

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	2017					2018					2019								
						3/04/17	4/04/17	5/04/17	6/04/17	7/04/17	10/04/17	11/04/17	12/04/17	13/04/17	Public Holiday	Public Holiday	18/04/17	19/04/17	20/04/17	21/04/17	24/04/17	Public Holiday	26/04/17	27/04/17
1. CALL CENTRE																								
1.1a		Total inbound calls	Number of calls placed / received		number	1580	1572	1515	1,606	1557	1717	1681	1626	1,711			1662	1624	1,545	1467	1,843	1748	1,569	1550
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	730	711	751	728	726	737	775	750	789			656	640	680	635	718	815	727	694
1.2		Total calls answered	Number of calls answered		number	1,550	1,559	1,496	1,570	1,530	1,661	1,638	1,585	1,665			1,623	1,597	1,528	1,441	1,767	1,704	1,541	1,514
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	1.9%	0.8%	1.3%	2.2%	1.7%	3.3%	2.6%	2.5%	2.7%			2.4%	1.7%	1.1%	1.8%	4.1%	2.5%	1.8%	2.3%
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%	1.8%	1.0%	1.0%	0.8%	0.7%	0.6%			2.0%	0.5%	0.0%	0.3%	1.3%	1.5%	0.4%	1.6%
1.4		Results calls	Number of calls requesting test results		number	730	711	751	728	726	737	775	750	789			656	640	680	635	718	815	727	694
1.5		% results calls	1.4 divided by 1.2		percent	46.2%	45.2%	49.6%	45.3%	46.6%	42.9%	46.1%	46.1%	46.1%			39.5%	39.4%	44.0%	43.3%	39.0%	46.6%	46.3%	44.8%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	37	27	42	42	47	45	35	33	37			48	33	25	23	40	42	27	37
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	70	23	76	55	80	129	100	96	56			75	59	40	40	95	72	65	62
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	4.4%	1.5%	5.0%	3.4%	5.1%	7.5%	6.0%	5.9%	3.3%			4.5%	3.6%	2.6%	2.7%	5.2%	4.1%	4.1%	4.0%
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	16	12	9	10	9	9	9	7	11			18	8	8	9	15	11	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	10	7	6	6	7	7	7	6	7			9	8	7	6	9	6	8	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	8	7	9	10	9	8	9			13	9	9	8	13	10	9	11
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,073	2,795	2,649	2,582	2,759	2,915	2,783	2,596	2,756			3,082	2,816	2,713	2,611	3,111	2,852	2,779	2,727
2.5		Long waits	Number of people waiting over 30 minutes		number	251	162	45	80	96	85	81	45	151			319	103	73	75	237	136	113	192
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	8.2%	5.8%	1.7%	3.1%	3.5%	2.9%	2.9%	1.7%	5.5%	#DIV/0!	#DIV/0!	10.4%	3.7%	2.7%	2.9%	7.6%	4.8%	4.1%	7.0%
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	91	104	133	106	149	115	107	123	70			135	132	91	80	132	112	81	98
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
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
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	435	447	482	484	449	497	478	520	545			557	553	486	417	548	526	505	444
3.2		Home visits attended	Number of home visits attended for the day		number	423	434	464	468	441	487	473	507	529			540	536	472	405	532	513	498	440
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	97.2%	97.1%	96.3%	96.7%	98.2%	98.0%	99.0%	97.5%	97.1%	#DIV/0!	#DIV/0!	96.9%	96.9%	97.1%	97.1%	97.1%	97.5%	98.6%	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	31	33	51	42	30	39	31	51	47			37	41	41	44	50	43	37	47
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	31	33	51	42	30	39	31	51	47			37	41	41	44	50	43	37	47
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%	#DIV/0!	#DIV/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	11,844	10,914	10,115	10,322	10,360	11,363	10,606	9,663	9,728			11,384	10,732	10,012	9,603	11,458	10,474	10,277	10,129
4.2		Patient tests	Total number of patient tests performed		number	47,947	45,057	41,422	41,893	42,314	45,275	44,544	40,485	38,867			47,552	45,761	45,244	40,936	48,759	43,699	43,886	43,962
4.3		Urgent tests	Total number of urgent tests		number	453	404	403	426	376	410	389	376	389			522	348	360	325	413	359	346	366
4.4		% urgent tests	4.3 divided by 4.2		percent	1%	1%	1%	1%	1%	1%	1%	1%	1%	#DIV/0!	#DIV/0!	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%
4.6		Critical results	Number of critical test results		number	44	32	36	37	27	47	33	37	35			66	49	41	39	40	54	42	34
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	44	32	36	37	27	47	33	37	35			66	49	41	39	40	53	42	34
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%	#DIV/0!	#DIV/0!	100%	100%	100%	100%	100%	98%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	42	35	25	27	25	41	43	35	31			52	13	28	57	41	50	39	40
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%	0.1%	#DIV/0!	#DIV/0!	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%

Item	Contract	Indicator	Definition	Target	Unit	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
						3/04/17	4/04/17	5/04/17	6/04/17	7/04/17	10/04/17	11/04/17	12/04/17	13/04/17	Public Holiday	Public Holiday	18/04/17	19/04/17	20/04/17	21/04/17	24/04/17	Public Holiday	26/04/17	27/04/17	28/04/17	
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																				
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	5:45	5:23	4:52	5:06	5:23	5:36	5:39	5:56	5:55			5:49	5:30	5:45	5:20	5:40		5:34	5:26	5:31
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	1:12	1:08	1:04	1:01	1:07	1:24	1:23	1:03	1:06			1:14	1:15	1:02	0:54	1:19		1:00	1:00	0:51
5.1c	yes	Complete blood count 95% 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	8:00	8:00	8:00	8:00	10:00	9:00	10:00	10:00			10:00	9:00	10:00	8:00	10:00		9:00	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	6:07	5:37	5:17	5:49	6:11	5:59	5:26	6:14	5:56			6:21	5:54	6:00	5:58	6:07		5:55	5:45	6:17
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:30	1:20	1:26	1:42	1:57	1:47	1:09	1:17	1:03			1:45	1:37	1:16	1:31	1:45		1:19	1:20	1:37
5.2c	yes	Total TAT Electrolytes 95% 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	8:00	8:00	10:00	10:00	10:00	8:00	10:00	10:00			10:00	9:00	9:00	8:00	10:00		9:00	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	6:29	6:06	5:21	6:04	6:36	6:10	5:56	6:16	5:57			6:08	6:10	6:06	6:41	5:50		6:27	6:25	6:38
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:16	1:51	1:42	2:12	2:28	2:22	1:58	2:34	1:53			2:01	2:07	1:43	2:29	1:56		2:13	2:37	2:11
5.3c	yes	Total TAT HCG 95% 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	7:00	6:00	6:00	7:00	7:00	7:00	7:00	6:00			6:00	8:00	6:00	7:00	6:00		7:00	6:00	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	6:10	5:38	5:21	5:51	6:20	6:03	5:28	6:13	5:59			6:20	5:57	6:07	6:03	6:13		5:59	5:49	6:23
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	1:23	1:34	1:46	2:02	1:51	1:11	1:19	1:06			1:46	1:42	1:22	1:34	1:52		1:24	1:25	1:41
5.5c	yes	Total TAT Liver 95% 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	8:00	8:00	10:00	10:00	10:00	8:00	10:00	10:00			10:00	9:00	10:00	8:00	10:00		9:00	8:00	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 98% 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		13:48	15:35	15:05	14:45		14:47	15:44	17:43					12:31	15:24	17:07			17:21	15:45
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		10:35	12:33	11:55	11:26		11:47	11:25	13:31					8:32	12:10	13:36			15:49	12:22
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		1.0	1.3	1.3	1.3		1.0	1.3	1.5					1.0	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%	99.9%	100.0%	100.0%	100.0%			100.0%	100.0%	100.0%	99.9%	99.9%		99.9%	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	4:01	4:01	3:56	4:02	4:03	3:57	3:56	4:12	4:11			4:14	4:01	3:52	3:49	4:09		4:05	3:51	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	0:39	0:41	0:37	0:38	0:44	0:40	0:35	0:40	0:38			0:40	0:38	0:38	0:39	0:42		0:42	0:39	0:50
5.9c	yes	Total TAT INR 95% 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	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	3:59	3:53	3:47	4:14	4:09	3:53	4:02	3:56	4:36			4:04	4:04	3:53	3:57	4:00		4:21	3:50	3:49
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:58	0:58	0:59	1:05	0:57	1:01	1:03	1:01	0:57			1:05	0:58	0:58	1:03	0:59		0:56	0:53	0:53
5.10c	yes	Total TAT Troponin 98% centile in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours:minutes	6:00	4:00	4:00	6:00	5:00	5:00	6:00	5:00	6:00			6:00	6:00	6:00	4:00	6:00		6:00	6:00	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	98.8%	96.9%	96.6%	97.6%	98.3%	97.2%	97.4%	99.0%	95.8%			98.5%	98.9%	99.3%	97.3%	98.7%		98.9%	99.6%	98.9%
6. RECOLLECTS																										
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	7,369	6697	6072	6338	6390	7,110	6,673	6,008	6,179			7,706	7,023	6,501	6,306	7,697		6,968	6,776	6,764
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	30	13	13	11	12	13	26	19	12			12	19	16	16	15		26	17	16
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.4%	0.2%	0.2%	0.2%	0.2%	0.2%	0.4%	0.3%	0.2%	#DIV/0!	#DIV/0!	0.2%	0.3%	0.2%	0.3%	0.2%	#DIV/0!	0.4%	0.3%	0.2%
7. QUALITY IMPROVEMENT note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"																										

Item	Contract	Indicator	Definition	Target	Unit	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
						3/04/17	4/04/17	5/04/17	6/04/17	7/04/17	10/04/17	11/04/17	12/04/17	13/04/17	Public Holiday	Public Holiday	18/04/17	19/04/17	20/04/17	21/04/17	24/04/17	Public Holiday	26/04/17	27/04/17	28/04/17
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					5					5										6
7.5		Complaints closed	Number of complaints closed year to date		number					5					5										6
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					-					-										1
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number					5					5										6
7.9		% events/issues closed	7.2 divided by 7.1	greater than	75%																				
7.10		% timely closure	7.3 divided by 7.1	greater than	95%																				
7.11		% complaints closed	7.5 divided by 7.4	greater than	75%																				
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater than	80%																				
7.13		% complaints response	7.8 divided by 7.4	greater than	80%					100.0%					100.0%										100.0%