

Lab Tests Auckland Pathology Service KPI Reporting 2017
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	
						10/09/17	4/09/17	5/09/17	6/09/17	7/09/17	8/09/17	11/09/17	12/09/17	13/09/17	14/09/17	15/09/17	18/09/17	19/09/17	20/09/17	21/09/17	22/09/17	25/09/17	26/09/17	27/09/17	28/09/17	29/09/17	
1. CALL CENTRE																											
1.1a		Total inbound calls	Number of calls placed / received		number	1508	1607	1647	1650	1595	1460	1656	1618	1544	1586	1459	1512	1571	1474	1566	1459	1448	1529	1569	1502	1470	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	680	658	734	766	677	625	677	681	677	693	655	610	692	638	716	637	604	676	718	668	631	
1.2		Total calls answered	Number of calls answered		number	1,483	1,507	1,553	1,575	1,558	1,446	1,613	1,601	1,517	1,576	1,419	1,488	1,535	1,459	1,536	1,414	1,419	1,501	1,548	1,475	1,434	
1.3a		% calls unanswered	Also known as "abandonment". 1: (1.2 divided by 1.1a)	less than 7.0%	percent	1.7%	6.2%	5.7%	4.6%	2.3%	1.0%	2.6%	1.1%	1.8%	0.6%	2.7%	1.6%	2.3%	1.0%	1.9%	3.1%	2.0%	1.8%	1.3%	1.8%	2.5%	
1.3b		% calls unanswered for results line	Also known as "abandonment". 1: (1.4 divided by 1.1b)	less than 3.0%	percent	0.9%	2.7%	2.7%	1.7%	0.6%	0.3%	0.3%	0.2%	0.7%	0.1%	1.2%	0.7%	1.2%	0.5%	1.1%	1.3%	0.8%	0.9%	0.6%	0.6%	0.8%	
1.4		Results calls	Number of calls requesting test results		number	680	685	734	766	677	625	677	681	677	693	655	610	692	638	716	637	604	676	718	668	631	
1.5		% results calls	1.4 divided by 1.2		percent	45.1%	41.0%	44.8%	46.4%	42.5%	42.8%	40.9%	42.1%	43.9%	43.7%	44.9%	40.3%	44.1%	43.3%	45.7%	43.7%	41.7%	44.2%	45.8%	44.5%	42.9%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150 seconds	seconds	35	56	71	50	32	19	34	19	30	20	36	17	27	26	35	34	42	30	25	28	31	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	57	143	184	140	75	22	68	35	50	48	63	70	40	21	71	70	64	53	49	57	47	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	3.8%	8.9%	11.2%	8.5%	4.7%	1.5%	4.1%	2.2%	3.2%	3.0%	4.3%	4.6%	2.6%	1.4%	4.5%	4.4%	3.5%	3.1%	3.8%	3.2%		
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	14	12	13	6	12	10	12	14	13	10	11	12	12	8	10	11	10	11	8	10	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	minutes	10	7	8	9	7	10	7	8	9	7	8	10	9	7	7	8	8	7	7	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	minutes	9	14	8	6	8	11	10	9	9	10	10	10	10	8	9	11	8	8	8	8	8	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	2,552	3,333	2,727	2,811	2,436	2,628	2,755	2,657	2,560	2,493	2,715	2,774	2,769	2,478	2,466	2,518	2,605	2,530	2,419	2,375	2,429	
2.5		Long waits	Number of people waiting over 30 minutes		number	175	127	156	46	62	141	99	114	124	59	114	138	129	49	94	203	99	102	57	93	118	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	6.9%	3.8%	5.7%	1.6%	2.5%	5.4%	3.6%	4.3%	4.8%	2.4%	4.2%	5.0%	4.7%	2.0%	3.8%	8.1%	3.8%	4.0%	2.4%	3.9%	4.9%	
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	107	92	131	93	102	146	96	106	152	71	70	99	83	70	123	144	127	88	50	70	122	
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	463	489	401	464	476	474	524	433	480	493	445	503	408	535	485	453	516	438	487	451	464	
3.2		Home visits attended	Number of home visits attended for the day		number	444	476	394	456	465	469	496	425	466	476	436	493	401	518	470	442	499	425	476	437	449	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	95.9%	97.3%	98.3%	98.3%	97.7%	98.9%	94.7%	98.2%	97.1%	96.6%	98.0%	98.0%	98.3%	96.8%	96.9%	97.6%	96.7%	97.0%	97.7%	96.9%	96.8%	
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	31	44	23	31	26	46	38	36	38	43	29	42	32	40	49	40	25	21	33	36	40	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	31	44	23	31	26	46	38	36	38	43	29	42	32	40	49	40	25	21	33	36	40	
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	10,427	12,505	11,769	10,734	10,850	10,916	11,816	11,361	11,208	11,027	10,610	11,894	11,531	10,651	10,592	10,524	11,354	10,970	10,578	9,924	9,895	
4.2		Patient tests	Total number of patient tests performed		number	41,171	46,425	43,761	41,468	41,134	41,411	44,655	43,014	43,054	41,938	41,499	44,812	44,450	41,542	40,178	40,382	43,384	42,660	41,531	39,928	40,101	
4.3		Urgent tests	Total number of urgent tests		number	441	440	328	419	338	461	428	331	358	378	396	435	407	374	403	341	374	395	397	382	415	
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	38	52	52	40	56	40	44	40	32	37	43	50	43	34	31	41	46	54	43	42	39	
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	38	52	52	40	56	40	44	40	32	37	43	50	43	34	31	41	46	54	43	42	39	
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%	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	22	48	24	25	53	38	48	35	20	33	34	12	33	30	34	41	49	10	52	36	20	
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%	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.0%	
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	
						1/09/17	4/09/17	5/09/17	6/09/17	7/09/17	8/09/17	11/09/17	12/09/17	13/09/17	14/09/17	15/09/17	18/09/17	19/09/17	20/09/17	21/09/17	22/09/17	25/09/17	26/09/17	27/09/17	28/09/17	29/09/17	
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	5:01	4:59	4:35	4:28	4:42	5:14	4:58	4:48	5:30	4:51	4:46	5:03	4:33	4:42	4:39	4:48	4:40	4:42	4:29	5:03	4:41
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	0:45	0:53	0:46	0:42	0:39	0:46	0:54	0:42	0:42	0:53	0:45	0:48	0:46	0:45	0:40	0:44	0:42	0:46	0:43	0:42	0:36
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	7:00	7:00	7:00	8:00	7:00	7:00	9:00	7:00	7:00	9:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	9:00	8:00
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:18	5:39	5:05	4:54	5:36	5:47	5:18	5:09	5:47	5:16	5:05	5:27	4:49	4:54	5:25	5:05	5:40	5:20	5:09	5:32	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	1:03	1:33	1:14	1:07	1:32	1:20	1:14	1:00	0:59	1:15	1:03	1:10	1:02	0:56	1:25	0:58	1:51	1:23	1:22	1:05	1:00
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	8:00	9:00	7:00	7:00	8:00	9:00	7:00	7:00	10:00	7:00	7:00	9:00	7:00	7:00	9:00	7:00	9:00	8:00	7:00	9:00	8:00
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	7:14	6:02	5:32	5:06	5:32	5:47	5:16	6:09	6:10	5:45	5:05	5:39	6:04	5:30	5:44	5:36	6:17	5:37	5:18	5:58	6:19
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	2:07	1:52	1:33	1:39	1:47	1:30	2:10	1:42	1:57	1:26	2:05	2:19	1:27	2:12	1:47	3:04	1:59	1:40	1:49	2:25
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	8:00	6:00	6:00	5:00	6:00	6:00	5:00	6:00	7:00	6:00	5:00	6:00	7:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	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	5:19	5:47	5:08	5:01	5:38	5:55	5:23	5:09	5:55	5:23	5:05	5:30	4:55	4:58	5:32	5:10	5:45	5:31	5:12	5:38	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	1:05	1:44	1:17	1:13	1:35	1:27	1:20	1:03	1:06	1:24	1:07	1:17	1:06	0:59	1:28	1:04	1:53	1:37	1:25	1:13	1:02
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	8:00	9:00	7:00	7:00	8:00	9:00	7:00	7:00	10:00	8:00	7:00	9:00	7:00	7:00	9:00	7:00	9:00	8:00	8:00	9:00	8:00
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	16:12	14:34	14:43	15:01	16:16		14:39	15:48	13:54	16:38		13:06	14:57	15:44	15:36		15:09	15:50	16:43	15:34	
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	11:59	11:48	12:28	11:59	12:38		10:22	12:14	10:14	13:22		10:28	11:03	12:36	12:00		11:30	12:58	12:58	11:49	
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	1.3	1.3	1.5		1.0	1.0	1.3	1.3		1.3	1.3	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	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	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	4:44	3:45	3:46	3:38	3:44	3:50	3:55	3:39	3:48	3:47	3:49	3:39	3:49	3:44	3:48	3:46	3:49	3:49	4:44	3:45	3:44
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:38	0:41	0:38	0:38	0:41	0:44	0:42	0:35	0:37	0:40	0:38	0:35	0:36	0:41	0:41	0:38	0:40	0:45	0:33	0:35	0:33
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	5:00	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
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:41	3:49	4:06	3:47	3:48	4:01	3:30	3:29	3:57	3:47	3:37	3:35	3:53	3:53	4:03	3:44	3:44	3:48	3:59	3:52	3:33
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	1:02	0:57	0:55	0:58	0:58	0:56	0:53	0:53	1:00	0:55	0:57	0:55	0:52	1:00	0:53	0:55	0:57	0:53	0:58	0:50
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	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	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	99.7%	97.7%	100.0%	99.1%	98.9%	98.4%	98.8%	100.0%	100.0%	100.0%	99.0%	99.7%	98.7%	99.0%	99.7%	98.2%	99.0%	98.4%	98.4%	97.6%	99.4%
6. RECOLLECTS																											
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	6,103	7,208	6,516	6,026	6,057	6,241	6,844	6,258	6,265	6,166	6,291	6,933	6,504	6,100	6,004	6,105	6,720	6,372	6,304	5,989	6,158	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	13	26	24	16	15	25	-	32	20	22	21	11	23	20	14	14	19	24	11	14	21	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.4%	0.4%	0.3%	0.4%	0.0%	0.5%	0.3%	0.4%	0.3%	0.2%	0.4%	0.3%	0.2%	0.2%	0.3%	0.4%	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	17					17					17					17						18

