	1:10	1:28	1:23	1:14	1:33	1:15	1:11	1:05	1:17	1:26	1:32	1:14	0:59	1:03	1:14	
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	10:00	10:00	10:00	9:00	8:00	8:00	9:00	8:00	9:00	8:00	7:00	7:00	10:00	9:00	10:00	7:00	7:00	8:00	8:00	
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	
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	
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		6.0	8.0	7.0	4.0	6.0	6.0	6.0	7.0	5.0	6.0	6.0	6.0	3.0	5.0	5.0	6.0	7.0	3.0	3.0	8.0	
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			12:38	16:13	16:42		14:05	15:34	15:45	15:25		13:23	16:03	17:46	17:36		14:57	16:21	17:00	16:59		
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			10:11	12:42	13:28		11:15	12:37	12:32	11:40		11:03	14:16	15:47	13:52		14:39	13:38	17:20	13:43		
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			1.3	1.3	1.5		1.0	1.3	1.3	1.3		1.0	1.3	1.7	1.3		1.3	1.3	1.3	1.3		
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%	100.0%	99.9%	99.9%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	
<b>URGENT</b>																												
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes		3:48	3:35	3:43	3:33	3:34	3:36	3:34	3:37	3:40	3:43	3:42	3:47	3:41	3:39	3:43	3:40	3:29	3:33	3:32	3:35	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes		0:38	0:36	0:42	0:38	0:36	0:35	0:37	0:37	0:41	0:43	0:41	0:40	0:42	0:40	0:42	0:40	0:37	0:40	0:36	0:40	
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		6:00	5:00	6:00	5:00	5:00	6:00	6:00	6:00	5:00	5:00	6:00	5:00	5:00	5:00	6:00	5:00	5:00	6:00	5:00		
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes		3:32	3:43	3:50	3:45	5:35	3:41	4:01	3:47	3:41	3:44	3:51	4:13	3:28	3:44	4:34	3:55	3:39	3:50	3:36	3:42	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes		1:01	1:09	1:07	1:01	2:31	0:56	1:04	1:04	1:03	1:10	1:03	1:28	0:57	1:33	1:44	1:02	0:59	1:08	1:01	1:01	
5.10c	yes	Total TAT Troponin 98th centile in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours: minutes		6:00	6:00	6:00	6:00	6:00	4:00	5:00	6:00	5:00	6:00	6:00	12:00	5:00	6:00	6:00	6:00	3:00	5:00	4:00	4:00	
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%	97.6%	98.1%	98.8%	96.6%	99.8%	98.1%	99.5%	99.0%	98.6%	99.5%	98.4%	98.8%	98.2%	98.8%	98.9%	98.9%	98.8%	98.5%	99.7%	
<b>6. RECOLLECTS</b>																												
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number			7,812	6,839	6,394	6,492	7,267	6,035	5,809	6,012	6,055	6,926	6,444	6,099	5,824	6,321	6,855	6,622	5,791	5,983	5,907	6,381	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number			26	13	20	23	23	25	14	16	21	29	26	14	18	22	16	18	19	29	18	17	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent		0.3%	0.2%	0.3%	0.4%	0.3%	0.4%	0.2%	0.2%	0.3%	0.4%	0.4%	0.2%	0.3%	0.3%	0.2%	0.3%	0.3%	0.5%	0.3%	0.3%	
<b>7. QUALITY IMPROVEMENT</b>																												
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					25					25										26		28	

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	Mon
						Public Holiday	3/06/14	4/06/14	5/06/14	6/06/14	9/06/14	10/06/14	11/06/14	12/06/14	13/06/14	16/06/14	17/06/14	18/06/14	19/06/14	20/06/14	23/06/14	24/06/14	25/06/14	26/06/14	27/06/14	30/06/14
7.5		Complaints closed	Number of complaints closed year to date		number					25					25											25
7.6		New complaints	Number of new complaints received this week		number					1					-											1
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					1					-											1
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number					25					25											25
7.9		% events/issues closed	7.2 divided by 7.1	greater than	75%																					
7.10		% timely closure	7.3 divided by 7.1	greater than	95%																					
7.11		% complaints closed	7.5 divided by 7.4	greater than	75%																					
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater than	80%																					
7.13		% complaints response	7.8 divided by 7.4	greater than	80%					100.0%					100.0%											96.2%