

Lab Tests Auckland Pathology Service KPI Reporting 2018
KPI definition - Template version 3

Colour coding of cells

Yellow	yellow cells have conditional formatting and a target
Green	green cells contain values that do meet target
Orange	orange cells contain a value that does not meet target
Blue	blue cells indicate contracted KPIs

Item	Contract	Indicator	Definition	Target	Unit	2018					2017					2016					2015							
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri			
1. CALL CENTRE																												
1.1a		Total inbound calls	Number of calls placed / received		number	1591	1416	1375	1,408	1419	1480	1396	1375	1,337	1359	1457	1410	1384	1,390	1332	1469	1487	1346	1,516	1383	1520	1428	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	608	614	614	643	626	589	587	588	588	623	557	599	607	602	543	613	592	629	627	598	632	637	
1.2		Total calls answered	Number of calls answered		number	1,555	1,387	1,352	1,386	1,397	1,452	1,381	1,362	1,319	1,338	1,431	1,393	1,358	1,372	1,314	1,448	1,468	1,329	1,497	1,373	1,488	1,396	
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	2.3%	2.1%	1.7%	1.6%	1.6%	1.9%	1.1%	1.0%	1.4%	1.6%	1.8%	1.2%	1.9%	1.3%	1.4%	1.4%	1.3%	1.3%	1.3%	0.7%	2.1%	2.2%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	1.3%	1.0%	1.0%	0.6%	0.6%	1.0%	0.2%	0.5%	0.5%	0.8%	0.4%	0.2%	0.7%	1.2%	0.6%	1.3%	0.2%	0.6%	1.3%	0.8%	0.5%	1.1%
1.4		Results calls	Number of calls requesting test results		number	608	614	614	643	626	589	587	588	588	623	557	599	607	602	543	613	592	629	627	598	632	637	
1.5		% results calls	1.4 divided by 1.2		percent	38.2%	43.4%	44.7%	45.7%	44.1%	39.8%	42.1%	42.8%	44.0%	45.8%	38.2%	42.5%	43.9%	43.3%	40.8%	41.7%	39.8%	46.7%	41.4%	43.2%	41.6%	44.6%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	44	37	34	29	36	34	30	26	24	31	29	27	33	32	38	28	28	28	27	29	40	36
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	69	51	49	41	59	73	47	25	15	50	48	33	49	34	61	44	39	22	27	31	69	56	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	4.3%	3.6%	3.6%	2.9%	4.2%	4.9%	3.4%	1.8%	1.1%	3.7%	3.3%	2.3%	3.5%	2.5%	4.6%	3.0%	2.6%	1.6%	1.8%	2.2%	4.5%	3.9%
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	11	8	7	8	7	10	9	6	5	7	6	7	7	6	5	8	7	6	5	8	7	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	6	6	5	5	5	7	5	4	5	5	4	5	3	5	5	5	5	3	4	5	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	7	7	6	6	6	7	6	5	4	6	6	6	6	5	6	6	6	6	5	7	7	6
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	2,950	2,944	2,639	2,671	2,848	3,023	2,683	2,676	2,544	2,723	2,955	2,911	2,831	2,706	2,839	2,968	2,864	2,765	2,726	2,938	3,076	2,905	
2.5		Long waits	Number of people waiting over 30 minutes		number	143	52	76	49	87	108	95	38	15	64	37	45	86	39	54	94	81	62	36	85	110	87	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	4.8%	1.8%	2.9%	1.8%	3.1%	3.6%	3.5%	1.4%	0.6%	2.4%	1.3%	1.5%	3.0%	1.4%	1.9%	3.2%	2.8%	2.2%	1.3%	2.9%	3.6%	3.0%
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	58	45	54	45	54	58	56	51	45	59	52	47	42	59	55	51	60	53	57	54	58	58	
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
2.9		Time from collection to lab - max	Maximum time from collection to lab (hrs:minutes)	less than		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
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	482	448	499	467	460	482	448	468	459	471	478	451	458	456	470	499	446	499	441	464	487	476	
3.2		Home visits attended	Number of home visits attended for the day		number	473	443	485	460	444	465	438	458	444	458	460	444	443	450	451	486	434	485	429	449	474	471	
3.3	Yes	% Home visit timeliness	% home visits completed for the day. 3.2 divided by 3.1	greater than	90%	percent	98.1%	98.9%	97.2%	98.5%	96.5%	96.5%	97.8%	97.9%	96.7%	97.2%	96.2%	98.4%	96.7%	98.7%	96.0%	97.4%	97.3%	97.2%	97.3%	96.8%	97.3%	98.9%
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	44	33	33	36	32	38	32	35	57	45	44	31	31	41	55	51	35	38	30	37	38	34	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	44	33	33	36	32	38	32	35	57	45	44	31	31	41	55	51	35	38	30	37	38	34	
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%
4. LAB																												
4.1		Patient episodes	Total number of patient episodes		number	11,976	11,375	10,501	10,114	10,370	11,107	10,512	10,145	9,983	9,991	11,169	10,538	10,204	10,171	10,012	11,474	11,868	11,106	10,934	10,859	12,272	11,467	
4.2		Patient tests	Total number of patient tests performed		number	45,004	43,697	40,700	39,073	41,348	43,450	41,534	40,644	39,021	39,697	44,138	42,408	41,537	39,942	39,982	43,278	44,134	42,561	39,869	41,431	45,206	43,497	
4.3		Urgent tests	Total number of urgent tests		number	405	355	356	333	434	418	380	316	388	483	459	357	364	372	477	430	373	355	398	416	429	360	
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%	
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%	
4.6		Critical results	Number of critical test results		number	72	41	31	48	45	55	39	42	33	53	46	42	46	46	41	60	43	44	39	32	51	39	
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	72	41	31	48	45	55	39	42	33	53	46	42	46	46	41	60	43	44	39	32	51	39	
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%	100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	17	36	8	19	15	9	14	23	22	23	13	22	24	24	29	31	22	19	20	34	25	40	
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%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	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																						

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	
Item	Contract	Indicator	Definition	Target	Unit	2/07/18	3/07/18	4/07/18	5/07/18	6/07/18	9/07/18	10/07/18	11/07/18	12/07/18	13/07/18	16/07/18	17/07/18	18/07/18	19/07/18	20/07/18	23/07/18	24/07/18	25/07/18	26/07/18	27/07/18	30/07/18	31/07/18	
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	4:22	4:04	4:13	4:02	4:14	4:14	4:01	4:02	3:55	4:12	4:28	4:13	4:08	4:11	4:17	4:07	4:08	4:15	4:12	4:18	4:14	4:14	4:31
5.1b		Lab TAT Electrolytes count	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	0:47	0:30	0:43	0:35	0:28	0:34	0:34	0:33	0:28	0:28	0:50	0:30	0:35	0:33	0:31	0:28	0:10	0:38	0:41	0:37	0:38	0:38	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	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	7:00	7:00	7:00	7:00
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	5:13	5:06	4:47	5:49	4:53	4:55	4:53	4:47	4:26	4:43	5:14	5:08	4:50	4:27	4:39	5:11	4:42	5:13	5:36	6:28	5:03	5:19	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:32	1:31	1:15	2:20	1:07	1:16	1:22	1:17	0:56	0:58	1:35	1:18	1:15	0:49	0:54	1:32	0:44	1:36	2:04	2:43	1:27	1:34	
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	9:00	7:00	7:00	10:00	7:00	7:00	7:00	7:00	10:00	7:00	7:00	8:00	7:00	7:00	7:00	9:00	7:00	7:00	10:00	11:00	9:00	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	5:37	5:34	5:33	6:28	5:08	5:44	5:12	4:58	4:48	4:35	5:35	5:36	5:34	5:23	5:07	5:39	5:12	6:12	5:44	6:37	5:23	5:29	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	2:21	2:07	2:11	3:01	1:28	2:31	1:56	1:41	1:30	1:12	2:11	2:09	2:19	2:00	1:35	2:09	1:23	2:50	2:24	3:09	2:04	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	7:00	5:00	6:00	5:00	5:00	4:00	4:00	3:00	4:00	6:00	5:00	6:00	7:00	5:00	5:00	7:00	6:00	6:00	6:00	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	5:10	5:13	4:55	5:58	4:58	4:58	4:57	4:50	4:30	4:45	5:22	5:15	4:56	4:31	4:46	5:24	4:49	5:16	5:38	6:39	5:10	5:18	
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	1:40	1:22	2:29	1:13	1:17	1:28	1:19	1:00	1:01	1:45	1:25	1:21	0:50	0:58	1:44	0:48	1:38	2:05	2:55	1:33	1:35	
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	9:00	7:00	7:00	10:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00	8:00	7:00	7:00	7:00	9:00	7:00	9:00	10:00	11:00	9:00	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		13:32	14:59	15:46	15:55		15:12	15:40	16:37	16:16		15:00	16:40	14:45	14:40		14:27	15:02	15:43	16:12		14:28	
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		10:15	12:30	13:18	12:31		11:32	12:10	13:17	11:48		11:33	12:23	12:39	11:51		9:41	12:35	11:58	12:46		11:04	
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	1.3		1.0	1.3	1.3	0.8		0.8	1.3	1.3	1.3		0.8	
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%	99.9%	99.9%	99.8%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	100.0%	99.9%	99.8%	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	3:38	3:39	3:46	3:52	3:42	3:58	3:48	4:01	3:42	3:40	2:54	3:55	3:58	3:58	3:53	3:44	3:48	3:52	3:41	3:55	3:49	4:01	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes	0:23	0:23	0:32	0:36	0:23	0:34	0:27	0:36	0:27	0:27	0:29	0:24	0:30	0:29	0:34	0:32	0:23	0:31	0:31	0:33	0:39	0:43	
5.9c	yes	Total TAT INR 95th percentile in zone	Turnaround time from 95th centile receipt to report, expressed in hour:minutes in zone	less than 6:00	hours:minutes	3:45	4:00	4:45	4:45	4:15	4:15	6:45	5:15	5:00	4:45	4:45	4:45	4:45	5:00	4:45	3:45	4:45	3:45	4:00	7:15	5:45	5:15	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours:minutes	3:55	3:53	4:02	3:53	3:47	3:50	3:39	3:44	4:02	3:37	3:48	3:50	3:35	3:36	3:46	4:07	3:37	3:51	3:53	4:04	3:40	3:40	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes	1:09	1:10	1:10	1:04	1:02	1:11	1:00	0:59	1:06	1:02	1:00	0:57	1:05	0:56	1:00	1:09	1:07	1:02	0:56	1:11	1:01	1:05	
5.10c	yes	Total TAT Troponin 98th centile in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than 6:00	hours:minutes	5:15	6:00	5:15	5:45	5:45	5:45	6:45	5:45	6:00	5:45	5:45	6:15	6:00	5:15	5:45	6:15	5:45	5:45	5:45	6:45	5:45	5:45	
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	98.7%	98.6%	99.7%	98.6%	99.7%	98.2%	99.7%	99.6%	99.0%	98.7%	99.4%	100.0%	99.3%	98.7%	98.9%	97.0%	98.7%	97.5%	97.6%	99.4%	99.1%	99.0%	
6. RECOLLECTS																												
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	7,070	6,738	6,220	6,094	6,455	6,909	6,342	6,249	6,048	6,113	7,168	6,599	6,219	6,192	6,322	6,863	6,622	6,436	6,177	6,394	7,153	6,560	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	20	17	29	21	14	13	15	14	18	24	17	13	16	14	19	35	24	24	15	24	14	24	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than 1.0%	percent	0.3%	0.3%	0.5%	0.3%	0.2%	0.2%	0.2%	0.2%	0.4%	0.2%	0.2%	0.3%	0.2%	0.3%	0.5%	0.4%	0.4%	0.2%	0.4%	0.2%	0.4%		
7. QUALITY IMPROVEMENT																												
<i>note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"</i>																												
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					-					-											-		

Item	Contract	Indicator	Definition	Target	Unit	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue
						2/07/18	3/07/18	4/07/18	5/07/18	6/07/18	9/07/18	10/07/18	11/07/18	12/07/18	13/07/18	16/07/18	17/07/18	18/07/18	19/07/18	20/07/18	23/07/18	24/07/18	25/07/18	26/07/18	27/07/18	30/07/18	31/07/18
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												
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%												