

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					2020									
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed							
						1/05/17	2/05/17	3/05/17	4/05/17	5/05/17	8/05/17	9/05/17	10/05/17	11/05/17	12/05/17	15/05/17	16/05/17	17/05/17	18/05/17	19/05/17	22/05/17	23/05/17	24/05/17	25/05/17	26/05/17	29/05/17	30/05/17	31/05/17		
1. CALL CENTRE																														
1.1a		Total inbound calls	Number of calls placed / received		number	1659	1519	1509	1,480	1474	1,655	1,610	1512	1,550	1508	1582	1527	1440	1,568	1514	1585	1613	1550	1,567	1525	1,615	1,584	1533		
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	665	682	658	655	621	682	729	697	724	669	644	676	645	722	685	707	723	693	714	655	680	677	713		
1.2		Total calls answered	Number of calls answered		number	1,626	1,480	1,500	1,451	1,446	1,632	1,583	1,488	1,629	1,490	1,528	1,499	1,394	1,634	1,490	1,549	1,599	1,538	1,542	1,496	1,580	1,567	1,511		
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	2.0%	2.6%	0.6%	2.0%	1.9%	1.4%	1.7%	1.6%	1.4%	1.2%	3.4%	1.8%	3.2%	2.2%	1.6%	2.3%	0.9%	0.8%	1.6%	1.9%	2.2%	1.1%	1.4%		
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%	0.4%	0.0%	0.9%	0.3%	0.3%	0.4%	0.4%	1.0%	0.8%	0.6%	1.2%	0.8%	0.8%	0.4%	0.6%	0.6%	0.4%	0.4%	0.9%	0.6%	0.3%	0.3%		
1.4		Results calls	Number of calls requesting test results		number	665	682	658	655	621	682	729	697	724	669	644	676	645	722	685	707	723	693	714	655	680	677	713		
1.5		% results calls	1.4 divided by 1.2		percent	40.1%	44.9%	43.6%	44.3%	42.1%	41.2%	45.3%	46.1%	46.7%	44.4%	40.7%	44.3%	44.8%	46.1%	45.2%	44.6%	44.8%	44.7%	45.8%	43.0%	42.1%	42.7%	46.5%		
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	27	28	20	38	42	31	41	29	37	29	35	41	35	35	32	34	26	27	31	35	37	25	33		
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	76	78	29	59	71	74	68	54	51	22	77	59	67	77	41	60	35	48	47	56	97	18	75		
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	4.6%	5.1%	1.9%	4.0%	4.8%	4.5%	4.2%	3.6%	3.3%	1.5%	4.9%	3.9%	4.7%	4.9%	2.7%	3.8%	2.2%	3.1%	3.0%	3.7%	6.0%	1.1%	4.9%		
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	12	11	10	9	9	10	9	8	6	5	10	8	6	6	7	7	7	6	7	8	10	6	7		
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	8	7	7	6	7	8	6	5	5	5	6	6	6	5	7	6	6	6	6	6	6	6	5		
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	8	9	8	11	13	8	7	7	8	7	6	7	6	8	7	6	6	7	7	9	7	7		
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	2,848	2,793	2,584	2,517	2,636	2,811	2,801	2,631	2,412	2,387	2,721	2,554	2,393	2,440	2,611	2,565	2,439	2,495	2,394	2,579	2,789	2,575	2,514		
2.5		Long waits	Number of people waiting over 30 minutes		number	200	110	81	59	168	160	77	48	39	55	55	41	65	22	80	43	37	26	31	47	73	22	29		
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	7.0%	3.9%	3.1%	2.3%	6.4%	5.7%	2.7%	1.8%	1.6%	2.3%	2.0%	1.6%	2.7%	0.9%	3.1%	1.7%	1.5%	1.0%	1.3%	1.8%	2.6%	0.9%	1.2%		
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	135	124	92	78	120	133	61	107	82	66	141	66	125	73	133	128	118	135	79	112	149	72	117		
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	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	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	489	410	491	493	456	482	441	545	440	433	449	394	498	399	454	489	431	489	404	441	472	431	491		
3.2		Home visits attended	Number of home visits attended for the day		number	473	395	476	492	454	469	430	532	426	426	438	383	482	390	439	473	424	474	402	426	465	423	484		
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	96.7%	96.3%	96.9%	99.8%	99.8%	97.3%	97.5%	97.6%	96.8%	98.4%	97.6%	97.2%	96.8%	97.7%	96.7%	96.7%	98.4%	96.9%	99.5%	96.6%	98.5%	98.1%	98.6%		
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	43	24	35	27	47	36	39	30	41	22	32	26	40	30	41	39	32	42	27	32	39	28	38		
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	43	24	35	27	47	36	39	30	41	22	32	26	40	30	41	39	32	42	27	32	39	28	38		
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%	100.0%	100.0%		
4. LAB																														
4.1		Patient episodes	Total number of patient episodes		number	11,211	10,738	10,250	10,338	10,452	11,637	11,255	10,856	10,263	9,573	11,485	11,237	10,531	10,427	10,389	11,386	10,951	10,845	10,410	10,489	11,660	11,274	10,794		
4.2		Patient tests	Total number of patient tests performed		number	46,551	45,042	42,166	41,340	43,255	46,349	45,599	43,333	40,558	38,865	45,084	44,296	43,086	41,053	41,741	44,135	42,898	42,092	40,094	41,468	44,967	43,882	42,545		
4.3		Urgent tests	Total number of urgent tests		number	379	409	331	387	398	434	388	392	361	397	389	383	352	407	346	375	397	406	411	372	467	445	337		
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%	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%	100%	100%		
4.6		Critical results	Number of critical test results		number	39	38	29	43	36	49	45	33	42	40	51	47	40	37	25	50	39	43	39	31	29	44	42		
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	38	38	29	43	36	49	45	33	42	40	51	47	40	37	25	50	39	43	39	31	29	44	42		
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	97%	100%	100%	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 referer		number	22	42	32	40	24	23	18	60	45	34	41	38	34	31	46	33	32	30	32	24	39	30	37		
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	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%		
4.13	Yes	Timeliness of Send aways	80th 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																														

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					
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	5:52	5:53	5:23	5:12	5:36	5:49	5:31	5:18	5:01	4:45	5:22	5:18	5:34	5:16	5:06	5:41	5:03	5:21	4:47	5:08	5:30	4:55	5:17	
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	1:23	1:29	1:03	1:18	1:00	1:06	0:53	1:02	0:58	0:48	1:04	1:16	1:07	0:50	0:54	1:22	1:09	0:55	0:47	0:49	0:59	0:52	0:42	
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	10:00	9:00	8:00	8:00	9:00	10:00	9:00	8:00	8:00	7:00	8:00	8:00	9:00	8:00	7:00	11:00	8:00	9:00	7:00	8:00	9:00	8:00	7:00	
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:54	5:55	6:02	5:22	6:18	6:17	5:50	5:52	5:16	5:14	5:43	6:22	6:00	5:39	5:47	5:56	5:07	5:31	5:20	5:26	5:48	5:35	5:45	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:25	1:30	1:39	1:26	1:39	1:29	1:12	1:34	1:15	1:18	1:23	2:22	1:34	1:12	1:35	1:38	1:09	1:05	1:23	1:10	1:16	1:31	1:11	
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	9:00	7:00	10:00	10:00	9:00	8:00	8:00	7:00	9:00	10:00	10:00	8:00	9:00	11:00	8:00	8:00	8:00	8:00	9:00	8:00	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	6:28	6:17	7:22	5:37	6:06	5:58	6:13	6:22	5:41	5:20	5:44	6:17	6:24	6:15	6:08	6:07	5:31	6:16	5:56	5:47	6:03	5:45	6:30	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:14	2:11	3:16	1:59	1:54	1:37	1:52	2:16	1:54	1:40	1:38	2:31	2:20	2:03	2:17	1:59	1:41	2:02	2:01	1:36	1:45	1:45	2:13	
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	8:00	8:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	7:00	6:00	6:00	7:00	10:00	6:00	6:00	6:00	6:00	5:30	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	5:59	5:59	6:04	5:25	6:18	6:22	5:53	5:56	5:22	5:16	5:47	6:26	6:03	5:43	5:50	6:04	5:10	5:42	5:26	5:27	5:55	5:43	5:48	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:32	1:35	1:42	1:31	1:42	1:40	1:16	1:38	1:18	1:20	1:30	2:25	1:36	1:16	1:37	1:48	1:13	1:08	1:28	1:14	1:22	1:37	1:10	
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	9:00	7:00	10:00	10:00	9:00	8:00	8:00	7:00	9:00	10:00	10:00	8:00	9:00	11:00	8:00	9:00	8:00	8:00	9:00	8:00	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		14:01	15:39	15:30	14:51		14:28	14:04	16:06	15:14		14:38	15:04	14:34	14:43		15:15	14:39	16:11	16:04		14:55	15:48	
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		10:45	11:46	12:07	11:29		10:23	11:10	11:59	12:13		10:41	11:55	11:15	11:22		12:06	11:44	12:22	12:17		10:54	12:05	
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	1.3	1.3	1.0		1.0	1.3	1.3	1.3		1.0	1.3	1.0	1.3		1.3	1.3	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	99.8%	100.0%	100.0%	100.0%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	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	4:04	3:54	3:50	3:45	4:01	3:57	3:46	3:47	3:56	3:49	3:52	3:42	3:57	3:53	3:57	4:11	3:45	3:50	4:00	3:53	3:56	3:52	3:57	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:46	0:37	0:40	0:37	0:40	0:42	0:36	0:39	0:36	0:45	0:36	0:39	0:36	0:35	0:39	0:49	0:35	0:41	0:40	0:41	0:37	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	6:00	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	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:58	3:39	4:01	4:06	4:13	3:59	3:47	3:49	4:04	3:45	3:49	3:55	4:00	4:01	3:54	3:56	4:01	3:49	3:49	3:46	3:45	3:50	4:14	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:05	0:56	1:01	0:56	0:59	0:58	0:58	0:58	0:57	1:01	0:55	0:51	0:57	0:56	0:57	0:59	0:57	0:53	0:53	0:57	0:58	0:57	1:00	
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	5:00	6:00	4:00	6:00	6:00	5:00	5:00	6:00	6:00	6:00	6:00	6:00	4:00	4:00	6:00	6:00	6:00	4:00	5:00	6:00	4:00	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	96.3%	98.0%	96.9%	97.0%	98.1%	99.1%	99.0%	99.0%	99.3%	99.1%	99.4%	97.7%	97.9%	99.7%	98.5%	95.8%	95.1%	99.4%	97.8%	99.3%	96.5%	97.4%	99.3%	
6. RECOLLECTS																														
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	7,215	6,809	6,367	6,155	6,501	7,129	6,689	6,373	6,019	5,779	6,969	6,488	6,183	6,030	6,099	6,679	6,218	6,299	5,937	6,195	6,919	6,196	6,172		
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	27	18	22	11	28	19	25	23	16	23	17	24	10	15	16	17	20	16	17	16	11	21	17		
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.4%	0.3%	0.3%	0.2%	0.4%	0.3%	0.4%	0.4%	0.3%	0.4%	0.2%	0.4%	0.2%	0.2%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.2%	0.3%	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					6					6						6					6				
7.5		Complaints closed	Number of complaints closed year to date		number					6					6						6					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					-					-						-					-				
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number					6					6						6					6				
7.9		% events/issues closed	7.2 divided by 7.1	greater than	75%	percent																								

