

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	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	
						1/09/15	2/09/15	3/09/15	4/09/15	7/09/15	8/09/15	9/09/15	10/09/15	11/09/15	14/09/15	15/09/15	16/09/15	17/09/15	18/09/15	21/09/15	22/09/15	23/09/15	24/09/15	25/09/15	28/09/15	29/09/15	30/09/15	
<b>1. CALL CENTRE</b>																												
1.1a		Total inbound calls	Number of calls placed / received		number	1539	1434	1398	1464	1644	1593	1513	1,455	1448	1637	1512	1567	1,550	1603	1627	1578	1410	1,480	1536	1612	1494	1482	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	761	721	664	689	741	784	707	683	699	745	713	777	760	798	715	719	662	707	698	685	711	709	
1.2		Total calls answered	Number of calls answered		number	1,517	1,421	1,370	1,443	1,608	1,575	1,498	1,433	1,427	1,590	1,494	1,542	1,509	1,573	1,594	1,526	1,369	1,436	1,505	1,545	1,462	1,446	
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	1.4%	0.9%	2.0%	1.4%	2.2%	1.1%	1.0%	1.5%	1.5%	2.9%	1.2%	1.6%	2.7%	1.9%	2.0%	3.3%	2.9%	3.0%	2.0%	4.2%	2.1%	2.4%	
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	0.5%	0.4%	1.5%	1.5%	1.4%	0.8%	0.4%	0.9%	0.9%	0.8%	0.1%	0.4%	0.9%	0.4%	0.3%	2.1%	0.9%	1.3%	2.0%	1.0%	0.4%	0.1%	
1.4		Results calls	Number of calls requesting test results		number	761	721	664	689	741	784	707	683	699	745	713	777	760	798	715	719	662	707	698	685	711	709	
1.5		% results calls	1.4 divided by 1.2		percent	49.5%	60.3%	47.5%	47.1%	45.1%	49.2%	46.7%	46.9%	48.3%	45.5%	47.2%	49.6%	49.0%	49.8%	44.0%	45.6%	47.0%	47.8%	45.4%	42.5%	47.6%	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	32	35	50	40	33	24	14	24	30	31	25	28	37	39	29	44	43	48	37	43	25	26	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	58	66	76	63	57	40	26	22	41	73	38	53	60	78	68	93	73	108	69	128	34	52	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	3.8%	4.6%	5.4%	4.3%	3.5%	2.5%	1.7%	1.5%	2.8%	4.5%	2.5%	3.4%	3.9%	4.9%	4.2%	5.9%	5.2%	7.3%	4.5%	7.9%	2.3%	3.5%	
<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	11	12	11	12	8	16	12	9	9	14	13	8	12	10	13	14	10	10	9	12	12	10	
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	8	8	9	15	10	8	8	8	11	8	8	8	9	9	9	6	7	7	8	8	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	6	8	7	10	11	10	9	6	7	11	9	7	8	9	7	8	7	7	9	9	8	7	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	2,525	2,660	2,517	2,620	2,754	2,796	2,512	2,490	2,556	2,986	2,733	2,628	5,192	2,688	2,696	2,757	2,593	2,481	2,623	2,519	2,593	2,405	
2.5		Long waits	Number of people waiting over 30 minutes		number	38	115	114	171	227	244	122	100	51	229	141	37	81	123	156	168	40	90	82	103	130	60	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	1.5%	4.3%	4.5%	6.5%	8.2%	8.7%	4.9%	4.0%	2.0%	7.7%	5.2%	1.4%	1.6%	4.6%	5.8%	6.1%	1.5%	3.6%	3.1%	4.1%	5.0%	2.5%	
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	68	129	125	128	141	145	77	105	51	83	72	65	100	83	114	173	75	132	76	131	73	132	
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	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	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	452	605	532	545	615	492	518	516	525	552	439	509	502	472	525	423	539	455	498	605	532	527	
3.2		Home visits attended	Number of home visits attended for the day		number	450	596	528	541	608	484	506	511	523	546	434	504	497	468	523	421	535	448	493	602	520	523	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	99.6%	98.5%	99.2%	99.3%	98.9%	98.4%	97.7%	99.0%	99.6%	98.9%	98.9%	99.0%	99.0%	99.2%	99.6%	99.5%	99.3%	98.5%	99.0%	99.5%	97.7%	99.2%	
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	18	25	35	31	37	30	35	45	33	23	23	33	27	28	30	30	31	26	25	24	26	33	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	18	25	35	31	37	30	35	45	33	23	23	33	27	28	30	30	31	26	25	24	26	33	
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%	
<b>4. LAB</b>																												
4.1		Patient episodes	Total number of patient episodes		number	11,582	11,169	10,522	10,574	12,480	11,690	10,864	10,507	10,534	12,368	11,676	11,019	10,497	10,713	11,618	11,000	10,301	9,576	9,908	10,182	9,762	9,341	
4.2		Patient tests	Total number of patient tests performed		number	42,939	42,268	40,251	40,169	45,303	43,918	41,728	39,321	40,321	45,842	43,473	42,213	39,793	42,230	43,524	42,904	41,023	38,713	39,972	41,816	41,341	39,231	
4.3		Urgent tests	Total number of urgent tests		number	445	381	430	424	462	465	398	409	422	511	451	395	405	422	416	414	340	390	433	410	362	349	
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	54	60	55	31	65	69	60	49	62	76	42	52	54	60	68	54	34	47	49	49	65	54	
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	54	60	55	31	65	69	60	49	62	75	42	52	54	59	68	54	34	47	49	49	65	54	
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%	99%	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	18	21	26	21	34	27	33	31	28	36	23	45	33	22	23	29	30	26	39	25	21	23	
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	0.0%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	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																							
<b>5. TURNAROUND TIME</b>																												

Item	Contract	Indicator	Definition	Target	Unit	NON-URGENT					URGENT					6. RECOLLECTS					7. QUALITY IMPROVEMENT							
						Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	
						10/09/15	2/09/15	3/09/15	4/09/15	7/09/15	8/09/15	9/09/15	10/09/15	11/09/15	14/09/15	15/09/15	16/09/15	17/09/15	18/09/15	21/09/15	22/09/15	23/09/15	24/09/15	25/09/15	28/09/15	29/09/15	30/09/15	
<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	5:09	5:14	5:06	5:13	5:32	5:04	5:15	5:05	5:02	5:32	5:19	5:17	4:53	5:35	5:27	5:11	5:05	5:03	5:09	4:59	4:44	4:43
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	0:46	0:53	0:55	0:49	1:00	0:49	0:56	0:43	0:47	0:59	0:57	1:03	0:51	0:52	0:48	0:50	0:58	0:46	0:52	0:47	0:50	0:47
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	8:00	8:00	8:00	10:00	8:00	8:00	8:00	7:00	10:00	8:00	8:00	7:00	9:00	9:00	8:00	8:00	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	5:31	5:50	5:25	5:45	6:31	5:33	5:46	5:20	5:38	6:27	6:03	5:44	5:24	5:36	5:53	6:11	5:40	5:39	6:37	7:22	6:26	5:07
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:07	1:20	1:07	1:19	1:52	1:12	1:20	0:56	1:19	1:46	1:35	1:27	1:18	1:11	1:10	1:44	1:28	1:20	2:18	3:13	2:37	1:07
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	8:00	9:00	10:00	8:00	9:00	8:00	8:00	10:00	10:00	8:00	7:00	9:00	10:00	11:00	8:00	9:00	11:00	11:00	12:00	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	5:41	6:33	5:41	5:55	6:27	5:26	5:53	5:55	5:34	6:19	5:57	6:07	5:43	6:07	6:22	5:58	6:02	5:54	6:37	7:14	4:42	5:23
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	2:24	1:51	2:09	2:30	1:21	2:03	2:02	2:07	2:06	1:48	2:02	2:02	1:51	2:12	2:05	2:22	1:47	2:51	3:41	0:48	1:38
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	8:00	5:00	5:00	6:00	6:00	12:00	5:00	6:00	6:00	7:00	5:00	5:00	6:00	5:00	5:00	5:00	6:00	6:00	6:00	12:00	6:00
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:38	5:44	5:25	5:49	6:33	5:35	5:47	5:22	5:39	6:33	6:12	5:46	5:28	6:01	6:03	6:15	5:48	5:45	6:45	7:24	6:38	5:08
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:13	1:21	1:14	1:24	1:57	1:17	1:25	1:01	1:22	1:56	1:40	1:39	1:25	1:16	1:21	1:50	1:36	1:26	2:26	3:17	2:46	1:11
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	10:00	8:00	9:00	8:00	8:00	10:00	10:00	8:00	7:00	9:00	10:00	11:00	8:00	9:00	11:00	11:00	12:00	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	15:00	15:43	15:57	15:53	15:38	16:32	16:12	15:49		14:03	16:04	16:11	16:58		14:56	15:32	17:06	15:00	15:12	15:09		
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	11:01	12:25	12:42	12:15	12:36	13:07	12:38	12:18		10:53	12:52	13:05	13:44		10:28	12:29	13:38	12:32	11:04	11:54		
5.7c	yes	Total TAT Urine Micro & Culture - non-urgent 90% percentile	Turnaround time for 90th centile from collection to report, expressed in working days	less than	2.0	working days	1.3	1.3	1.3	1.5	1.3	1.3	1.3	1.3		1.0	1.5	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	99.9%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	
<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	3:46	3:54	3:47	3:55	3:55	3:44	3:49	3:52	3:43	3:45	3:44	3:49	3:53	3:43	3:46	3:47	3:39	3:38	3:42	3:37	3:37
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:40	0:39	0:46	0:39	0:42	0:41	0:39	0:40	0:36	0:36	0:35	0:38	0:42	0:40	0:35	0:35	0:37	0:35	0:36	0:35	0:36	0:38
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	5:00	6:00	6:00	5:00	6:00	6:00	6:00	6:00	6:00	5:00	6:00	6:00	5:00	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	4:17	4:02	4:09	3:58	4:36	4:38	4:07	3:42	3:47	3:56	4:08	3:53	3:58	3:56	3:38	3:39	4:00	3:41	4:03	5:25	3:50	3:44
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:20	1:07	1:01	1:07	1:55	1:08	1:18	1:01	1:08	1:05	1:12	1:10	1:17	1:00	1:06	1:12	1:38	1:06	1:17	2:52	1:08	0:56
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	4:00	6:00	4:00	6:00	6:00	4:00	5:00	4:00	6:00	4:00	6:00	5:00	4:00	4:00	6:00	4:00	6:00	6:00	6:00	6:00
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	99.2%	98.1%	99.2%	98.5%	95.0%	98.7%	98.7%	99.4%	99.4%	98.8%	98.1%	96.8%	97.3%	98.2%	98.5%	98.3%	97.4%	98.7%	98.6%	85.7%	97.6%	98.2%
<b>6. RECOLLECTS</b>																												
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	6,382	6,229	5,918	5,986	6,909	6,511	6,132	5,806	6,089	7,067	6,548	6,251	5,988	6,242	6,453	6,252	6,031	5,853	6,079	6,562	6,238	5,878
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	13	16	10	16	23	16	13	11	21	10	23	22	23	13	16	13	10	14	16	9	17	17
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.3%	0.2%	0.3%	0.3%	0.2%	0.2%	0.2%	0.3%	0.1%	0.4%	0.4%	0.4%	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%	0.1%	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																						
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																						

Item	Contract	Indicator	Definition	Target	Unit	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	
						1/09/15	2/09/15	3/09/15	4/09/15	7/09/15	8/09/15	9/09/15	10/09/15	11/09/15	14/09/15	15/09/15	16/09/15	17/09/15	18/09/15	21/09/15	22/09/15	23/09/15	24/09/15	25/09/15	28/09/15	29/09/15	30/09/15	
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																						