

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								
						Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	
						1/08/17	2/08/17	3/08/17	4/08/17	7/08/17	8/08/17	9/08/17	10/08/17	11/08/17	14/08/17	15/08/17	16/08/17	17/08/17	18/08/17	21/08/17	22/08/17	23/08/17	24/08/17	25/08/17	28/08/17	29/08/17	30/08/17	31/08/17	
<b>1. CALL CENTRE</b>																													
1.1a		Total inbound calls	Number of calls placed / received		number	1600	1534	1,482	1,474	1623	1473	1495	1,530	1594	1546	1645	1542	1,497	1487	1661	1649	1494	1,532	1589	1642	1594	1496	1,562	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	699	673	677	677	646	690	706	686	660	619	624	717	624	646	676	725	679	666	724	688	642	666	698	
1.2		Total calls answered	Number of calls answered		number	1,551	1,517	1,469	1,460	1,587	1,459	1,474	1,523	1,547	1,510	1,624	1,521	1,467	1,451	1,621	1,618	1,475	1,496	1,561	1,607	1,530	1,459	1,529	
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	3.1%	1.1%	0.9%	1.0%	2.2%	1.0%	1.4%	1.8%	2.3%	2.3%	1.3%	1.4%	2.0%	2.4%	2.4%	1.9%	1.3%	2.4%	1.8%	2.1%	3.4%	2.5%	2.1%	
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	0.7%	0.6%	0.6%	0.0%	0.8%	0.9%	1.0%	1.0%	0.9%	1.1%	0.5%	0.7%	1.1%	1.6%	0.3%	0.3%	0.4%	0.9%	0.6%	1.0%	1.4%	0.2%	0.4%	
1.4		Results calls	Number of calls requesting test results		number	699	673	677	657	646	690	706	686	660	619	624	717	624	646	676	725	679	666	724	688	642	666	698	
1.5		% results calls	1.4 divided by 1.2		percent	43.7%	43.9%	45.7%	44.6%	39.8%	46.8%	47.2%	44.8%	41.7%	40.0%	37.9%	46.5%	41.7%	43.4%	40.7%	44.0%	45.5%	43.5%	45.6%	41.9%	40.5%	44.5%	44.7%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds	32	23	19	20	29	25	27	37	36	43	33	31	33	36	26	34	22	38	27	33	37	28	22	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	70	39	17	18	67	40	52	68	59	75	61	48	52	41	71	63	20	66	34	55	75	50	37	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	4.4%	2.5%	1.2%	1.2%	4.1%	2.7%	3.5%	4.4%	3.7%	4.9%	3.7%	3.1%	3.5%	2.8%	4.3%	3.8%	1.3%	4.3%	2.1%	3.4%	4.7%	3.3%	2.4%	
<b>2. COLLECTION CENTRES</b>																													
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	8	7	7	7	13	10	7	6	10	9	9	8	8	9	11	10	9	10	9	11	8	8	8	
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	6	7	6	6	7	7	5	5	6	6	6	5	7	6	6	8	6	7	7	6	7	5	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	6	6	6	7	7	7	5	7	6	8	6	7	6	8	8	8	7	11	8	10	8	7	8	
2.4		Number waiting	Total number: people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	2,491	2,333	2,406	2,460	2,566	2,578	2,278	2,333	2,354	2,641	2,451	2,330	2,345	2,460	2,670	2,425	2,213	2,243	2,370	2,645	2,623	2,556	2,740	
2.5		Long waits	Number of people waiting over 30 minutes		number	51	53	21	50	80	53	26	20	80	43	23	32	29	74	66	61	50	102	43	127	50	25	59	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	2.0%	2.3%	0.9%	2.0%	3.1%	2.1%	1.1%	0.9%	3.4%	1.6%	0.9%	1.4%	1.2%	3.0%	2.5%	2.5%	2.3%	4.5%	1.8%	4.8%	1.9%	1.0%	2.2%	
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	133	92	132	88	158	156	79	86	73	123	67	105	127	168	123	101	52	72	73	104	103	77	157	
2.8		Time from collection to lab	90th 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	
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	
<b>3. HOME VISITS</b>																													
3.1		Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not home)		number	444	475	444	459	529	422	461	433	479	517	455	456	438	466	507	416	465	431	434	508	406	492	465	
3.2		Home visits attended	Number of home visits attended for the day		number	432	452	426	447	514	414	452	426	465	504	447	443	427	457	490	407	454	420	419	497	398	483	454	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	97.3%	95.2%	95.9%	97.4%	97.2%	98.1%	98.0%	98.4%	97.1%	97.5%	98.2%	97.1%	97.5%	98.1%	96.6%	97.8%	97.8%	97.4%	96.5%	97.8%	98.0%	98.2%	97.6%	
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	31	38	34	39	44	26	32	36	31	43	38	33	30	59	44	36	27	38	31	37	36	29	34	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	31	38	34	39	44	26	32	36	31	43	38	33	30	59	44	36	27	38	31	37	36	29	34	
3.6	Yes	% Urgent home visit timeliness	% urgent home visits completed for the day 3.5 divided by 3.4	greater than	99%	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%	
<b>4. LAB</b>																													
4.1		Patient episodes	Total number of patient episodes		number	11,310	10,664	10,775	10,506	11,988	11,404	10,640	10,741	10,556	11,758	11,541	10,653	10,851	10,777	12,129	11,567	10,624	10,680	10,459	11,605	11,548	10,171	10,976	
4.2		Patient tests	Total number of patient tests performed		number	42,425	41,881	40,496	41,475	46,530	45,004	41,336	41,941	41,784	45,470	44,282	42,101	41,588	42,185	46,803	44,594	40,328	39,997	40,370	43,228	44,258	38,818	40,251	
4.3		Urgent tests	Total number of urgent tests		number	372	386	338	419	437	408	380	346	398	408	410	391	362	446	450	403	365	392	392	450	462	371	376	
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%	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%	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	40	28	44	42	54	50	37	36	42	53	41	43	28	50	35	43	34	37	46	52	45	53	51	
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	40	28	44	42	54	50	37	36	42	53	41	43	28	49	35	43	34	37	46	52	45	53	50	
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	32	32	27	28	32	24	17	26	51	39	41	31	36	27	56	39	36	33	30	45	31	32	32	
4.12		% Amended Results	Percentage of results changed after original result was reported to referrer. 4.11 divided by 4.2	less than	1%	0.1%	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%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	
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 referrer/hospital (assumes mutually agreed and clinically appropriate booking)	greater than	95%																								
<b>5. TURNAROUND TIME NON-URGENT</b>																													
5.1a		Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00 hours:minutes	4:51	5:02	5:05	5:17	5:45	5:28	5:19	5:06	4:54	5:54	4:59	4:46	4:40	5:08	5:05	4:32	4:59	4:32	4:51	4:58	5:04	4:42	5:08	

Item	Contract	Indicator	Definition	Target	Unit	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	
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	0:44	0:51	0:44	0:47	0:54	0:48	0:42	0:39	0:44	0:50	0:43	0:43	0:41	0:41	0:51	0:45	0:49	0:43	0:49	0:53	0:54	0:40	0:57
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	8:00	8:00	10:00	9:00	8:00	7:00	7:00	10:00	8:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	8:00	8:00	7:00	7:00	8:00
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:42	5:25	5:47	5:46	6:25	5:53	5:45	5:41	5:22	6:39	6:26	5:05	5:18	5:43	6:02	6:05	5:30	4:49	5:08	5:53	5:32	5:00	5:31
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:35	1:15	1:29	1:15	1:33	1:13	1:04	1:14	1:09	1:34	2:09	1:03	1:18	1:14	1:46	2:20	1:29	0:59	1:05	1:48	1:23	0:58	1:19
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	8:00	9:00	8:00	10:00	9:00	8:00	8:00	7:00	10:00	10:00	7:00	7:00	9:00	10:00	10:00	8:00	7:00	7:00	9:00	8:00	7:00	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	5:45	5:48	5:50	5:34	7:07	5:47	6:39	6:03	5:38	6:59	6:22	5:32	5:30	5:49	6:14	6:29	6:02	5:12	5:26	6:16	6:19	5:28	5:28
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:59	1:42	1:38	1:37	2:29	1:38	2:11	1:46	1:49	2:06	3:08	1:46	1:40	1:30	1:58	2:58	2:08	1:35	1:59	2:17	2:19	1:39	1:35
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	7:00	6:00	7:00	6:00	6:00	7:00	8:00	6:00	6:00	6:00	6:00	7:00	8:00	6:00	6:00	6:00	6:30	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	5:48	5:27	5:51	5:48	6:29	5:58	5:48	5:49	5:19	6:39	6:30	5:09	5:25	5:51	6:12	6:09	5:36	4:56	5:09	6:00	5:42	5:04	5:38
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:41	1:19	1:32	1:19	1:38	1:18	1:08	1:23	1:08	1:35	2:13	1:06	1:24	1:21	1:57	2:22	1:33	1:03	1:08	1:53	1:32	1:01	1:26
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	8:00	9:00	8:00	10:00	9:00	8:00	9:00	7:00	10:00	10:00	7:00	7:00	8:00	10:00	10:00	8:00	7:00	7:00	9:00	8:00	7:00	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	14:22	15:41	14:48	15:05	14:52	15:00	14:37	15:08		13:30	15:05	16:34	16:22		14:33	15:41	15:18	13:59		13:30	14:49	15:53	
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	11:11	13:13	11:42	12:13	11:05	11:09	11:24	12:24		10:38	12:22	13:21	12:34		11:05	11:58	11:50	11:47		10:42	11:20	12:43	
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	1.3	1.3	1.0	1.3	1.3	1.3		1.0	1.3	1.5	1.3		1.0	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%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	99.9%	100.0%	99.8%	100.0%	100.0%	99.9%
<b>URGENT</b>																													
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:46	3:49	3:49	4:00	3:58	3:45	3:48	3:45	3:53	4:22	3:37	3:47	3:59	3:57	3:39	3:45	3:42	3:47	3:44	3:41	3:41	3:42	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:41	0:38	0:39	0:49	0:45	0:37	0:34	0:40	0:35	0:37	0:41	0:36	0:36	0:33	0:37	0:36	0:35	0:33	0:40	0:37	0:41	0:38	0:40
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	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	6:00	5:00	5:00
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:41	4:19	3:43	3:56	4:04	3:45	3:55	4:06	3:42	3:25	3:51	4:19	3:47	3:55	4:08	3:50	3:47	3:40	3:51	3:51	3:46	3:56	3:30
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:01	1:04	0:57	1:05	1:10	1:01	0:54	1:05	0:58	1:37	1:01	1:03	0:57	0:35	1:01	1:04	1:05	0:51	0:53	1:00	1:10	1:17	0:56
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	6:00	4:00	4:00	6:00	4:00	6:00	4:00	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	5:00
5.11		Lab TAT - Urgent Biochem and Haem	Percentage of biochem & haem (as nominated clinically urgent by the referer) with TAT (from receipt of test in lab to communication of results) less than 3 hours	greater than	95%	percent	97.0%	98.4%	98.5%	99.1%	98.0%	98.7%	99.4%	98.7%	98.1%	95.0%	97.5%	99.4%	99.0%	98.5%	98.9%	98.4%	97.5%	100.0%	99.3%	99.1%	99.2%	98.9%	99.3%
<b>6. RECOLLECTS</b>																													
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	6,354	6,065	5,998	6,191	6,935	6,546	5,882	6,149	6,199	6,877	6,386	6,129	6,110	6,282	7,357	6,383	5,871	5,861	5,930	6,581	6,487	5,632	5,924	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	21	31	22	16	18	18	22	17	15	20	16	17	27	12	28	18	23	15	19	13	18	20	23	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.5%	0.4%	0.3%	0.3%	0.3%	0.4%	0.3%	0.3%	0.3%	0.3%	0.4%	0.2%	0.4%	0.3%	0.4%	0.3%	0.3%	0.2%	0.3%	0.4%	0.4%	
<b>7. QUALITY IMPROVEMENT</b> <small>note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"</small>																													
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				13					13															16
7.5		Complaints closed	Number of complaints closed year to date		number				13					13															16
7.6		New complaints	Number of new complaints received this week		number				-					-															2
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number				-					-															2
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number				13					13															16
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																							

