

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	Description	Target	Unit	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri		
<b>1. CALL CENTRE</b>																												
1.1a		Total inbound calls	Number of calls placed / received		number	1435	1679	1573	1501	1518	1593	1453	1454	1557	1465	1536	1567	1487	1440	1479	1528	1406	1351	1420	1375			
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	656	620	688	630	628	635	622	642	729	615	646	652	594	629	622	604	614	563	622	624			
1.2		Total calls answered	Number of calls answered		number	1,416	1,636	1,544	1,481	1,499	1,572	1,429	1,437	1,533	1,440	1,513	1,532	1,459	1,405	1,443	1,501	1,386	1,335	1,403	1,353			
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	1.3%	2.6%	1.8%	1.3%	1.3%	1.7%	1.2%	1.5%	1.7%	1.5%	2.2%	1.9%	2.4%	1.8%	1.4%	1.2%	1.2%	1.6%				
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	0.3%	1.1%	0.4%	0.5%	0.2%	1.1%	0.8%	0.5%	1.1%	1.0%	0.6%	0.6%	0.5%	1.1%	0.8%	0.2%	0.3%	0.7%	0.6%			
1.4		Results calls	Number of calls requesting test results		number	656	620	688	630	628	635	622	642	729	615	646	652	594	629	622	604	614	563	622	624			
1.5		% results calls	1.4 divided by 1.2		percent	45.7%	36.9%	43.7%	42.0%	41.4%	39.9%	42.8%	44.2%	46.8%	42.0%	42.1%	41.6%	40.0%	43.7%	42.1%	39.5%	43.7%	41.7%	43.8%	45.4%			
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds	37	53	29	21	18	29	28	28	34	29	32	35	38	31	35	30	34	39	27	37			
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	57	82	39	34	25	51	52	29	46	41	60	50	52	37	52	58	37	56	27	49			
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	4.0%	4.9%	2.5%	2.3%	1.7%	3.2%	3.6%	2.0%	3.0%	2.8%	3.9%	3.2%	3.5%	2.6%	3.5%	3.8%	2.6%	4.2%	1.9%	3.6%			
<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	13	10	8	8	9	7	10	8	7	11	12	9	7	9	9	9	7	6	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	5	8	6	5	8	6	5	7	7	9	9	7	6	5	5	4	4	4	4	4			
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	5	8	7	7	7	6	5	8	5	6	9	7	6	5	6	7	6	5	5	5			
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	2,982	3,269	2,914	2,834	2,850	2,983	2,696	2,875	2,864	2,903	3,099	2,993	2,813	2,583	2,795	2,928	2,742	2,488	2,631	2,762			
2.5		Long waits	Number of people waiting over 30 minutes		number	67	264	147	109	107	110	42	172	68	141	198	200	126	70	98	136	116	33	20	47			
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	2.3%	8.1%	5.0%	3.8%	3.7%	1.6%	6.0%	2.4%	4.9%	6.4%	6.7%	4.5%	2.7%	3.5%	4.6%	4.2%	1.3%	0.8%	1.7%			
2.7		Long waits	Maximum wait time (incl OTT)		minutes	60	56	58	56	54	49	43	55	51	59	60	60	59	56	56	57	55	44	40	54			
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	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			
<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	471	579	545	473	490	475	426	475	481	459	462	469	515	451	457	456	462	480	453	494			
3.2		Home visits attended	Number of home visits attended for the day		number	460	562	529	462	480	467	413	458	450	449	445	452	503	440	442	444	445	466	436	481			
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	97.7%	97.1%	97.1%	97.7%	98.0%	98.3%	96.9%	96.4%	97.6%	97.8%	96.3%	96.4%	97.7%	97.6%	96.7%	97.4%	96.3%	97.1%	96.2%	97.4%		
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	45	37	28	37	36	34	36	36	40	37	30	36	38	32	38	31	31	42	38	35			
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	45	37	28	37	36	34	36	35	40	37	30	36	38	32	38	31	31	42	38	35			
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%	97.2%	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	10,499	13,078	11,569	11,566	11,352	11,978	11,356	11,439	11,399	11,032	12,062	11,973	11,017	10,726	10,681	11,692	10,937	10,619	10,291	10,588			
4.2		Patient tests	Total number of patient tests performed		number	41,913	47,513	44,389	43,275	43,295	44,668	42,740	43,713	42,985	43,033	46,030	45,584	42,290	39,986	41,613	43,275	41,112	40,087	38,959	40,724			
4.3		Urgent tests	Total number of urgent tests		number	360	466	378	341	429	391	395	388	374	363	362	420	367	377	406	367	376	316	400	443			
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%			
4.5		Data for HealthPac	Percentage of completed test episodes provided to HealthPac within agreed timeframes (up 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	47	56	42	49	47	51	41	44	59	56	45	40	53	28	33	46	45	33	47	55			
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	47	56	42	49	47	51	41	44	59	56	45	40	53	28	33	46	45	33	47	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.Referer; b. patient; c. police)	greater than	98%	percent	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 referrer		number	17	44	16	25	23	27	19	16	15	28	16	14	50	17	24	17	18	9	22	22			
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	0.0%	0.1%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	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 referrers/hospitals (assumes mutually agreed and clinically appropriate booking)	greater than	95%	percent																						
<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	4:13	4:28	4:15	4:19	4:20	4:10	4:17	4:38	4:45	4:18	4:58	4:32	4:28	4:15	4:13	4:03	3:55	4:02	4:04	4:08		
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	0:31	0:51	0:41	0:25	0:33	0:38	0:41	0:55	1:03	0:30	1:13	0:47	0:46	0:33	0:33	0:35	0:27	0:30	0:34	0:38		
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	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00			

Item	Contact	Indicator	Definition	Target	Unit	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri						
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	4:49		6:00	6:06/18	6:06/18	7:06/18	6:06/18	5:21	5:12	5:12	5:18	6:01	5:30	5:04	5:04	5:35	5:11	20/06/18	21/06/18	22/06/18	25/06/18	26/06/18	27/06/18	28/06/18	29/06/18	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:05		2:22	2:18	2:48	1:35	1:36	1:43	2:22	1:49	1:15	1:50	1:26	1:04	0:58	1:26	1:45	1:21	1:21	1:13	1:22					
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	7:00		10:00	10:00	11:00	10:00	7:00	9:00	11:00	10:00	9:00	10:00	9:00	7:00	7:00	7:00	9:00	7:00	7:00	7:00	7:00	7:00				
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:02		4:48	6:11	6:31	4:54	5:14	5:18	6:08	5:55	5:05	5:29	5:41	5:18	5:16	5:21	6:10	5:51	5:36	5:19	5:38					
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:40		2:32	2:55	2:58	1:22	2:17	2:00	2:35	2:40	2:13	2:08	2:13	1:55	1:49	2:03	2:54	2:33	2:05	2:12	2:15					
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	5:00		5:00	5:00	5:00	10:00	5:00	6:00	5:00	10:00	5:00	5:00	5:00	5:00	6:00	5:00	5:00	6:00	5:00	5:00	5:00	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	4:54		6:09	5:58	6:46	5:23	5:21	5:23	6:15	5:35	5:09	5:49	5:18	4:47	4:45	5:13	5:18	4:53	5:03	5:54	5:05					
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:11		2:28	2:21	2:52	1:40	1:48	1:46	2:29	1:53	1:22	2:01	1:33	1:04	1:00	1:34	1:52	1:24	1:30	1:20	1:33					
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	7:00		10:00	10:00	11:00	10:00	8:00	9:00	11:00	10:00	9:00	10:00	9:00	7:00	7:00	7:00	9:00	7:00	7:00	7:00	7:00					
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	16:39		13:30	18:23	17:37		13:52	16:11	14:47	15:49		13:56	14:45	15:37	14:39			14:04	14:50	15:03	15:17					
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	14:11		10:27	15:19	13:37		10:31	13:51	12:32	13:05		10:04	11:54	12:58	11:59			11:54	12:58	12:50	12:41					
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		0.8	1.3	1.3		1.0	1.3	1.3	1.3		0.8	1.3	1.3	1.3			1.0	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%		99.9%	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%	99.8%	100.0%	99.9%	99.9%	99.8%	100.0%	99.9%	99.9%	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	3:49		3:53	3:51	3:49	3:55	3:42	3:52	4:08	4:34	4:04	4:00	3:49	3:51	3:44	3:39	3:57	4:07	4:22	4:11	3:41					
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:30		0:36	0:33	0:16	0:20	0:28	0:36	0:53	1:07	0:30	0:31	0:21	0:29	0:22	0:29	0:38	0:27	0:41	0:39	0:23					
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	4:45		5:00	4:45	4:45	5:00	5:00	5:00	4:15	5:45	4:45	5:00	5:15	6:00	5:15	4:15	5:00	4:45	5:00	4:45	4:45					
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	4:06		4:04	3:50	4:00	3:56	3:49	3:58	4:02	4:07	4:01	3:48	3:53	4:02	4:44	3:32	3:51	3:51	3:48	3:41	4:05					
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:12		1:08	1:06	1:14	1:05	0:59	1:03	1:12	1:10	1:06	1:02	1:10	1:00	1:43	1:02	0:59	1:06	1:03	1:07	1:10					
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	5:45		6:00	6:00	6:00	5:45	6:00	6:15	6:00	5:45	5:45	6:00	5:45	6:00	6:00	5:45	5:45	6:00	5:45	5:45	6:45					
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	98.6%		97.0%	98.7%	97.5%	98.8%	97.8%	99.4%	97.4%	98.6%	99.7%	99.0%	99.1%	98.6%	98.6%	99.7%	98.5%	100.0%	99.6%	99.4%	98.6%					
<b>6. RECOLLECTS</b>																																
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	6,586		7,802	6,772	6,580	6,674	7,044	6,446	6,584	6,413	6,468		7,266	6,768	6,359	6,058	6,352	6,788	6,156	6,169	5,955	6,286					
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	15		19	27	22	31	14	25	19	24	27		17	23	12	18	19	19	23	21	26	12					
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	#DIV/0!	0.2%	0.4%	0.3%	0.5%	0.2%	0.4%	0.3%	0.4%	0.4%	0.2%	0.3%	0.2%	0.3%	0.3%	0.3%	0.4%	0.3%	0.4%	0.2%					
<b>7. QUALITY IMPROVEMENT</b>																																
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	15					15												15									
7.5		Complaints closed	Number of complaints closed year to date		number	15					15												15									
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	15					15											15										
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%										