

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	2016					2017					2018					Public Holiday	31/01/17										
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri												
1. CALL CENTRE																																
1.1a		Total inbound calls	Number of calls placed / received		number			1654	1,457	1,364		1564	1475	1561	1,493	1436		1,539	1547	1494	1,589	1500		1582	1583	1469	1,580	1508		1791		
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number			578	536	552		633	640	670	666	631		631	677	693	713	638		679	717	684	678	701		742		
1.2		Total calls answered	Number of calls answered		number			1,625	1,439	1,347		1,546	1,456	1,544	1,478	1,409		1,513	1,513	1,484	1,581	1,462		1,570	1,568	1,453	1,565	1,487		1,755		
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent			1.8%	1.2%	1.3%		1.2%	1.3%	1.1%	1.0%		1.7%	2.2%	2.0%	0.7%	0.5%		2.3%	2.0%	1.1%	1.0%	1.4%		2.0%		
1.3b		% calls unanswered for results line	Also known as "abandonment". 1- (1.4 divided by 1.1b)	less than	3.0%	percent			0.7%	0.0%	0.5%		0.2%	0.3%	0.2%	0.6%		0.5%	0.4%	0.6%	0.0%	0.9%		0.3%	0.3%	0.4%	0.2%	0.9%		0.5%		
1.4		Results calls	Number of calls requesting test results		number			578	536	552		633	640	670	666	631		631	677	693	713	638		679	717	684	678	701		742		
1.5		% results calls	1.4 divided by 1.2		percent			35.0%	36.8%	40.5%		40.5%	43.4%	42.9%	44.6%	43.9%		41.0%	43.8%	46.4%	44.9%	42.5%		42.9%	45.3%	46.6%	42.9%	46.5%		41.4%		
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds			30	30	18		21	21	22	16		20	24	21	11	41		20	16	19	17	19		19		
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number			73	44	24		37	39	26	17	68		43	55	25	20	79		31	32	22	27	32		57		
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent			4.4%	3.0%	1.8%		2.4%	2.6%	1.7%	1.1%		2.8%	3.6%	1.7%	1.3%	5.3%		2.0%	2.0%	1.5%	1.7%	2.1%		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			14	10	7		11	13	9	9	10		11	11	8	8	9		9	9	8	9	9		11	
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	6	6		6	6	5	5	5		6	6	6	6	7		8	7	6	6	7		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			11	9	10		9	6	8	7	8		10	9	7	8	10		10	9	9	7	9		9	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number			2,543	2,240	2,252		2,518	2,645	2,502	2,401	2,411		2,742	2,681	2,564	2,338	2,536		2,654	2,516	2,556	2,490	2,562		2,684		
2.5		Long waits	Number of people waiting over 30 minutes		number			203	115	82		88	105	49	67	56		130	101	63	44	84		100	89	62	33	74		102		
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent		#DIV/0!	#DIV/0!	8.0%	5.1%	3.6%		3.5%	4.0%	2.0%	2.8%	2.3%		4.7%	3.8%	2.5%	1.9%	3.3%		3.8%	3.5%	2.4%	1.3%	2.9%	#DIV/0!	3.8%
2.7		Long waits	Maximum wait time (incl GTTs)		minutes			101	124	95		75	99	91	127	93		68	111	100	128	122		137	136	99	70	66		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		
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		
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			745	566	531		499	500	592	546	461		444	446	581	494	512		451	463	511	449	496		520		
3.2		Home visits attended	Number of home visits attended for the day		number			740	557	524		488	489	575	538	448		431	441	568	486	506		439	457	498	441	487		505		
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent		#DIV/0!	#DIV/0!	99.3%	98.4%	98.7%		97.8%	97.8%	97.1%	98.5%	97.2%		97.1%	98.9%	97.8%	98.4%	98.8%		97.3%	98.7%	97.5%	98.2%	98.2%	#DIV/0!	97.1%
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			16	10	20		15	7	18	20	22		11	17	12	13	14		10	8	10	39	24		41		
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number			16	10	20		15	7	18	20	22		11	17	12	13	14		10	8	10	39	24		41		
3.6	Yes	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	greater than	99%	percent		#DIV/0!	#DIV/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%	#DIV/0!	100.0%	
4. LAB																																
4.1		Patient episodes	Total number of patient episodes		number			9,448	8,285	8,325		9,827	9,670	9,483	9,087	9,134		10,238	9,643	9,542	8,892	9,324		10,117	9,422	9,446	9,129	9,192		10,294		
4.2		Patient tests	Total number of patient tests performed		number			37,496	35,227	35,784		42,960	43,347	41,134	39,530	39,495		44,188	42,722	41,375	38,085	40,613		44,902	41,741	41,954	39,581	39,774		43,242		
4.3		Urgent tests	Total number of urgent tests		number			380	282	297		378	367	356	396	324		380	366	379	322	453		414	328	394	368	347		445		
4.4		% urgent tests	4.3 divided by 4.2		percent			#DIV/0!	#DIV/0!	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%		
4.6		Critical results	Number of critical test results		number			45	37	35		46	29	32	32	36		38	41	43	23	35		33	45	32	37	27		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			45	37	35		46	29	32	32	36		38	41	43	23	35		33	45	32	37	27		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		#DIV/0!	#DIV/0!	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	16	28		26	35	43	26	47		26	19	22	30	33		36	37	27	42	40		19		
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		#DIV/0!	#DIV/0!	0.1%	0.0%	0.1%		0.1%	0.1%	0.1%		0.1%	0.0%	0.1%	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 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 referral/hospital (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 hours:minutes	less than	8:00	hours: minutes			5:21	5:38	5:15		5:09	5:04	5:12	4:53	4:57		7:01	5:13	5:12	5:13	5:13		5:58	5:29	5:18	5:04	5:21		5:12	

Item	Contract	Indicator	Definition	Target	Unit	2017					2018					2019					2020								
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue		
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			1:17	0:58	0:49	1:15	1:00	1:00	0:53	0:54	18/01/17	17/01/17	18/01/17	19/01/17	20/01/17	23/01/17	24/01/17	25/01/17	26/01/17	27/01/17	Public Holiday	31/01/17	
5.1c	yes	Complete blood count 95th percentile - in zone	Turnaround time from 95th centile from collection to report, expressed in hour:minutes IN ZONE	less than	12:00	hours:minutes			8:00	9:00	8:00	8:00	7:00	7:00	7:00	8:00	9:00	9:00	8:00	9:00	8:00	10:00	9:00	8:00	8:00	10:00		8:00	
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes			5:19	5:54	5:43	6:01	5:56	5:42	5:18	5:12	7:48	5:34	5:46	5:36	5:33	6:19	5:34	5:22	5:21	5:38		6:11	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes			1:12	1:09	1:13	2:06	1:52	1:31	1:17	1:07	1:27	1:12	1:19	1:10	1:05	1:48	1:26	1:11	1:10	1:13		2:00	
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	8:00	11:00	10:00	8:00	7:00	7:00	10:00	8:00	10:00	8:00	8:00	11:00	8:00	8:00	8:00	9:00		10:00	
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes			5:32	6:02	6:22	6:57	6:08	6:05	6:15	5:17	6:24	5:26	6:58	6:30	6:49	7:47	5:33	6:11	5:59	6:23		6:29	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes			1:44	1:49	2:04	3:20	2:13	2:05	2:19	1:27	1:56	1:13	2:43	2:28	2:18	3:16	1:28	2:01	1:55	2:06		2:16	
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	8:00	6:00	6:00	6:00	6:00	7:00	7:00	6:00	7:00	8:00	8:00	7:00	6:00	7:00		7:00	
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes			5:21	5:53	5:42	6:01	5:58	5:44	5:18	5:11	7:04	5:36	5:50	5:41	5:38	6:23	5:37	5:26	5:22	5:45		6:16	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes			1:14	1:12	1:16	2:09	1:55	1:32	1:18	1:09	1:32	1:16	1:26	1:14	1:08	1:52	1:26	1:17	1:13	1:19		2:07	
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	8:00	11:00	10:00	8:00	7:00	7:00	10:00	8:00	10:00	9:00	8:00	11:00	8:00	8:00	8:00	9:00		10:00	
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					14:46	16:53		13:40	14:59	15:51	14:43		14:40	15:32	16:10	15:46		15:17	15:28	15:08	14:28		
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					11:29	13:31		10:01	11:47	11:56	11:35		10:40	11:52	12:06	11:46		12:03	11:28	11:59	10:53		
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		1.0	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.3	1.0	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					100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	100.0%	99.8%	100.0%		99.8%	99.9%	100.0%	99.9%	100.0%	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			4:01	3:56	3:50	3:39	3:40	3:48	3:44	3:42	3:52	3:49	4:08	3:51	3:52	4:05	4:01	4:02	4:01	4:04		4:06	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes			0:44	0:44	0:42	0:35	0:36	0:34	0:33	0:34	0:34	0:34	0:39	0:34	0:40	0:36	0:35	0:34	0:42	0:36		0:39	
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	5:00	5:00	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	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes			3:53	4:02	4:27	3:43	3:49	3:44	3:53	3:35	4:18	4:03	4:07	3:52	4:10	4:11	3:45	4:10	3:37	3:55		4:01	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes			0:59	1:25	1:06	1:14	1:00	0:59	1:06	0:49	1:05	1:05	1:02	1:02	0:58	1:08	1:05	0:59	1:04	1:02		1:07	
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	4:00	6:00	4:00	4:00	4:00	6:00	6:00	5:00	5:00	6:00	6:00	5:00	5:00	5:00	6:00		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			98.0%	98.2%	99.6%	96.6%	97.9%	99.6%	98.0%	98.7%	99.0%	99.3%	99.0%	98.8%	99.7%	97.5%	98.1%	98.1%	97.4%	97.6%		95.0%	
6. RECOLLECTS																													
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number			6,440	5,701	5,637	6,813	6,574	6,384	6,086	6,109	7,070	6,518	6,305	5,938	6,225	6,998	6,270	6,274	6,135	6,113		7,035		
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number			19	21	12	15	15	15	25	20	27	24	42	15	17	19	27	22	16	16		25		
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	#DIV/0!	#DIV/0!	0.3%	0.4%	0.2%	0.2%	0.2%	0.2%	0.3%	0.4%	0.4%	0.7%	0.3%	0.3%	0.3%	0.4%	0.4%	0.3%	0.3%	#DIV/0!	0.4%		
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																								
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																							
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																							

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	
Item	Contract	Indicator	Definition		Target	Unit	Public Holiday	Public Holiday	4/01/16	5/01/16	6/01/16	9/01/17	10/01/17	11/01/17	12/01/17	13/01/17	16/01/17	17/01/17	18/01/17	19/01/17	20/01/17	23/01/17	24/01/17	25/01/17	26/01/17	27/01/17	Public Holiday	31/01/17
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	percent										0.0%												0.0%