

Lab Tests Auckland Pathology Service KPI Reporting 2016
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	2016					2017					2018					2019					
						1/07/16	4/07/16	5/07/16	6/07/16	7/07/16	8/07/16	11/07/16	12/07/16	13/07/16	14/07/16	15/07/16	18/07/16	19/07/16	20/07/16	21/07/16	22/07/16	25/07/16	26/07/16	27/07/16	28/07/16	29/07/16
1. CALL CENTRE																										
1.1a		Total inbound calls	Number of calls placed / received		number	1495	1585	1411	1504	1,515	1,538	1,707	1,550	1,411	1,498	1,422	1,520	1,427	1,495	1,408	1,291	1,450	1,497	1,516	1,428	1,411
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	717	698	660	730	732	723	737	706	639	699	690	691	655	649	632	609	619	717	787	712	658
1.2		Total calls answered	Number of calls answered		number	1,488	1,566	1,404	1,491	1,496	1,530	1,674	1,538	1,397	1,490	1,409	1,505	1,422	1,468	1,390	1,271	1,442	1,484	1,492	1,424	1,403
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	0.5%	1.2%	0.5%	0.9%	1.3%	0.5%	1.9%	0.8%	1.0%	0.9%	1.0%	0.4%	1.8%	1.3%	1.6%	0.6%	0.9%	1.6%	0.3%	0.6%	
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	0.0%	0.4%	0.3%	0.3%	0.6%	0.1%	1.2%	1.0%	0.5%	0.0%	0.1%	0.9%	0.0%	0.9%	0.3%	0.8%	0.0%	0.8%	0.6%	0.1%	0.2%
1.4		Results calls	Number of calls requesting test results		number	717	698	660	730	732	723	737	706	639	699	690	691	655	649	632	609	619	717	787	712	658
1.5		% results calls	1.4 divided by 1.2		percent	48.0%	44.0%	46.8%	48.5%	48.3%	47.0%	43.2%	45.6%	45.3%	46.7%	48.5%	45.5%	45.9%	43.4%	44.9%	47.2%	42.7%	47.9%	51.9%	49.9%	46.6%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	18	23	17	23	20	26	34	18	13	10	12	17	6	16	21	26	9	15	18	11	7
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	20	66	20	31	33	39	93	27	20	18	20	11	3	27	43	30	20	23	32	11	5
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	1.3%	4.2%	1.4%	2.1%	2.2%	2.5%	5.5%	1.7%	1.4%	1.2%	1.4%	0.7%	0.2%	1.8%	3.1%	2.3%	1.4%	1.5%	2.1%	0.8%	0.4%
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	10	8	10	8	8	9	9	10	8	7	9	7	11	8	10	10	12	7	7	7	8
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	9	7	6	6	8	7	7	5	6	10	8	7	6	8	8	6	7	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	10	10	10	8	8	10	10	9	8	7	10	11	9	8	8	10	13	6	7	8	9
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	2,513	2,611	2,507	2,479	2,218	2,414	2,484	2,566	2,264	2,295	2,538	2,508	2,554	2,332	2,308	2,496	2,635	2,524	2,391	2,246	2,289
2.5		Long waits	Number of people waiting over 30 minutes		number	105	111	162	56	73	151	165	111	60	26	102	140	102	92	106	131	254	31	43	52	76
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	4.2%	4.3%	6.5%	2.3%	3.3%	6.3%	6.6%	4.3%	2.7%	1.1%	4.0%	5.6%	4.0%	3.9%	4.6%	5.2%	9.6%	1.2%	1.8%	2.3%	3.3%
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	140	98	137	78	73	100	143	110	159	128	126	139	130	110	148	126	129	79	61	80	130
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
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	451	488	544	411	547	521	532	489	487	495	488	491	532	539	462	515	485	488	529	496	435
3.2		Home visits attended	Number of home visits attended for the day		number	447	481	541	408	543	519	528	487	482	488	486	483	528	535	458	512	480	478	523	488	431
3.3	Yes	% Home visit timeliness	% home visits completed for the day. 3.2 divided by 3.1	greater than 90%	percent	99.1%	98.6%	99.4%	99.3%	99.3%	99.6%	99.2%	99.6%	99.0%	98.6%	99.6%	98.4%	98.9%	99.3%	99.1%	99.4%	99.0%	98.0%	98.9%	98.4%	99.1%
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	30	37	30	33	32	32	29	25	17	22	20	27	13	12	14	30	16	14	48	5	7
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	30	37	30	33	32	32	29	25	17	22	20	27	13	12	14	30	16	14	48	5	7
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	10,183	11,395	10,519	9,892	9,326	9,443	10,144	9,741	9,172	9,144	9,345	10,092	9,976	9,244	9,174	9,409	11,262	11,034	10,403	9,803	9,802
4.2		Patient tests	Total number of patient tests performed		number	40,648	43,382	41,345	39,452	36,883	36,634	41,945	41,303	38,861	37,908	38,833	41,638	42,641	39,279	38,842	40,081	44,156	43,334	41,482	39,044	38,997
4.3		Urgent tests	Total number of urgent tests		number	361	427	396	340	374	329	380	397	377	290	365	384	458	331	376	385	468	421	387	355	403
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	39	44	51	42	52	49	49	55	50	59	42	57	52	45	50	47	54	63	54	40	35
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	39	44	47	42	52	49	49	55	49	59	42	57	52	45	50	47	54	63	54	40	35
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%	92%	100%	100%	100%	100%	100%	98%	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 referer		number	25	41	24	30	18	27	31	18	20	28	38	20	36	19	20	22	25	26	26	16	22
4.12		% Amended Results	Percentage of results changed after original result was reported to referer. 4.11 divided by 4.2	less than 1%	percent	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%	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		1/07/16	4/07/16	5/07/16	6/07/16	7/07/16	8/07/16	11/07/16	12/07/16	13/07/16	14/07/16	15/07/16	18/07/16	19/07/16	20/07/16	21/07/16	22/07/16	25/07/16	26/07/16	27/07/16	28/07/16	29/07/16
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																						
5. TURNAROUND TIME																											
NON-URGENT																											
5.1a		Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	5:18	5:42	5:49	5:18	4:55	5:06	5:06	4:47	4:30	5:10	5:33	5:21	4:46	4:46	4:42	5:10	5:00	4:29	4:30	4:40	4:40	4:39
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	0:48	0:58	0:57	0:51	0:47	0:42	0:52	0:50	0:50	0:47	0:51	0:59	0:58	0:48	0:51	0:44	0:44	0:49	0:49	0:49	0:43	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	10:00	10:00	9:00	7:00	8:00	8:00	7:00	7:00	8:00	9:00	9:00	7:00	7:00	7:00	7:00	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	6:01	5:54	5:59	5:40	5:16	5:36	5:36	5:22	5:21	5:27	6:16	5:53	6:55	5:11	5:04	5:36	5:36	5:17	5:00	5:08	5:00	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:28	1:05	1:03	1:11	1:04	1:06	1:20	1:22	1:41	1:05	1:32	1:27	3:04	1:10	1:07	1:10	1:42	1:34	1:17	1:09	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	10:00	9:00	10:00	9:00	7:00	8:00	8:00	7:00	7:00	8:00	10:00	10:00	11:00	7:00	7:00	9:00	9:00	9:00	8:00	8:00	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	6:02	6:28	6:12	5:58	5:20	5:32	5:33	5:45	5:24	5:46	7:10	6:14	6:38	5:56	4:52	6:25	5:49	5:04	5:12	5:40	5:10	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:50	2:03	1:52	1:46	1:24	1:31	1:40	2:30	2:04	1:47	2:48	2:15	3:22	2:04	1:22	2:09	2:05	1:40	1:40	1:53	1:52	
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	6:00	6:00	6:00	6:00	6:00	5:00	5:00	6:00	6:00	5:00	8:00	6:00	6:00	8:00	4:00	6:00	6:00	5:00	6:00	6:00	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	6:07	5:59	6:05	5:43	5:16	5:40	5:39	5:22	5:27	5:33	6:20	6:00	7:10	5:16	5:08	5:37	5:37	5:17	5:01	5:15	4:49	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:34	1:11	1:09	1:14	1:08	1:14	1:25	1:25	1:46	1:12	1:35	1:37	3:12	1:15	1:15	1:13	1:24	1:35	1:20	1:16	1:13	
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	10:00	9:00	10:00	9:00	7:00	8:00	8:00	7:00	7:00	8:00	10:00	10:00	11:00	7:00	7:00	9:00	9:00	9:00	8:00	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	15:07		16:41	16:55	15:40	16:04		14:57	15:23	13:43	15:32		14:52	15:19	17:00	14:54		15:09	15:46	16:15	15:00	
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	12:17		12:18	13:51	12:09	12:48		12:34	13:06	11:46	11:34		12:07	12:14	14:03	11:37		12:12	13:18	12:53	12:01	
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	1.3	1.3	1.3		1.0	1.3	1.0	1.3		1.0	1.3	1.3	1.3		1.0	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%	99.8%	100.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	99.9%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%
URGENT																											
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours:minutes	3:47	3:48	4:01	3:51	3:50	3:47	3:48	3:59	3:56	3:48	3:52	3:52	3:58	3:49	3:45	3:58	3:45	3:50	3:43	3:59	3:55	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes	0:34	0:40	0:40	0:40	0:41	0:43	0:37	0:43	0:41	0:35	0:40	0:42	0:46	0:38	0:39	0:42	0:43	0:38	0:36	0:42	0:44	
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	5:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	5:00	6:00	5:00	6:00	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours:minutes	3:34	3:50	3:47	3:43	3:56	3:36	3:54	4:05	3:59	4:00	3:58	3:44	3:56	3:38	3:55	3:52	3:53	3:56	3:51	3:54	3:43	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes	0:54	1:04	0:58	1:00	1:00	0:58	1:06	0:56	1:03	1:03	1:01	0:56	1:12	0:56	1:04	0:55	1:06	0:57	1:00	0:56	1:00	
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	4:00	6:00	6:00	5:00	6:00	4:00	4:00	6:00	6:00	4:00	5:00	6:00	6:00	4:00	6:00	5:00	5:00	6:00	4:00	5:00	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	99.3%	98.7%	99.7%	98.5%	98.4%	99.6%	97.0%	99.1%	99.1%	97.4%	97.6%	97.0%	96.1%	99.6%	98.7%	99.4%	97.8%	100.0%	98.3%	100.0%	98.4%	
6. RECOLLECTS																											
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	6,130	6,712	6,200	5,925	5,618	6,006	6,659	6,298	5,842	5,746	6,061	6,589	6,469	5,906	5,912	6,156	6,842	6,439	6,156	5,741	5,860	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	16	15	16	20	13	18	34	15	20	24	57	26	26	13	15	21	17	24	25	23	11	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than 1.0%	percent	0.3%	0.2%	0.3%	0.3%	0.2%	0.3%	0.5%	0.2%	0.3%	0.4%	0.9%	0.4%	0.4%	0.2%	0.3%	0.3%	0.2%	0.4%	0.4%	0.4%	0.2%	
7. QUALITY IMPROVEMENT																											
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	15					15											16				16	
7.5		Complaints closed	Number of complaints closed year to date		number	14					15											16				16	
7.6		New complaints	Number of new complaints received this week		number	1					-										1					-	

						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	1/07/16	4/07/16	5/07/16	6/07/16	7/07/16	8/07/16	11/07/16	12/07/16	13/07/16	14/07/16	15/07/16	18/07/16	19/07/16	20/07/16	21/07/16	22/07/16	25/07/16	26/07/16	27/07/16	28/07/16	29/07/16
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	14					15					15					16					16
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	93.3%				100.0%					100.0%					100.0%					100.0%