

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	2018					2019					2020					2021							
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon		
<b>1. CALL CENTRE</b>																												
1.1a		Total inbound calls	Number of calls placed / received		number	1521	1464	1580	1,484	1326	1525	1515	1415	1,463	1419	1551	1554	1563	1,472	1421	1235				1,214	1066	1019	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	572	562	648	656	559	574	621	602	605	586	601	622	666	601	580	389				360	340	308	
1.2		Total calls answered	Number of calls answered		number	1,487	1,436	1,499	1,448	1,305	1,507	1,488	1,393	1,449	1,369	1,527	1,526	1,541	1,462	1,396	1,188				1,184	1,047	982	
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	2.2%	1.9%	5.1%	2.4%	1.6%	1.2%	1.8%	1.6%	1.0%	3.5%	1.6%	1.8%	1.4%	0.7%	1.8%	3.8%				2.5%	1.8%	3.6%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	1.2%	0.4%	1.7%	1.8%	0.4%	0.5%	0.3%	0.3%	0.2%	1.7%	1.3%	0.6%	0.5%	0.5%	1.4%	1.0%				0.0%	1.2%	3.3%
1.4		Results calls	Number of calls requesting test results		number	572	562	648	656	559	574	621	602	605	586	601	622	666	601	580	389				360	340	308	
1.5		% results calls	1.4 divided by 1.2		percent	37.6%	38.4%	41.0%	44.2%	42.2%	37.6%	41.0%	42.5%	41.4%	41.3%	38.8%	40.0%	42.6%	40.8%	40.8%	31.5%				29.7%	31.9%	30.2%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds	33	35	36	41	24	19	21	21	17	44	24	42	26	19	28	38				15	25	42	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	59	56	35	63	45	28	41	31	24	62	53	71	49	25	48	58				23	40	49	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	3.9%	3.8%	2.2%	4.3%	3.4%	1.8%	2.7%	2.2%	1.6%	4.4%	3.4%	4.6%	3.1%	1.7%	3.4%	4.7%				1.9%	3.8%	4.8%
<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	12	8	9	7	8	11	10	6	7	7	9	10	6	5	6	4				5	6	5	
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	9	6	8	6	5	8	8	8	8	6	6	8	6	6	5	2				2	3	2	
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	5	6	5	5	7	7	8	6	5	7	7	7	6	5	3				3	3	4	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,766	3,326	3,534	3,378	3,354	3,870	3,562	3,406	3,424	3,534	3,685	3,662	3,297	3,030	2,887	1,941				1,721	1,637	1,703	
2.5		Long waits	Number of people waiting over 30 minutes		number	169	74	186	50	47	236	250	166	111	58	96	139	125	104	73	9				10	13	12	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	4.5%	2.2%	5.3%	1.5%	1.4%	6.1%	7.0%	4.9%	3.2%	1.6%	2.6%	3.8%	3.8%	3.4%	2.5%	0.5%	#DIV/0!	#DIV/0!	0.6%	0.8%	0.7%	
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	60	59	58	57	50	58	57	59	53	57	50	52	58	58	59	59				54	39	59	
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	
<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	476	464	493	459	488	487	457	491	453	461	491	459	480	469	492	499				492	466	462	
3.2		Home visits attended	Number of home visits attended for the day		number	463	455	476	449	481	476	449	478	441	454	474	450	468	456	479	475				481	460	445	
3.3	Yes	% Home visit timeliness	% home visits completed for the day. 3.2 divided by 3.1	greater than	90%	percent	97.3%	98.1%	96.6%	97.8%	98.6%	97.7%	98.2%	97.4%	97.4%	98.5%	96.5%	98.0%	97.5%	97.2%	97.4%	95.2%	#DIV/0!	#DIV/0!	97.8%	98.7%	96.3%	
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	39	44	45	36	41	56	35	30	25	26	34	39	31	30	45	43				23	19	20	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	39	44	45	36	41	56	35	30	25	26	34	39	31	30	45	43				23	19	20	
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%	#DIV/0!	#DIV/0!	100.0%	100.0%	100.0%	
<b>4. LAB</b>																												
4.1		Patient episodes	Total number of patient episodes		number	12,170	11,272	11,045	10,698	10,323	11,954	11,160	10,815	10,236	10,253	11,389	10,857	9,907	9,493	8,822	5,457				5,453	5,336	5,103	
4.2		Patient tests	Total number of patient tests performed		number	48,263	45,313	44,730	42,874	41,584	47,270	45,387	43,688	41,335	42,137	45,177	44,276	40,141	37,455	34,672	19,566				18,908	20,019	18,397	
4.3		Urgent tests	Total number of urgent tests		number	482	384	425	343	317	569	413	374	379	422	464	442	365	439	424	371				325	310	280	
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%	2%	#DIV/0!	#DIV/0!	2%	2%	2%		
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%	
4.6		Critical results	Number of critical test results		number	49	26	45	39	48	56	40	38	32	46	55	35	42	39	54	39				37	22	41	
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	49	26	45	39	48	56	40	38	32	46	55	35	42	39	54	39				37	22	41	
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%	#DIV/0!	#DIV/0!	100%	100%	100%	
4.11		Amended Results	Number of results changed after original result was reported to referer		number	19	20	41	20	29	29	39	15	33	13	52	37	13	19	19	20				14	11	8	
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%	0.1%	0.0%	0.1%	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	#DIV/0!	#DIV/0!	0.1%	0.1%	0.0%	
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		
Item	Contract	Indicator	Definition	Target	Unit	3/12/18	4/12/18	5/12/18	6/12/18	7/12/18	10/12/18	11/12/18	12/12/18	13/12/18	14/12/18	17/12/18	18/12/18	19/12/18	20/12/18	21/12/18	24/12/18	Public Holiday	Public Holiday	27/12/18	28/12/18	31/12/18		
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																							
<b>5. TURNAROUND TIME</b>																												
<b>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	4:48	4:31	4:41	4:18	4:13	4:27	4:25	4:25	4:17	4:25	4:41	4:35	4:38	4:21	4:23	4:03				3:47	3:39	3:56	
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	1:08	1:09	1:13	0:38	0:31	0:48	0:43	0:41	0:37	0:43	0:50	0:46	0:53	0:51	0:37	0:53				0:39	0:33	0:52	
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	9:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	9:00	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	6:02	5:44	7:18	5:42	5:08	5:52	5:05	5:25	5:29	5:14	5:41	5:41	5:10	4:53	4:50	4:16				4:10	4:02	4:04	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	2:22	2:21	3:50	2:01	1:23	2:11	1:21	1:43	1:47	1:33	1:47	1:51	1:23	1:21	1:02	1:04				0:59	0:52	0:57	
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	11:00	10:00	11:00	10:00	7:00	10:00	12:00	8:00	8:00	7:00	10:00	10:00	8:00	7:00	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	6:11	5:40	7:10	5:45	5:18	5:58	5:42	5:35	6:15	5:14	6:29	6:46	5:37	5:30	5:23	6:06				3:59	4:42	4:05	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	3:04	2:35	3:48	2:12	1:57	2:39	2:16	2:07	3:01	1:58	3:02	3:02	2:08	2:18	2:02	3:01				1:19	1:52	1:18	
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	11:00	5:00	5:00	12:00	6:00	5:00	5:00	4:00	7:00	5:00	7:00	5:00	7:00	5:00				5:00	6:00	3:00
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	6:15	5:49	7:24	5:49	5:17	5:55	5:12	5:32	5:36	5:19	5:50	5:48	5:14	5:03	4:58	4:21				4:11	4:01	4:16	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	2:31	2:23	3:54	2:07	1:32	2:13	1:25	1:47	1:52	1:39	1:58	1:57	1:27	1:34	1:12	1:06				0:59	0:54	1:10	
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	11:00	10:00	12:00	10:00	8:00	10:00	8:00	9:00	8:00	8:00	10:00	10:00	9:00	7:00	8:00	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		14:20	15:15	15:12	15:32		16:43	15:25	16:26	15:34		15:08	15:53	14:42	15:47						16:10		
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		11:03	12:35	11:52	12:14		12:27	12:29	13:38	12:53		11:23	12:12	11:42	12:36						12:58		
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		1.3	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	99.8%	100.0%	99.9%	100.0%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	99.9%	99.9%	99.9%	99.8%				99.8%	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	3:48	3:50	3:52	3:47	3:37	3:48	3:48	3:50	3:43	3:41	4:01	4:00	3:52	3:55	3:58	3:54				3:33	3:35	3:36	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes	0:32	0:38	0:33	0:29	0:24	0:32	0:31	0:28	0:25	0:34	0:33	0:34	0:32	0:33	0:37	0:37				0:37	0:41	0:39	
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	5:15	5:00	4:45	4:15	3:45	4:15	3:15	4:00	3:45	4:00	5:45	5:45	4:00	4:15	6:00				5:00	4:00	3:45	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours:minutes	3:49	3:33	4:18	3:44	3:39	3:52	3:42	4:17	3:42	3:34	3:44	4:09	3:55	3:41	3:34	3:38				3:15	3:30	4:17	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes	0:57	1:00	1:36	1:01	1:00	1:04	0:58	1:28	1:05	1:08	1:01	1:01	0:54	0:58	0:55	1:03				0:51	0:59	1:00	
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	5:00	6:46	5:00	5:00	5:45	5:15	6:00	5:15	5:15	5:00	5:45	5:15	6:00	5:00	5:15				4:00	5:00	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	95.0%	97.8%	88.3%	98.6%	99.3%	96.2%	99.4%	98.7%	98.0%	97.9%	98.1%	98.6%	98.6%	98.5%	98.8%	95.0%				97.8%	100.0%	99.1%	
<b>6. RECOLLECTS</b>																												
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	7,843	7,098	7,091	6,774	6,664	7,941	7,212	7,038	6,680	6,812	7,655	7,262	6,682	6,188	5,723	3,359				3,340	3,278	3,190	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	24	17	27	23	27	20	19	20	11	26	26	23	19	28	16	19				8	6	12	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than 1.0%	percent	0.3%	0.2%	0.4%	0.3%	0.4%	0.3%	0.3%	0.3%	0.2%	0.4%	0.3%	0.3%	0.3%	0.5%	0.3%	0.6%	#DIV/0!	#DIV/0!		0.2%	0.2%	0.4%	
<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					28					28											28		
7.5		Complaints closed	Number of complaints closed year to date		number					26					26											28		
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
						3/12/18	4/12/18	5/12/18	6/12/18	7/12/18	10/12/18	11/12/18	12/12/18	13/12/18	14/12/18	17/12/18	18/12/18	19/12/18	20/12/18	21/12/18	24/12/18	Public Holiday	Public Holiday	27/12/18	28/12/18	31/12/18
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					26					28											28
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%					92.9%					100.0%											100.0%