

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	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
						10/05/15	4/05/15	5/05/15	6/05/15	7/05/15	8/05/15	11/05/15	12/05/15	13/05/15	14/05/15	15/05/15	18/05/15	19/05/15	20/05/15	21/05/15	22/05/15	25/05/15	26/05/15	27/05/15	28/05/15	29/05/15	
<b>1. CALL CENTRE</b>																											
1.1a		Total inbound calls	Number of calls placed / received		number	1530	1573	1537	1615	1,532	1508	1659	1461	1611	1438	1567	1671	1538	1508	1,458	1555	1583	1609	1454	1,537	1489	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	745	728	740	807	771	730	771	691	792	697	784	807	760	743	750	707	755	750	770	676	739	767
1.2		Total calls answered	Number of calls answered		number	1,500	1,534	1,524	1,576	1,514	1,480	1,633	1,447	1,590	1,410	1,551	1,644	1,526	1,475	1,438	1,534	1,562	1,584	1,429	1,501	1,435	
1.3a		% calls unanswered	Also known as "abandonment". 1: (1.2 divided by 1.1a)	less than	7.0% percent	2.0%	2.5%	0.9%	2.4%	1.2%	1.9%	1.6%	1.0%	1.3%	2.0%	1.0%	1.6%	0.8%	2.2%	1.4%	1.4%	1.3%	1.6%	1.7%	2.3%	3.6%	
1.3b		% calls unanswered for results line	Also known as "abandonment". 1: (1.4 divided by 1.1b)	less than	3.0% percent	0.8%	1.2%	0.4%	0.9%	0.8%	1.0%	0.3%	0.6%	0.4%	0.3%	0.6%	0.3%	0.1%	1.5%	0.6%	0.4%	0.1%	0.4%	1.3%	1.0%	1.4%	
1.4		Results calls	Number of calls requesting test results		number	745	728	740	807	771	730	771	691	792	697	784	807	760	743	750	707	755	750	770	676	739	767
1.5		% results calls	1.4 divided by 1.2		percent	48.7%	46.3%	48.2%	50.0%	50.3%	48.4%	46.5%	47.3%	49.2%	48.5%	50.0%	45.5%	48.3%	31.2%	48.5%	48.6%	47.4%	47.9%	46.5%	48.1%	51.5%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds	38	35	30	28	26	38	47	26	22	25	24	35	21	31	23	26	15	26	32	27	39	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	66	98	33	51	26	53	31	31	35	42	29	72	29	70	20	43	21	38	48	31	57	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	4.3%	6.2%	2.2%	3.2%	1.7%	3.5%	1.9%	2.1%	2.2%	2.9%	1.9%	4.3%	1.9%	4.6%	1.4%	2.8%	1.3%	2.4%	3.3%	2.0%	3.8%	
<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	12	12	12	9	8	9	12	10	8	11	9	9	8	8	7	7	7	8	6	6	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	11	10	10	9	9	8	10	9	8	8	9	8	10	9	8	9	8	7	6	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	10	12	11	9	10	12	9	9	9	9	12	10	8	8	8	10	9	7	7	7	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	2,919	2,698	2,908	2,791	2,695	2,618	2,844	2,791	2,511	2,557	2,687	2,810	2,782	2,574	2,469	2,673	2,563	2,575	2,304	2,260	2,465	
2.5		Long waits	Number of people waiting over 30 minutes		number	159	187	209	130	101	75	166	139	61	53	47	132	102	76	44	68	56	50	25	28	50	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10% percent	5.4%	6.9%	7.2%	4.7%	3.7%	2.9%	5.8%	5.0%	2.4%	2.1%	1.7%	4.7%	3.7%	3.0%	1.8%	2.5%	2.2%	1.9%	1.1%	1.2%	2.0%	
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	83	118	144	122	157	81	120	151	98	65	70	180	120	126	152	70	169	109	125	83	143	
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)		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	
<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	535	503	532	586	487	493	545	473	551	515	526	492	539	549	537	494	556	510	505	425	482	
3.2		Home visits attended	Number of home visits attended for the day		number	527	496	525	561	481	489	539	470	550	512	523	481	535	547	536	494	550	506	502	423	481	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90% percent	98.5%	98.6%	98.7%	95.7%	98.8%	99.2%	98.9%	99.4%	99.8%	99.4%	99.4%	97.8%	99.3%	99.6%	99.8%	100.0%	98.9%	99.2%	99.4%	99.5%	99.8%	
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	35	18	33	25	22	39	17	31	29	37	48	24	43	18	39	30	28	22	34	15	28	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	35	18	33	25	22	39	17	31	29	37	48	24	43	18	39	30	28	22	34	15	28	
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%	
<b>4. LAB</b>																											
4.1		Patient episodes	Total number of patient episodes		number	11,115	11,897	11,604	10,915	10,658	10,527	12,044	11,348	10,872	10,581	10,399	11,825	11,831	10,751	10,414	10,416	11,429	11,169	10,495	9,891	10,122	
4.2		Patient tests	Total number of patient tests performed		number	44,499	46,685	46,401	43,809	41,397	41,851	46,670	43,850	42,413	40,498	40,446	44,987	45,371	42,170	39,787	41,671	42,003	41,090	39,494	37,595	38,985	
4.3		Urgent tests	Total number of urgent tests		number	422	352	441	358	453	487	482	418	345	363	469	396	455	444	390	414	493	431	358	329	369	
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	51	67	54	58	55	58	61	55	46	42	47	64	50	47	54	54	65	46	51	45	43	
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	51	67	54	58	55	58	60	55	46	42	47	64	50	47	54	54	65	46	51	45	43	
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%	98%	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	23	17	26	27	23	29	23	34	32	29	30	20	24	21	29	26	20	24	36	29	26	
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%	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%	0.0%	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																						

Item	Comment	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				
						1/05/15	4/05/15	5/05/15	6/05/15	7/05/15	8/05/15	11/05/15	12/05/15	13/05/15	14/05/15	15/05/15	18/05/15	19/05/15	20/05/15	21/05/15	22/05/15	25/05/15	26/05/15	27/05/15	28/05/15	29/05/15				
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>																														
<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	4:48	5:25	5:14	5:48	5:04	5:20	5:22	5:13	5:20	4:40	4:59	5:20	5:07	5:15	4:44	5:07	5:01	4:49	4:43	4:59	4:50			
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	0:52	0:51	0:55	1:45	0:55	1:00	0:55	1:07	1:10	0:52	0:52	1:01	1:00	1:11	0:48	1:07	1:04	0:57	1:00	0:55	0:48			
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	8:00	8:00	10:00	8:00	8:00	8:00	7:00	8:00	7:00	7:00	8:00	7:00	8:00	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	5:02	5:37	5:45	5:29	5:22	5:25	5:40	6:02	5:53	4:55	5:28	5:35	5:40	5:16	4:55	5:12	5:13	5:04	4:47	5:08	5:06			
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:02	1:01	1:24	1:21	1:10	1:02	1:12	1:52	1:43	1:05	1:16	1:12	1:29	1:07	0:56	1:12	1:14	1:08	0:59	1:05	0:58			
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	8:00	10:00	8:00	8:00	8:00	9:00	10:00	10:00	7:00	8:00	8:00	8:00	7:00	7:00	7:00	7:00	7:00	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	5:13	5:50	5:51	5:46	5:15	5:02	6:23	5:30	6:05	4:53	6:17	5:34	5:38	5:17	4:57	4:42	4:58	4:54	4:48	5:47	5:22			
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:39	1:38	1:55	2:08	1:28	1:21	2:02	1:59	2:22	1:23	2:27	1:46	1:55	1:41	1:21	1:21	1:21	1:21	1:24	1:33	2:19	1:41		
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	4:00	5:00	5:00	4:00	5:00	7:00	4:00	5:00	5:00	7:00	5:00	6:00	5:00	5:00	5:00	5:00	5:00	5:00	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	5:06	5:41	5:44	5:33	5:25	5:31	5:44	6:09	5:59	4:56	5:33	5:32	5:45	5:21	5:00	5:15	5:20	5:10	4:50	5:17	5:07			
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:06	1:06	1:23	1:26	1:14	1:08	1:16	1:59	1:49	1:06	1:22	1:15	1:33	1:15	1:01	1:12	1:21	1:12	1:03	1:12	1:03			
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	9:00	8:00	8:00	8:00	9:00	10:00	10:00	7:00	8:00	8:00	9:00	7:00	7:00	7:00	7:00	7:00	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																								
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	17:56		15:37	15:34	16:09	16:12			15:34	16:04	16:51	14:59			14:34	15:20	15:14	15:14		13:55	15:25	16:07	14:32	
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	14:40		12:04	12:14	13:28	13:04			13:36	12:35	12:38	12:25			10:22	12:19	12:07	12:12		11:04	12:35	12:52	12:08	
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	1.5		1.3	1.3	1.3	1.3			1.3	1.5	1.3	1.3			1.3	1.3	1.3	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	100.0%	99.9%	100.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	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	3:30		3:58	3:49	3:48	3:47	3:58		3:55	3:50	4:01	3:45	3:44		3:50	3:45	3:46	3:50	3:46	3:44	3:44	3:40		
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:39		0:44	0:38	0:41	0:43	0:46		0:46	0:39	0:38	0:43	0:40		0:40	0:37	0:39	0:41	0:47	0:38	0:59	0:47	0:39	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		6:00	6:00	6:00	6:00	6:00		6:00	6:00	5:00	6:00	6:00		6:00	6:00	6:00	5:00	6:00	6:00	6:00	5:00	5:00	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	4:07		3:47	3:32	3:37	3:52	4:18		3:49	3:37	3:53	3:24	3:38		3:40	3:43	3:54	3:44	3:41	3:49	3:46	3:43	4:02	3:25
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:57		0:52	0:57	1:00	1:05	1:01		1:00	0:59	0:59	0:57	1:00		0:57	0:59	1:11	1:04	0:57	0:59	0:51	0:54	1:08	0:58
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	6:00		6:00	5:00	4:00	6:00	5:00		6:00	4:00	6:00	4:00	6:00		6:00	6:00	6:00	6:00	4:00	6:00	5:00	6:00	4:00	5:00
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	98.9%	99.7%	99.2%	98.3%	99.4%	98.7%	99.2%	100.0%	98.2%	99.3%	99.5%	99.1%	99.5%	98.1%	99.0%	99.4%	98.7%	99.4%	98.4%	97.4%	100.0%			
<b>6. RECOLLECTS</b>																														
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	6,890	7,298	6,969	6,592	6,374	6,415	7,287	6,685	6,343	6,092	6,176	7,052	6,751	6,333	6,156	6,419	6,522	6,297	5,867	5,708	6,131				
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	9	19	13	18	16	23	19	20	11	13	23	25	18	12	16	17	20	10	9	5	12				
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.1%	0.3%	0.2%	0.3%	0.4%	0.3%	0.3%	0.2%	0.2%	0.4%	0.4%	0.3%	0.2%	0.3%	0.3%	0.3%	0.2%	0.2%	0.1%	0.2%				
<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	24					26											28					28			

						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	1/05/15	4/05/15	5/05/15	6/05/15	7/05/15	8/05/15	11/05/15	12/05/15	13/05/15	14/05/15	15/05/15	18/05/15	19/05/15	20/05/15	21/05/15	22/05/15	25/05/15	26/05/15	27/05/15	28/05/15	29/05/15
7.5		Complaints closed	Number of complaints closed year to date		number	24					26					28					28					28
7.6		New complaints	Number of new complaints received this week		number	-					2					2					-					-
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number	-					2					2										-
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number	24					26					28					28					28
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%				100.0%					100.0%					100.0%					100.0%