

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	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon		
						3/04/18	4/04/18	5/04/18	6/04/18	9/04/18	10/04/18	11/04/18	12/04/18	13/04/18	16/04/18	17/04/18	18/04/18	19/04/18	20/04/18	23/04/18	24/04/18	JUBIL HOLIDAY	26/04/18	27/04/18	30/04/18		
1. CALL CENTRE																											
1.1a		Total inbound calls	Number of calls placed / received		number	1688	1577	1,656	1614	1638	1599	1459	1,602	1482	1606	1562	1450	1,454	1509	1,564	1737			1,643	1433	1580	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	615	653	692	670	662	677	604	679	629	595	644	614	614	654	608	688			684	600	658	
1.2		Total calls answered	Number of calls answered		number	1,073	1,540	1,624	1,561	1,580	1,565	1,442	40	23	1,568	1,528	1,414	1,434	1,484	1,525	1,687			1,598	1,402	1,539	
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	3.0%	2.4%	1.9%	3.3%	3.5%	2.1%	1.2%	2.5%	1.6%	2.4%	2.2%	2.5%	1.4%	1.7%	2.5%	2.9%			2.7%	2.2%	2.6%	
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	1.1%	1.4%	1.2%	2.4%	2.6%	1.5%	0.8%	0.9%	0.5%	1.2%	1.2%	0.8%	1.0%	0.8%	1.2%	1.6%			1.6%	1.8%	1.1%	
1.4		Results calls	Number of calls requesting test results		number	615	653	692	670	662	677	604	679	629	595	644	614	614	654	608	688			684	600	658	
1.5		% results calls	1.4 divided by 1.2		percent	36.4%	41.4%	41.8%	41.5%	40.4%	42.3%	41.4%	42.4%	42.4%	37.0%	41.2%	42.3%	42.2%	43.3%	38.9%	39.6%			41.6%	41.9%	41.7%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds	47	45	36	56	50	38	21	31	30	34	37	35	39	41	51	44			47	37	42	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	84	69	67	76	92	74	38	46	36	52	51	70	69	51	77	85			80	47	65	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		5.0%	4.4%	4.1%	4.7%	5.6%	4.6%	2.6%	2.9%	2.4%	3.2%	3.3%	4.8%	4.8%	3.4%	4.9%	4.9%			4.9%	3.3%	4.1%	
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	14	11	13	14	12	7	10	7	12	9	7	7	7	10	11			11	8	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	11	12	8	9	10	7	4	11	6	7	7	6	8	6	6	8			6	7	8	
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	16	11	10	10	9	8	6	12	8	6	7	6	6	7	10	9			9	7	9	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,665	3,487	3,350	3,345	3,499	3,209	2,021	2,258	2,868	3,277	3,151	2,871	2,893	2,920	3,095	3,260			3,074	3,147	3,461	
2.5		Long waits	Number of people waiting over 30 minutes		number	601	423	249	319	301	260	24	184	79	187	86	63	87	102	190	251			193	87	131	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	16.4%	12.1%	7.4%	9.5%	8.6%	8.1%	1.2%	8.1%	2.8%	5.7%	2.7%	2.2%	3.0%	3.5%	6.1%	7.7%	#DIV/0!		6.3%	2.8%	3.8%	
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	60	60	59	58	59	59	43	68	51	58	54	52	56	58	58	59			59	57	57	
2.8		Time from collection to lab	80th percentile for time from collection to lab (hrs:minutes)	less than	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	
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	562	585	479	497	480	465	470	444	483	446	432	475	480	492	565	552			539	518	486	
3.2		Home visits attended	Number of home visits attended for the day		number	549	562	469	481	462	458	463	431	464	432	422	468	473	482	552	540			534	511	471	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	97.7%	96.1%	97.9%	96.8%	96.3%	98.5%	98.5%	97.1%	96.1%	96.9%	97.7%	98.5%	98.5%	98.0%	97.7%	97.8%	#DIV/0!		99.1%	98.6%	96.9%	
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	39	39	44	24	48	36	32	32	33	40	29	36	41	41	70	44			42	31	28	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	39	39	44	24	48	36	32	32	33	40	29	36	41	40	70	44			42	31	28	
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%	#DIV/0!		100.0%	100.0%	100.0%	
4. LAB																											
4.1		Patient episodes	Total number of patient episodes		number	12,604	12,519	11,873	11,888	12,389	11,649	8,847	9,758	9,986	11,362	10,733	10,292	10,212	10,087	11,048	11,483			10,870	10,960	12,192	
4.2		Patient tests	Total number of patient tests performed		number	50,394	49,990	46,777	47,691	48,771	46,416	35,809	39,847	40,784	46,910	45,336	42,969	41,750	42,008	44,295	47,352			43,744	45,335	48,693	
4.3		Urgent tests	Total number of urgent tests		number	395	431	439	366	412	379	302	340	325	437	388	389	332	378	446	412			365	368	381	
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%	#DIV/0!		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%	
4.6		Critical results	Number of critical test results		number	79	73	56	55	56	46	44	51	39	53	40	40	48	27	55	44			90	37	55	
4.7		Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)		number	79	73	56	55	56	46	44	51	39	53	40	40	48	27	55	44			90	37	55	
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.Referrer; b. patient; c. police)	greater than	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	#DIV/0!		100%	100%	100%	
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	61	37	27	26	48	42	63	22	26	55	35	22	28	33	34	36			25	12	52	
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%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	#DIV/0!		0.1%	0.0%	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																						

						Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon		
Item	Contract	Indicator	Definition	Target	Unit	3/04/18	4/04/18	5/04/18	6/04/18	9/04/18	10/04/18	11/04/18	12/04/18	13/04/18	16/04/18	17/04/18	18/04/18	19/04/18	20/04/18	23/04/18	24/04/18	PUBLIC HOLIDAY	26/04/18	27/04/18	30/04/18		
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	4:49	4:45	4:34	5:05	4:44	4:36	5:41	4:53	4:31	4:20	4:38	4:22	4:22	4:35	4:52		4:30	4:32	4:57	
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	0:54	1:02	1:12	0:49	1:22	1:01	0:46	1:23	0:55	0:52	0:36	0:46	0:36	0:38	1:03	0:27		0:47	0:52	0:46	
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	7:00	8:00	7:00	7:00	8:00	7:00	7:00	10:00	9:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00		7:00	7:00	9:00	
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:28	5:51	5:56	5:49	7:54	7:15	5:01	6:23	6:28	5:29	6:50	6:42	5:02	5:07	6:06	5:29		5:18	5:44	5:55	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:42	2:03	2:21	1:59	4:09	3:34	1:07	2:04	1:10	1:49	3:02	2:49	1:15	1:21	2:33	1:03		1:34	2:04	1:44	
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	10:00	10:00	10:00	14:00	14:00	7:00	11:00	8:00	9:00	11:00	11:00	7:00	7:00	10:00	10:00		9:00	10:00	11:00	
5.3a		Total TAT HCG Quantities	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:30	5:45	5:53	5:53	7:11	5:19	5:05	6:34	5:14	6:20	7:01	6:16	6:15	5:06	6:18	5:26		6:49	7:12	6:41	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:03	2:15	2:27	2:31	3:58	1:48	1:35	2:43	1:30	2:41	3:26	2:55	2:25	1:40	3:22	1:37		3:17	3:34	2:32	
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	5:00	7:00	5:00	5:00	5:00	16:00	6:00	7:00	6:00	5:00	7:00	7:00	10:00	5:00	6:00	6:00		6:00	8:00	5:00	
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:31	5:53	5:59	5:53	7:57	7:26	5:07	6:31	6:44	5:35	6:54	6:51	5:08	5:11	6:17	5:34		5:22	5:47	5:57	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:45	2:05	2:26	2:03	4:09	3:42	1:15	2:13	1:22	1:57	3:08	2:59	1:21	1:25	2:45	1:07		1:37	2:08	1:45	
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	10:00	10:00	10:00	14:00	14:00	7:00	11:00	8:00	9:00	11:00	11:00	7:00	7:00	10:00	10:00		9:00	10:00	11:00	
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		12:38	16:08	16:13		14:23	15:34	14:57	17:00		15:12	15:26	16:33	14:16		14:48		19:42			
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		10:08	11:55	13:53		11:28	13:33	14:08	13:08		10:43	12:29	13:46	12:31		11:06		16:41			
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		1.3	1.3	1.3		1.3	1.3	1.3	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	100.0%	100.0%	100.0%	100.0%	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.8%	100.0%		99.9%	100.0%	99.8%	
6. RECOLLECTS																											
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	8395	7685	7206	7314	7,711	6,947	5,238	5,964	6,346	7,534	7,013	6,586	6,476	6,500	7,290	7,364		7,028	7,050	7,792		
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	22	30	30	22	30	30	22	26	19	17	14	19	17	29	28	20		18	21	30		
6.5	yes	6.5% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.4%	0.4%	0.3%	0.4%	0.4%	0.4%	0.3%	0.2%	0.2%	0.3%	0.3%	0.4%	0.4%	0.3%	#DIV/0!	0.3%	0.3%	0.4%		
7. QUALITY IMPROVEMENT																											
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																						

						Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	
Item	Contract	Indicator	Definition	Target	Unit	3/04/18	4/04/18	5/04/18	6/04/18	9/04/18	10/04/18	11/04/18	12/04/18	13/04/18	16/04/18	17/04/18	18/04/18	19/04/18	20/04/18	23/04/18	24/04/18	PUBLIC HOLIDAY	26/04/18	27/04/18	30/04/18	
7.4		Total Complaints	Number of complaints received year to date		number				9					9					9						10	
7.5		Complaints closed	Number of complaints closed year to date		number				9					9					9						10	
7.6		New complaints	Number of new complaints received this week		number				-					-					-						1	
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				9					9					9						10	
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																				
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	percent			100.0%					100.0%					100.0%						100.0%	