

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	Thu		Fri		Mon		Tue		Wed		Thu		Fri		Mon		Tue		Wed		Thu		Fri		Mon		Tue		Wed		Thu		Fri	
						1/12/16	2/12/16	5/12/16	6/12/16	7/12/16	8/12/16	9/12/16	12/12/16	13/12/16	14/12/16	15/12/16	16/12/16	19/12/16	20/12/16	21/12/16	22/12/16	23/12/16	Public Holiday	Public Holiday	28/12/16	29/12/16	30/12/16												
1. CALL CENTRE																																							
1.1a		Total inbound calls	Number of calls placed / received		number	1,500	1495	1,634	1596	1501	1,468	1488	1639	1600	1559	1,508	1540	1682	1691	1567	1,452	1444											1456	1,336	1206				
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	701	685	668	706	672	683	665	718	753	753	714	654	763	764	712	636	629										468	538	792					
1.2		Total calls answered	Number of calls answered		number	1,489	1,480	1,593	1,580	1,482	1,456	1,453	1,599	1,567	1,523	1,489	1,513	1,649	1,658	1,553	1,423	1,431										1,433	1,318	1,198					
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	0.7%	1.0%	2.5%	1.0%	1.3%	0.8%	2.4%	2.4%	2.1%	2.3%	1.3%	1.8%	2.0%	2.0%	0.9%	2.0%	0.9%								1.6%	1.4%	0.7%							
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%	0.4%	0.3%	0.9%	0.9%	0.2%	0.9%	1.4%	1.2%	1.3%	0.3%	0.6%	0.9%	0.4%	0.1%	0.2%	0.2%								0.4%	0.2%	0.2%							
1.4		Results calls	Number of calls requesting test results		number	701	685	668	706	672	683	665	718	753	753	714	654	763	764	712	636	629								468	538	492							
1.5		% results calls	1.4 divided by 1.2		percent	46.7%	45.8%	40.9%	44.2%	44.8%	46.5%	44.7%	43.8%	47.1%	48.3%	47.4%	42.5%	45.4%	45.2%	45.4%	43.8%	43.6%								32.1%	40.3%	40.8%							
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150 seconds	seconds	18	19	25	20	24	17	27	31	41	36	31	32	33	28	20	26	11								24	23	22							
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	29	37	79	28	38	31	53	18	81	75	54	63	78	49	20	63	17								43	31	23							
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	1.9%	2.5%	4.8%	1.8%	2.5%	2.1%	3.6%	1.1%	5.1%	4.8%	3.6%	4.1%	4.6%	2.9%	1.3%	4.3%	1.2%							3.0%	2.3%	1.9%								
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	minutes	8	14	10	11	11	8	9	12	12	11	9	8	8	7	6	8	6								4	6	4							
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	minutes	9	8	8	10	7	7	8	9	10	8	6	7	7	9	6	5	5								4	3	3							
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	minutes	9	10	11	10	10	10	10	11	10	9	9	10	14	12	9	6	7								4	4	4							
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	2,736	2,853	3,120	3,011	2,748	2,489	2,775	2,928	2,902	2,604	2,605	2,682	2,914	2,734	2,465	2,285	1,955								1,598	1,363	1,299							
2.5		Long waits	Number of people waiting over 30 minutes		number	157	206	188	202	115	89	106	175	153	139	74	69	162	131	65	27	22								19	18	5							
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	5.7%	7.2%	6.0%	6.7%	4.2%	3.6%	3.8%	6.0%	5.3%	5.3%	2.8%	2.6%	5.6%	4.8%	2.6%	1.2%	1.1%							1.2%	1.3%	0.4%								
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	83	134	157	90	71	123	132	127	99	92	99	80	133	140	126	76	105								74	78	63							
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							
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	472	532	548	523	570	476	485	512	439	532	438	504	600	542	457	373	419								663	421	431							
3.2		Home visits attended	Number of home visits attended for the day		number	463	525	540	513	565	472	481	505	434	526	431	500	595	531	451	371	415								658	413	422							
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	98.1%	98.7%	98.5%	98.1%	99.1%	99.2%	99.2%	98.6%	98.9%	98.9%	98.4%	99.2%	99.2%	98.0%	98.7%	99.5%	99.0%								99.2%	98.1%	97.9%							
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	14	12	9	25	27	21	37	23	38	33	32	30	17	19	14	12	11								13	13	11							
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	14	12	9	25	27	21	37	23	38	33	32	30	17	19	14	12	11								13	13	11							
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%							
4. LAB																																							
4.1		Patient episodes	Total number of patient episodes		number	9,836	9,951	11,163	10,505	9,982	9,343	9,631	10,947	10,258	9,465	9,088	9,160	10,293	9,468	8,713	8,040	6,855								6,161	5,276	5,105							
4.2		Patient tests	Total number of patient tests performed		number	39,958	40,991	44,768	43,611	42,038	38,166	40,399	45,420	43,497	40,093	37,989	38,502	41,957	39,054	35,205	31,588	27,227								21,877	20,626	20,086							
4.3		Urgent tests	Total number of urgent tests		number	417	382	393	465	412	397	430	419	399	311	363	433	430	346	322	332	321								292	237	302							
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%	2%							
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%							
4.6		Critical results	Number of critical test results		number	32	35	44	31	36	24	40	39	25	36	34	39	39	42	40	31	33								53	39	36							
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	32	35	44	31	36	24	40	39	25	36	34	39	39	42	40	31	33								53	39	36							
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%	100%							
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	33	31	29	37	29	39	29	19	20	11	27	19	31	30	39	45	32								17	18	9							
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%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%								0.1%	0.1%	0.0%							
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																																		
5. TURNAROUND TIME																																							

Item	Contract	Indicator	Definition	Target	Unit	Thu		Fri		Mon		Tue		Wed		Thu		Fri		Mon		Tue		Wed		Thu		Fri		Mon		Tue		Wed		Thu		Fri	
						1/12/16	2/12/16	5/12/16	6/12/16	7/12/16	8/12/16	9/12/16	12/12/16	13/12/16	14/12/16	15/12/16	16/12/16	19/12/16	20/12/16	21/12/16	22/12/16	23/12/16	Public Holiday	Public Holiday	28/12/16	29/12/16	30/12/16												
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	4:54	5:29	5:34	5:14	5:14	5:06	5:16	5:22	5:53	5:11	5:27	5:35	5:11	5:09	4:47	5:09	5:38												4:44	4:43	4:34		
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	0:55	0:50	1:05	1:09	0:54	0:57	0:50	1:03	1:11	0:58	0:48	0:53	0:59	1:03	0:50	0:52	0:47											0:49	0:52	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	9:00	10:00	9:00	8:00	8:00	8:00	8:00	10:00	8:00	9:00	9:00	8:00	8:00	8:00	7:00	8:00											8:00	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	5:22	5:45	5:41	5:18	5:52	5:04	5:36	6:05	6:24	5:41	5:51	5:56	5:46	5:46	5:10	5:26	5:55											4:50	4:46	4:41			
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:21	1:04	1:10	1:12	1:26	0:54	1:08	1:42	1:40	1:26	1:07	1:10	1:31	1:37	1:09	1:07	0:59										1:39	0:49	0:49				
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	7:00	10:00	9:00	8:00	9:00	7:00	8:00	10:00	11:00	8:00	9:00	9:00	9:00	9:00	8:00	7:00	9:00										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	5:37	5:56	5:35	5:44	5:23	5:31	5:24	6:07	7:01	5:56	5:48	6:20	6:02	6:40	5:45	5:25	6:39										5:01	4:42	5:36				
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:05	1:42	1:32	1:56	1:39	1:48	1:23	2:03	2:47	2:10	1:27	1:57	2:20	2:56	2:06	1:25	2:19										1:33	1:21	2:19				
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	5:30	5:30	5:30	6:00	7:00	6:00	6:00	7:00	6:00	7:00	6:00	6:00	7:00										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	5:27	5:46	5:47	5:23	5:41	5:07	5:39	6:06	6:29	5:44	5:48	5:56	5:51	5:45	5:13	5:30	5:57										4:55	4:47	4:42				
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:26	1:07	1:13	1:18	1:30	0:57	1:10	1:45	1:42	1:28	1:12	1:16	1:37	1:39	1:13	1:10	1:08									2:04	0:51	0:51					
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	7:00	10:00	9:00	8:00	9:00	7:00	8:00	10:00	11:00	8:00	9:00	9:00	9:00	8:00	8:00	8:00	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	14:57	13:57		15:30	15:03	14:59	14:44		14:07	15:52	16:22	15:23		16:31	16:36	17:58	18:04										14:09	16:02					
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	11:51	11:03		11:30	11:55	11:45	11:41		10:51	12:49	13:01	11:35		12:11	13:02	14:14	13:40										14:05	13:05					
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	1.0	1.0		1.3	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.3	1.3	1.3	1.5									1.0	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%	99.8%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%								99.9%	100.0%	100.0%						
URGENT																																							
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:57	3:59	3:50	3:41	3:53	3:53	3:50	3:48	3:58	3:51	3:59	4:10	4:11	4:09	4:08	4:14	4:04									4:03	3:55	3:41					
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	0:40	0:39	0:37	0:37	0:38	0:38	0:37	0:37	0:33	0:35	0:44	0:48	0:53	0:46	0:47	0:45									0:36	0:39	0:34					
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	5:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00								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	4:02	3:50	3:54	4:07	3:56	3:51	3:33	4:00	3:56	3:51	3:55	4:40	3:57	4:06	3:52	3:47	3:53									3:49	3:44	3:58					
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:15	0:57	1:01	1:05	0:57	0:53	0:55	1:03	1:01	0:55	1:00	1:42	1:13	1:09	0:59	0:56	0:56								1:05	0:58	1:15						
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	5:00	5:00	5:00	5:00	5:00	4:00	5:00	4:00	6:00	4:00	4:00	6:00	6:00	5:00	4:00	5:00								5:00	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	96.6%	98.7%	98.0%	97.6%	98.5%	99.7%	98.6%	98.2%	98.4%	98.8%	98.3%	99.1%	98.6%	97.9%	98.1%	98.9%	95.2%								96.4%	95.8%	95.2%						
6. RECOLLECTS																																							
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	6,217	6,336	7,228	6,787	6,455	6,062	6,380	7,290	6,898	6,179	6,135	6,155	6,992	6,372	5,672	5,303	4,395									3,796	3,367	3,162						
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	20	18	26	16	16	17	15	22	19	18	16	20	25	25	18	16	13								6	7	10							
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.3%	0.4%	0.2%	0.2%	0.3%	0.2%	0.3%	0.3%	0.3%	0.3%	0.4%	0.4%	0.3%	0.3%	0.3%								0.2%	0.2%	0.3%							
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		23						23										23												23				
7.5		Complaints closed	Number of complaints closed year to date		number		23						23										23												23				
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		23						23										23												23				
7.9		% events/issues closed	7.2 divided by 7.1	greater than	75%	percent																																	

Item	Contract	Indicator	Definition	Target	Unit	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
						1/12/16	2/12/16	5/12/16	6/12/16	7/12/16	8/12/16	9/12/16	12/12/16	13/12/16	14/12/16	15/12/16	16/12/16	19/12/16	20/12/16	21/12/16	22/12/16	23/12/16	Public Holiday	Public Holiday	28/12/16	29/12/16	30/12/16	
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%																				