

Lab Tests Auckland Pathology Service KPI Reporting 2015  
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	2015					2016					2017					2018							
						Public Holiday	Public Holiday	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
<b>1. CALL CENTRE</b>																												
1.1a		Total inbound calls	Number of calls placed / received		number			1590	1532	1491	1,450	1340	1683	1584	1556	1521	1442	1647	1536	1600	1,510	1547			1760	1767	1,633	1603
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number			597	641	691	650	623	712	733	707	719	669	772	704	758	739	711			777	820	780	763
1.2		Total calls answered	Number of calls answered		number			1,578	1,516	1,480	1,433	1,334	1,648	1,567	1,541	1,503	1,431	1,617	1,509	1,586	1,496	1,519			1,716	1,748	1,608	1,579
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent		0.8%	1.0%	0.7%	1.2%	0.5%	2.1%	1.1%	1.0%	1.2%	0.8%	1.8%	1.8%	0.9%	0.9%	1.8%			2.5%	1.1%	1.5%	1.5%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent		0.3%	0.5%	0.1%	0.2%	0.3%	0.8%	0.6%	0.4%	0.6%	0.5%	1.2%	0.6%	0.3%	0.3%	0.6%			1.4%	0.2%	0.6%	0.7%
1.4		Results calls	Number of calls requesting test results		number			597	641	691	650	623	712	733	707	719	669	772	704	758	739	711			777	820	780	763
1.5		% results calls	1.4 divided by 1.2		percent			37.6%	41.8%	46.3%	44.8%	46.5%	42.3%	46.3%	45.4%	47.3%	46.4%	46.9%	45.8%	47.4%	48.9%	46.0%			44.2%	46.4%	47.8%	47.6%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds		27	20	21	23	15	29	21	24	18	18	29	36	29	28	30			41	26	27	30
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number			38	30	16	21	8	74	23	50	18	19	45	47	35	58	46			119	39	49	42
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent		2.4%	2.0%	1.1%	1.5%	0.6%	4.4%	1.5%	3.2%	1.2%	1.3%	2.7%	3.1%	2.2%	3.8%	3.0%			6.8%	2.2%	3.0%	2.6%
<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		18	15	12	11	9	19	17	12	10	14	16	17	12	11	13			19	14	13	15
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	8	7	6	7	9	8	8	6	8	11	9	8	7	7			11	10	10	11
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		15	11	8	10	10	11	10	8	9	9	13	11	9	8	9			14	12	9	9
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number			3,854	3,433	3,202	2,970	3,106	3,773	3,516	3,251	3,100	3,269	3,840	3,571	3,226	3,092	3,287			3,993	3,627	3,398	3,476
2.5		Long waits	Number of people waiting over 30 minutes		number			362	231	93	105	79	289	278	90	59	164	303	235	148	84	111			442	206	192	205
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent		9.4%	6.7%	2.9%	3.5%	2.5%	7.7%	7.9%	2.8%	1.9%	5.0%	7.9%	6.6%	4.6%	2.7%	3.4%			11.1%	5.7%	5.7%	5.9%
2.7		Long waits	Maximum wait time (incl GTTs)		minutes			93	107	147	137	133	160	141	214	125	147	187	135	83	124	101			128	135	135	159
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
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
<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			647	543	541	323	434	625	493	551	446	490	574	492	506	413	546			528	599	540	451
3.2		Home visits attended	Number of home visits attended for the day		number			639	539	538	321	432	614	479	537	436	482	568	485	488	405	537			517	585	529	440
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent		98.8%	99.3%	99.4%	99.4%	99.5%	98.2%	97.2%	97.5%	97.8%	98.4%	99.0%	98.6%	96.4%	98.1%	98.4%			97.9%	97.7%	98.0%	97.6%
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			34	21	26	12	16	28	23	15	21	29	21	23	21	25	40			35	35	39	31
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number			34	21	26	12	16	28	23	15	21	29	21	23	21	25	40			35	35	39	31
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%
<b>4. LAB</b>																												
4.1		Patient episodes	Total number of patient episodes		number			10,624	9,489	9,002	8,521	8,849	10,463	9,760	9,405	8,807	9,209	10,760	10,003	9,316	8,847	9,509			11,332	10,404	9,603	9,792
4.2		Patient tests	Total number of patient tests performed		number			43,088	40,261	39,398	36,824	37,886	43,335	41,984	41,004	37,804	39,134	43,788	43,015	40,041	37,761	39,417			45,825	44,600	41,270	41,459
4.3		Urgent tests	Total number of urgent tests		number			455	326	323	342	358	420	457	340	324	430	447	436	363	401	432			615	418	390	405
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%
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%
4.6		Critical results	Number of critical test results		number			80	65	62	39	45	62	59	56	50	52	79	63	42	57	56			94	77	48	58
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			80	65	62	39	45	62	59	56	50	52	79	63	42	57	56			94	77	48	58
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%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number			61	47	32	38	46	49	24	25	54	37	50	46	14	24	20			33	19	53	34
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%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%			0.1%	0.0%	0.1%	0.1%
4.13	Yes	Timeliness of Send aways	90th centile for collection to receipt by LabPacs 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																						
<b>5. TURNAROUND TIME</b>																												

Item	Contract	Indicator	Definition	Target	Unit	Public Holiday		Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
						5/01/15	6/01/15	7/01/15	8/01/15	9/01/15	12/01/15	13/01/15	14/01/15	15/01/15	16/01/15	19/01/15	20/01/15	21/01/15	22/01/15	23/01/15	Public holiday	27/01/15	28/01/15	29/01/15	30/01/15					
<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			5:11	4:53	4:48	4:32	4:54	5:21	4:57	4:58	4:53	4:56	5:08	5:10	5:02	4:47	5:11			6:03	5:21	5:14	5:29	
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			1:05	0:59	0:58	0:50	0:53	1:06	0:55	1:00	0:55	0:52	1:01	0:59	1:03	0:54	0:51			1:31	1:02	0:52	1:01	
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			8:00	7:00	7:00	7:00	7:00	9:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00			10:00	8:00	8:00	9:00	
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes			5:31	5:41	5:24	5:48	5:27	6:15	5:52	5:38	5:51	5:43	5:55	6:13	5:39	5:35	5:33			6:29	6:10	6:23	5:55	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes			1:20	1:44	1:30	2:01	1:22	1:55	1:47	1:39	1:46	1:34	1:44	1:58	1:37	1:37	1:13			1:50	1:46	1:57	1:27	
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	9:00	8:00	9:00	7:00	10:00	9:00	8:00	10:00	9:00	9:00	11:00	8:00	8:00	9:00			10:00	10:00	10:00	9:00	
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes			5:27	6:08	6:07	5:55	6:01	6:32	6:07	5:47	7:28	6:04	6:28	7:21	6:40	6:33	6:12			6:33	6:38	6:29	6:09	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes			1:43	2:32	2:41	2:23	2:10	2:33	2:18	2:09	3:36	2:15	2:23	3:20	2:39	2:42	2:08			2:15	2:28	2:19	1:53	
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	5:00	4:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	6:00	5:00	6:00	6:00			5:00	7:00	4:00	8:00	
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes			5:31	5:45	5:28	5:54	5:33	6:15	5:56	5:42	5:54	5:46	5:59	6:18	5:42	5:37	5:19			6:28	6:14	6:24	6:04	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes			1:23	1:49	1:35	2:07	1:31	2:00	1:52	1:44	1:52	1:40	1:48	2:05	1:41	1:39	1:20			1:52	1:50	2:01	1:33	
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	9:00	8:00	9:00	7:00	10:00	10:00	9:00	10:00	9:00	9:00	11:00	9:00	8:00	9:00			10:00	10:00	10:00	10:00	
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																								
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																								
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																								
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				16:11	18:50	18:12	17:43		14:24	16:01	17:52	16:08		15:42	16:52	16:16	15:04			13:34	17:58	17:16		
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				13:29	16:05	14:36	14:46		12:37	13:02	14:34	12:26		11:59	13:45	12:52	12:44			9:27	14:04	13:54		
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	1.8	1.3	1.3		1.3	1.3	1.3	1.3		1.0	1.5	1.3	1.3			1.0	1.5	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			100.0%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	99.9%	100.0%			99.9%	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			4:00	4:06	3:43	3:45	3:42	3:52	3:55	3:37	3:47	3:40	3:45	3:49	3:47	3:57	3:59			4:20	3:52	3:44	3:46	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes			0:52	1:05	0:44	0:44	0:45	0:43	0:42	0:41	0:38	0:39	0:39	0:42	0:42	0:48	0:45			0:51	0:43	0:37	0:39	
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	6:00	5:00	5:00	5:00	6:00	6:00	5:00	6:00	6:00	5:00	6:00	5:00	6:00	6:00			7:00	6:00	6:00	6:00	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes			3:21	3:25	3:29	3:37	3:34	3:48	3:46	3:38	3:54	3:56	3:55	3:34	4:00	3:41	4:18			4:03	3:46	4:00	4:33	
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	1:24	1:02	0:59	1:13	1:03	1:03	1:01	1:07	1:03	0:59	1:01	1:10	1:03	1:19			1:07	1:03	1:00	1:38	
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			4:00	4:00	5:00	6:00	6:00	4:00	4:00	4:00	6:00	6:00	4:00	5:00	4:00	4:00	12:00			6:00	6:00	6:00	8:00	
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			99.4%	97.4%	98.9%	99.3%	98.6%	99.1%	98.9%	99.3%	98.8%	98.9%	99.2%	99.7%	98.6%	99.1%	98.8%			99.4%	98.8%	97.8%	99.1%	
<b>6. RECOLLECTS</b>																														
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number					7,464	6,454	6,077	5,795	6,029	7,315	6,639	6,243	5,991	6,096	7,338	6,823	6,236	5,940	6,285			7,839	6,960	6,396	6,547
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number					13	15	20	17	12	9	14	9	8	10	19	13	10	20	14			11	19	15	12
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent			0.2%	0.2%	0.3%	0.3%	0.2%	0.1%	0.2%	0.1%	0.1%	0.2%	0.3%	0.2%	0.2%	0.3%	0.2%			0.1%	0.3%	0.2%	0.2%	
<b>7. QUALITY IMPROVEMENT note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"</b>																														
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																									
7.5		Complaints closed	Number of complaints closed year to date		number																									
7.6		New complaints	Number of new complaints received this week		number																									
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number																									
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number																									
7.9		% events/issues closed	7.2 divided by 7.1	greater than	75%	percent																								

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						5/01/15	6/01/15	7/01/15	8/01/15	9/01/15	12/01/15	13/01/15	14/01/15	15/01/15	16/01/15	19/01/15	20/01/15	21/01/15	22/01/15	23/01/15	Public holiday	27/01/15	28/01/15	29/01/15
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%										