

Lab Tests Auckland Pathology Service KPI Reporting 2019
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	2019					2020					2021					2022						
						1/03/19	4/03/19	5/03/19	6/03/19	7/03/19	8/03/19	11/03/19	12/03/19	13/03/19	14/03/19	15/03/19	18/03/19	19/03/19	20/03/19	21/03/19	22/03/19	25/03/19	26/03/19	27/03/19	28/03/19	29/03/19	
1. CALL CENTRE																											
1.1a		Total inbound calls	Number of calls placed / received		number	1392	1591	1433	1463	1,501	1425	1556	1407	1566	1,507	1427	1624	1489	1447	1,417	1398	1,551	1527	1448	1,507	1420	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	617	683	679	672	669	655	654	661	689	678	638	670	700	641	672	671	660	647	711	695	688	652
1.2		Total calls answered	Number of calls answered		number	1,338	1,491	1,367	1,438	1,457	1,367	1,508	1,348	1,529	1,477	1,381	1,575	1,473	1,422	1,389	1,373	1,505	1,488	1,421	1,453	1,397	
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	3.9%	6.3%	4.6%	1.7%	2.9%	4.1%	3.1%	4.2%	2.4%	2.0%	3.2%	3.0%	1.1%	1.7%	2.0%	1.8%	3.0%	2.6%	1.9%	3.6%	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	1.9%	2.8%	1.9%	1.2%	1.1%	1.5%	2.0%	2.0%	1.0%	1.9%	1.4%	1.0%	0.5%	0.9%	0.6%	0.3%	0.7%	0.7%	2.0%	0.5%		
1.4		Results calls	Number of calls requesting test results		number	617	683	679	672	669	655	654	661	689	678	638	700	641	672	671	660	647	711	695	688	652	
1.5		% results calls	1.4 divided by 1.2		percent	44.3%	42.9%	47.4%	45.9%	44.6%	46.0%	42.0%	47.0%	44.0%	45.0%	44.7%	43.1%	43.1%	46.4%	47.4%	47.2%	41.7%	46.6%	48.0%	45.7%	45.8%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	47	104	46	31	43	54	32	67	29	37	39	45	22	30	36	24	44	37	29	49	35	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	65	90	70	58	74	66	63	70	51	73	70	79	36	67	58	34	65	54	41	60	47	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than 1.7%	percent	4.7%	5.7%	4.9%	4.0%	4.9%	4.6%	4.1%	5.0%	3.3%	4.8%	4.9%	4.9%	2.4%	4.6%	4.1%	2.4%	4.2%	3.5%	2.8%	4.0%	3.3%	
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	13	13	7	7	8	11	9	6	8	10	11	7	6	7	8	10	9	6	8	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	9	9	9	7	6	10	10	8	9	7	8	9	10	7	7	7	8	10	7	8	9	
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	6	8	7	7	6	6	8	8	7	8	11	7	9	6	6	9	8	8	6	7	8	
2.4		Number waiting	Total number of people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,690	3,821	3,711	3,467	3,375	3,531	3,769	3,702	3,425	3,347	3,487	3,581	3,449	3,263	3,309	3,378	3,599	3,360	3,343	3,184	3,319	
2.5		Long waits	Number of people waiting over 30 minutes		number	157	306	270	172	118	230	305	246	203	172	356	267	222	127	101	157	237	249	134	187	250	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	4.3%	8.0%	7.3%	5.0%	3.5%	6.5%	8.1%	6.6%	5.9%	5.1%	10.2%	7.5%	6.4%	3.9%	3.1%	4.6%	6.6%	7.4%	4.0%	5.9%	7.5%	
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	52	57	59	58	58	58	60	58	59	57	59	58	56	59	59	54	58	60	59	57	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	4:00	4:00	
2.9		Time from collection to lab - mean	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	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	490	484	436	456	473	490	482	448	499	434	502	487	421	451	446	475	480	361	440	403	446	
3.2		Home visits attended	Number of home visits attended for the day		number	480	466	425	440	462	480	473	443	485	431	492	473	413	443	426	462	467	355	428	396	427	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	98.0%	96.3%	97.5%	96.5%	97.7%	98.0%	98.1%	98.9%	97.2%	99.3%	98.0%	97.1%	98.1%	98.2%	95.5%	97.3%	97.3%	98.3%	97.3%	98.3%	95.7%	
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	36	31	37	34	37	36	44	33	33	26	30	42	39	34	42	39	42	28	42	37	40	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	36	31	37	34	37	36	44	33	33	26	30	42	39	34	42	39	42	28	42	37	40	
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%		
4. LAB																											
4.1		Patient episodes	Total number of patient episodes		number	12,108	13,260	12,618	12,062	11,977	11,215	13,182	13,046	12,027	12,197	11,434	12,528	12,291	11,645	11,320	11,258	12,916	12,150	11,580	11,481	11,113	
4.2		Patient tests	Total number of patient tests performed		number	48,785	51,361	49,944	48,035	47,038	45,980	51,906	50,950	48,247	46,766	45,966	48,797	48,083	47,680	44,916	45,888	49,910	47,792	44,975	44,553	44,321	
4.3		Urgent tests	Total number of urgent tests		number	475	490	503	407	423	396	533	461	401	415	474	464	398	426	427	452	510	445	464	455	383	
4.4		% urgent tests	4.3 divided by 4.2	1%	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 (kpi to be reported once a month only - first day of month for previous month)	equal to 100%	percent	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	66	50	35	45	49	54	50	48	56	29	39	59	48	43	61	39	50	55	44	53	53	
4.7		Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a Referrer: h, patient: c, police)		number	66	50	35	45	49	54	50	48	56	29	39	59	48	43	61	39	50	55	44	53	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 Referrer: h, 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%		
4.11		Amended Results	Number of results changed after original result was reported to Referrer		number	35	15	15	15	28	44	14	20	51	21	15	23	24	48	22	33	17	33	25	18	19	
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	0.1%	0.0%	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%	0.1%	0.0%	0.0%		
4.13	Yes	Timeliness of Send aways	80th 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 referral 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	4:32	6:09	4:40	4:23	4:16	4:26	4:29	4:23	4:23	4:16	4:31	4:30	4:22	4:11	4:23	4:18	4:22	4:09	4:02	4:23	4:16	
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	0:58	2:23	0:59	0:51	0:45	0:43	1:02	0:58	0:55	0:43	0:53	0:55	0:39	0:29	0:38	0:27	0:45	0:48	0:42	0:59	0:45	
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	11:00	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	6:18	6:05	5:37	6:11	5:53	5:20	5:42	5:25	6:35	5:46	5:57	5:49	5:28	5:22	5:03	5:03	5:27	5:31	6:17	5:56	5:28	

Item	Contract	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	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	2:44	2:17	1:59	2:36	2:19	1:37	2:14	1:59	3:06	2:13	2:19	2:13	1:44	1:37	1:16	1:14	1:50	2:09	3:00	2:29	1:57	
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	11:00	11:00	10:00	11:00	10:00	7:00	10:00	9:00	10:00	10:00	10:00	10:00	10:00	9:00	9:00	9:00	10:00	10:00	10:00	11:00	11:00	10:00
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	6:20	5:56	5:27	6:14	6:05	5:48	6:25	5:22	6:48	5:35	6:07	6:24	5:56	5:51	5:17	5:13	5:23	5:34	6:22	5:55	5:26	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	2:55	2:24	2:07	2:57	2:40	2:29	3:02	2:12	3:31	2:29	2:55	2:58	2:39	2:27	1:53	1:50	2:06	2:27	3:17	2:51	2:15	
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	6:00	5:00	7:00	6:00	7:00	5:00	5:00	6:00	5:00	10:00	5:00	5:00	4:00	7:00	5:00	5:00	5:00	7:00	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	6:25	6:09	5:50	6:20	5:54	5:23	5:54	5:32	6:41	5:55	5:58	5:55	5:32	5:31	5:03	5:12	5:37	5:34	6:25	5:57	5:38	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	2:50	2:21	2:05	2:46	2:22	1:41	2:25	2:09	3:12	2:21	2:22	2:18	1:47	1:46	1:19	1:21	2:00	2:13	3:05	2:30	2:08	
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	11:00	11:00	10:00	11:00	10:00	8:00	10:00	10:00	10:00	10:00	10:00	10:00	10:00	10:00	8:00	9:00	10:00	10:00	11:00	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 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	15:28		15:58	15:34	15:39	15:09		15:04	14:59	15:23	15:54		15:58	16:17	16:28	14:25		34:23	15:21	16:30	15:58	
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	12:38		11:54	12:04	11:59	12:54		10:55	11:51	12:42	11:24		11:19	12:56	12:14	11:06		11:41	13:00	12:48	12:38	
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		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	99.9%	99.9%	99.9%	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	99.9%	99.9%	99.7%	100.0%	100.0%	100.0%	99.9%	99.8%	99.9%	99.9%	100.0%	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	3:40	3:44	3:56	3:38	3:38	3:37	3:50	3:37	3:36	3:50	3:47	3:50	3:48	3:53	3:50	3:51	3:43	3:44	3:47	3:52	3:37	
5.9b		Lab TAT INR	Turnaround time from 95th centile collection to report, expressed in hour:minutes	less than 3:00	hours:minutes	0:29	0:21	0:41	0:24	0:29	0:20	0:38	0:28	0:30	0:36	0:27	0:34	0:26	0:29	0:33	0:24	0:34	0:38	0:36	0:43	0:29	
5.9c	yes	Total TAT INR 95%	Turnaround time from 95th centile collection to report, expressed in hour:minutes - in zone	less than 6:00	hours:minutes	5:00	4:00	4:15	4:00	4:15	4:45	5:00	3:15	3:00	4:15	4:15	4:15	4:15	5:00	4:45	4:15	4:15	3:45	3:15	4:00	2:45	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours:minutes	3:40	3:40	3:29	3:39	3:25	3:40	3:42	3:25	3:27	3:42	3:36	3:45	3:42	3:36	3:52	3:55	3:29	3:35	4:02	3:35	3:45	
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	0:57	0:54	0:58	0:51	1:03	0:53	0:55	0:58	1:06	0:51	0:57	1:04	0:51	1:03	1:02	0:56	0:54	1:11	1:02	0:57	
5.10c	yes	Total TAT Troponin 98% centile in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than 6:00	hours:minutes	5:45	5:15	5:00	6:00	5:15	6:00	5:00	5:00	5:15	5:00	5:15	5:45	5:15	6:00	6:00	5:15	5:00	5:00	5:45	5:15	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	95.9%	95.8%	100.0%	98.5%	98.5%	96.8%	98.1%	97.8%	96.0%	97.8%	97.6%	99.4%	98.1%	99.4%	100.0%	99.5%	97.5%	98.5%	97.1%	96.5%	98.7%	
6. RECOLLECTS																											
6.1		6.1. Total specimens	Total number of patient episodes (excluding self-collects)		number	7,275	8,079	7,659	7,097	6,951	6,916	8,110	7,767	7,100	6,949	6,981	7,789	7,272	7,072	6,832	6,875	7,811	7,153	6,860	6,711	6,732	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self-collects)		number	14	19	22	24	20	20	18	17	15	20	16	21	28	17	16	15	34	15	16	17	21	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than 1.0%	percent	0.2%	0.2%	0.3%	0.3%	0.3%	0.3%	0.2%	0.2%	0.2%	0.3%	0.2%	0.3%	0.4%	0.2%	0.2%	0.4%	0.2%	0.2%	0.3%	0.3%		
7. QUALITY IMPROVEMENT																											
7.1		Total issues / events	Number of issues / events / corrective actions year in 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	3					3											3				4	
7.5		Complaints closed	Number of complaints closed year to date		number	2					3											3				4	
7.6		New complaints	Number of new complaints received this week		number	1					-											-				1	
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number	1					-											-				1	
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number	2					3											3				4	
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	66.7%					100.0%					100.0%					100.0%					100.0%	