

Lab Tests Auckland Pathology Service KPI Reporting 2018
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	Thu		Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri		
						1/02/18	2/02/18	5/02/18	Public Holiday	7/02/18	8/02/18	9/02/18	12/02/18	13/02/18	14/02/18	15/02/18	16/02/18	19/02/18	20/02/18	21/02/18	22/02/18	23/02/18	26/02/18	27/02/18	28/02/18				
1. CALL CENTRE																													
1.1a		Total inbound calls	Number of calls placed / received		number	1,597	1,571	1,684		1,664	1,559	1,656	1,600	1,603	1,619	1,529	1,604	1,735	1,646	1,575	1,607	1,605	1,597	1,620	1,558				
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	703	619	640		663	676	702	643	745	737	704	691	677	712	677	726	725	674	701	696				
1.2		Total calls answered	Number of calls answered		number	1,560	1,527	1,650		1,600	1,514	1,603	1,561	1,576	1,589	1,480	1,568	1,672	1,577	1,522	1,575	1,579	1,565	1,564	1,528				
1.3a		% calls unanswered	Also known as "abandonment". 1: (1.2 divided by 1.1a)	less than 7.0%	percent	2.3%	2.8%	2.0%		3.9%	2.9%	3.2%	2.4%	1.7%	1.9%	2.4%	2.2%	3.6%	4.2%	3.4%	2.0%	1.6%	2.0%	3.5%	1.9%				
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%	0.7%	0.2%		1.2%	1.8%	1.1%	1.6%	0.9%	1.2%	1.9%	0.4%	2.7%	3.0%	1.8%	1.4%	0.7%	1.3%	0.9%	0.7%				
1.4		Results calls	Number of calls requesting test results		number	703	619	640		663	676	702	643	745	737	704	691	677	712	677	726	725	674	701	696				
1.5		% results calls	1.4 divided by 1.2		percent	44.0%	39.4%	38.0%		39.8%	43.4%	42.4%	40.2%	46.5%	45.5%	46.0%	43.1%	39.0%	43.3%	43.0%	45.2%	45.2%	42.2%	43.3%	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	42	41	37		51	49	48	43	47	36	45	36	46	48	47	33	35	45	50	44				
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	63	69	52		80	76	81	58	80	48	71	38	86	69	78	35	53	78	76	72				
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	3.9%	4.4%	3.1%		4.8%	4.9%	4.9%	3.6%	5.0%	3.0%	4.6%	2.4%	5.0%	4.2%	5.0%	2.2%	3.3%	4.9%	4.7%	4.6%				
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	8	8	14		12	11	12	14	9	10	8	8	11	9	9	6	9	11	12	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	8	10		8	8	8	9	6	7	6	6	9	8	7	7	7	7	7	7	7			
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	9	11	11		11	12	9	11	7	8	7	7	10	6	6	6	7	8	6	7				
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	2,971	3,081	3,450		3,353	3,267	3,167	3,236	2,897	3,060	2,920	3,038	3,194	3,115	2,994	3,008	3,038	3,256	3,080	3,108				
2.5		Long waits	Number of people waiting over 30 minutes		number	155	193	408		310	227	252	323	105	178	105	79	267	132	111	66	121	207	119	108				
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	5.2%	6.3%	11.8%	#DIV/0!	9.2%	6.9%	8.0%	10.0%	3.6%	5.8%	3.6%	2.6%	8.4%	4.2%	3.7%	2.2%	4.0%	6.4%	3.9%	3.5%				
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	58	53	59		59	60	57	59	46	59	59	58	58	52	59	48	59	59	54	53				
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				
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	528	524	529		578	563	551	474	440	535	495	484	481	406	538	454	473	445	448	534				
3.2		Home visits attended	Number of home visits attended for the day		number	518	506	509		568	545	533	462	432	526	479	472	463	392	527	444	465	432	441	525				
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	98.1%	96.6%	96.2%	#DIV/0!	98.3%	96.8%	96.7%	97.5%	98.2%	98.3%	96.8%	97.5%	96.3%	96.6%	98.0%	97.8%	98.3%	97.1%	98.4%	98.3%				
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	41	44	38		36	37	37	36	47	35	46	35	47	36	37	28	30	35	34	51				
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	41	44	38		36	37	37	36	47	35	46	35	47	36	37	28	30	35	34	51				
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%	#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%				
4. LAB																													
4.1		Patient episodes	Total number of patient episodes		number	10,231	10,765	12,098		12,160	11,883	11,407	12,377	11,292	11,431	10,757	10,901	12,741	11,913	11,607	11,452	11,639	12,564	12,434	11,810				
4.2		Patient tests	Total number of patient tests performed		number	42,694	45,705	49,662		48,756	47,527	46,537	49,853	45,886	46,142	43,330	43,794	48,976	47,194	46,147	45,654	46,237	48,691	48,358	47,595				
4.3		Urgent tests	Total number of urgent tests		number	346	328	427		338	350	378	437	358	371	344	386	354	414	401	373	379	428	360	369				
4.4		% urgent tests	4.3 divided by 4.2		percent	1%	1%	1%	#DIV/0!	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%				
4.6		Critical results	Number of critical test results		number	46	56	50		53	62	50	58	32	53	54	39	65	35	45	30	30	51	44	53				
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	46	56	50		53	62	50	58	32	53	54	39	65	35	45	30	30	51	44	53				
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%	#DIV/0!	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	15	11	11		8	21	34	25	17	17	25	21	18	9	37	12	24	7	151	40				
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%	0.0%	0.0%	#DIV/0!	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.3%	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																								

Item	Comment	Indicator	Definition	Target	Unit	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri		
						1/02/18	2/02/18	5/02/18	Public Holiday	7/02/18	8/02/18	9/02/18	12/02/18	13/02/18	14/02/18	15/02/18	16/02/18	19/02/18	20/02/18	21/02/18	22/02/18	23/02/18	26/02/18	27/02/18	28/02/18				
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	4:37	4:35	5:16		4:39	4:41	4:36	4:43	4:36	4:51	4:47	4:38	4:58	4:46	4:42	4:40	4:41	4:23	4:40	4:21			
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	0:50	0:54	1:33		0:55	0:56	0:53	0:59	0:49	1:10	1:11	0:49	1:09	1:00	1:07	0:59	0:43	0:40	0:44	0:46			
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	7:00	8:00		7:00	8:00	8:00	7:00	7:00	7:00	8:00	8:00	10:00	7:00	7:00	7:00	8:00	7:00	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	4:48	5:32	5:37		6:23	6:03	5:49	5:43	5:58	5:58	5:40	5:39	6:18	6:09	5:27	6:15	6:05	5:38	6:15	5:52			
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	0:59	1:48	1:52		2:37	2:16	2:06	2:06	2:08	2:15	2:05	1:48	2:32	2:19	1:51	2:35	2:05	1:59	2:23	2:14			
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	10:00	10:00		11:00	10:00	10:00	10:00	10:00	10:00	10:00	10:00	11:00	11:00	8:00	10:00	10:00	10:00	11:00	11:00			
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:24	5:53	5:33		6:27	5:49	6:40	6:53	6:21	5:53	6:24	6:26	6:33	7:04	5:40	6:32	5:38	5:34	6:58	6:00			
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:46	2:35	2:03		3:01	2:22	3:14	3:28	3:05	2:25	3:17	3:09	3:12	3:10	2:32	3:13	2:10	2:22	3:20	2:38			
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	7:00	6:00	6:00		7:00	9:00	7:00	7:00	7:00	6:00	7:00	7:00	6:00	12:00	6:00	5:00	5:00	5:00	6:00	8:00			
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	4:54	5:37	5:39		6:24	6:12	5:56	5:48	6:06	6:03	5:50	5:41	6:23	6:19	5:31	6:23	6:13	5:41	6:23	5:59			
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:04	1:53	2:01		2:40	2:24	2:13	2:12	2:02	2:26	2:14	1:50	2:39	2:26	1:55	2:42	2:12	1:59	2:29	2:23			
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	10:00	10:00		11:00	10:00	10:00	10:00	10:00	10:00	10:00	11:00	11:00	8:00	11:00	11:00	10:00	11:00	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	15:02	15:06			16:58	15:49		15:19	15:23	17:22	16:44			14:23	15:03	15:34	16:00		15:26	13:38			
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	12:28	12:09			14:39	13:03		12:03	11:39	12:52	13:24			11:04	13:01	14:09	12:55		11:00	12:37			
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		1.3	1.3	1.3	1.5			1.3	1.3	1.3	1.3		1.3	1.0			
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%	99.9%		99.9%	99.9%	98.0%	99.8%	100.0%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.7%	99.9%	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	4:03	3:47	4:08		3:51	4:00	3:50	3:51	3:53	4:01	3:51	4:00	4:01	3:58	3:55	4:04	4:14	3:53	4:02	4:05			
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:33	0:35	0:43		0:24	0:34	0:27	0:26	0:33	0:34	0:31	0:46	0:30	0:36	0:31	0:43	0:29	0:28	0:26	0:44			
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	5:00	6:00		6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	5:45	5:00	5:00	5:00	5:00	5:00	5:00	5:15	4:45		
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	4:14	4:02	3:37		3:53	3:34	4:09	3:59	3:59	4:09	3:40	3:51	4:09	5:48	4:03	4:11	4:13	3:39	4:04	4:09			
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:03	1:05	1:01		1:02	1:04	1:06	1:06	1:02	1:03	1:02	0:58	1:10	1:17	1:06	1:01	1:02	1:07	1:07	1:17			
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	6:00	6:00	6:00	6:00	5:46	5:45	5:45	6:00	5:45	6:00	5:45	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	98.2%	98.5%	96.7%		96.5%	96.7%	100.0%	96.1%	97.6%	98.3%	97.8%	99.7%	97.1%	97.5%	98.7%	99.3%	97.1%	96.9%	95.6%	95.0%			
6. RECOLLECTS																													
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number		6,360	6,807	7,835		7,516	7,277	6,979	7,613	6,619	6,767	6,423	6,427	7,387	6,911	6,769	6,731	6,703	7,438	6,959	7,630			
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number		23	19	19		19	16	29	23	28	17	22	22	27	25	17	24	8	20	26	19			
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.4%	0.3%	0.2%	#DIV/0!	0.3%	0.2%	0.4%	0.3%	0.4%	0.3%	0.3%	0.3%	0.4%	0.4%	0.3%	0.4%	0.1%	0.3%	0.4%	0.2%			
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																						

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7.5		Complaints closed	Number of complaints closed year to date		number		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								
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%								