

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					2018					2017					2016							
						1/07/19	2/07/19	3/07/19	4/07/19	5/07/19	8/07/19	9/07/19	10/07/19	11/07/19	12/07/19	15/07/19	16/07/19	17/07/19	18/07/19	19/07/19	22/07/19	23/07/19	24/07/19	25/07/19	26/07/19	29/07/19	30/07/19	31/07/19
1. CALL CENTRE																												
1.1a		Total inbound calls	Number of calls placed / received		number	1338	1346	1335	1,257	1187	1436	1302	1329	1,325	1261	1402	1363	1328	1,283	1268	1331	1351	1338	1,452	1331	1521	1436	1379
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	542	608	631	586	549	573	575	599	584	567	584	617	600	548	547	531	570	613	645	613	642	632	616
1.2		Total calls answered	Number of calls answered		number	1,298	1,320	1,293	1,248	1,169	1,404	1,284	1,286	1,296	1,245	1,361	1,342	1,313	1,270	1,256	1,316	1,335	1,313	1,410	1,367	1,498	1,408	1,356
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than 7.0%	percent	3.0%	1.9%	3.2%	0.7%	1.5%	2.2%	1.4%	3.2%	2.2%	1.3%	2.9%	1.5%	1.1%	1.0%	1.0%	1.1%	1.2%	1.9%	2.9%	1.5%	2.0%	1.7%	
1.3b		% calls unanswered for results line	Also known as "abandonment". 1- (1.4 divided by 1.1b)	less than 3.0%	percent	2.4%	0.8%	1.4%	0.2%	0.6%	1.6%	1.0%	1.7%	1.0%	0.5%	1.2%	0.7%	0.5%	0.2%	0.4%	0.2%	0.4%	0.8%	1.6%	0.8%	0.8%	1.0%	0.7%
1.4		Results calls	Number of calls requesting test results		number	542	608	631	586	549	573	575	599	584	567	584	617	600	548	547	531	570	613	645	613	642	632	616
1.5		% results calls	1.4 divided by 1.2		percent	40.5%	45.2%	47.3%	46.6%	46.3%	37.6%	44.2%	45.1%	44.1%	45.0%	41.7%	45.3%	45.2%	42.7%	43.1%	39.9%	42.2%	45.8%	44.4%	44.1%	42.2%	44.0%	44.7%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	46	46	38	22	33	70	30	53	35	28	38	34	25	20	20	34	23	26	42	27	37	24	33
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	65	67	64	24	37	70	62	66	52	46	68	67	56	35	25	49	27	39	46	35	75	47	44
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	4.9%	5.0%	4.8%	1.9%	3.1%	4.9%	4.8%	5.0%	3.9%	3.7%	4.9%	4.9%	4.2%	2.7%	2.0%	3.7%	2.0%	2.9%	3.2%	2.5%	4.9%	3.9%	3.2%
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	13	8	6	6	6	6	5	5	5	5	7	6	5	6	4	7	5	5	5	5	6	7	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	5	5	6	5	5	4	4	6	6	5	5	5	5	7	6	6	5	6	7	6	5
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	11	7	8	6	8	9	6	5	5	5	8	8	5	6	5	6	6	5	5	5	6	6	6
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,378	3,335	3,228	2,935	3,167	3,355	3,163	2,937	2,924	3,028	3,245	3,090	3,069	2,969	3,088	3,389	3,288	3,086	3,089	3,374	3,426	3,348	3,350
2.5		Long waits	Number of people waiting over 30 minutes		number	423	131	88	43	176	123	79	23	33	74	152	105	23	46	29	90	50	91	58	43	118	116	44
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	12.5%	3.9%	2.7%	1.5%	5.6%	3.7%	2.5%	0.8%	1.1%	2.4%	4.7%	3.4%	0.7%	1.5%	0.9%	2.7%	1.5%	2.9%	1.9%	1.3%	3.4%	3.5%	1.3%
2.7		Long waits	Maximum wait time (incl GTPA)		minutes	59	56	59	60	58	59	57	50	39	56	58	58	53	48	49	54	49	59	60	49	56	59	48
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	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	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	438	433	492	481	442	499	437	469	455	443	482	420	460	462	452	449	439	500	440	432	503	443	454
3.2		Home visits attended	Number of home visits attended for the day		number	423	422	475	466	430	485	426	456	440	429	466	406	441	440	433	439	429	487	428	419	483	434	437
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	96.6%	97.5%	96.5%	96.9%	97.3%	97.2%	97.5%	97.2%	96.7%	96.8%	96.7%	96.7%	95.9%	95.2%	95.8%	97.8%	97.7%	97.4%	97.3%	97.0%	96.0%	98.0%	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	80	47	48	38	34	49	34	40	47	41	48	32	31	48	38	46	41	52	39	45	39	30	40
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	80	47	48	38	34	49	34	40	47	41	48	32	31	48	38	46	41	52	39	45	39	30	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%	100.0%	100.0%	100.0%
4. LAB																												
4.1		Patient episodes	Total number of patient episodes		number	12,263	11,693	11,070	9,823	10,520	11,262	10,807	10,301	10,143	9,960	11,237	10,624	10,477	10,054	9,982	11,645	11,827	10,941	11,020	11,295	12,465	12,066	11,368
4.2		Patient tests	Total number of patient tests performed		number	45,864	45,334	43,483	38,050	42,289	44,658	43,256	41,803	40,244	39,959	45,359	43,165	42,673	41,605	40,656	45,088	45,170	42,647	41,487	43,413	47,030	45,632	44,578
4.3		Urgent tests	Total number of urgent tests		number	505	444	421	406	493	495	432	411	388	431	535	426	330	449	406	535	506	412	447	438	470	458	455
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%	100%	
4.6		Critical results	Number of critical test results		number	23	56	13	37	47	56	61	48	52	56	52	43	50	41	34	49	43	47	40	56	54	41	40
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	23	56	13	37	47	56	61	48	52	56	52	43	50	41	34	49	43	47	40	56	54	41	40
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%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	17	17	28	21	24	25	12	21	16	21	21	22	14	20	29	18	25	24	12	22	23	23	27
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%	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	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 referrer/hospital (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	4:25	4:40	4:32	4:26	4:27	4:26	4:20	4:24	4:09	4:15	4:32	4:24	4:27	4:21	4:18	4:15	4:09	4:21	4:26	4:17	4:18	4:18	4:32

Item	Contract	Indicator	Definition	Target	Unit	2017/18					2018/19					2019/20					2020/21									
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri					
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	0:45	1:01	0:56	0:47	0:55	0:54	0:45	0:49	0:40	0:35	1:00	0:51	0:42	0:46	0:39	0:41	0:33	0:48	0:36	0:44	0:47	0:48	0:41	
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	5:41	5:20	5:27	4:53	4:51	5:22	5:01	5:04	4:41	4:54	5:32	5:10	5:33	5:02	4:52	5:23	4:55	5:13	5:01	4:54	5:21	4:46	5:09	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:59	1:39	1:50	1:12	1:18	1:48	1:22	1:27	1:09	1:08	1:55	1:35	1:49	1:26	1:11	1:47	1:20	1:38	1:04	1:19	1:45	1:12	1:14	
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	10:00	8:00	9:00	7:00	7:00	10:00	3:00	8:00	7:00	8:00	10:00	7:00	10:00	7:00	7:00	8:00	7:00	8:00	7:00	7:00	8:00	7:00	8:00	
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:19	6:30	5:32	5:07	5:19	5:55	4:59	5:08	4:52	5:03	5:45	5:27	5:43	5:32	4:45	5:32	5:34	5:39	5:34	5:59	5:35	5:03	4:54	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:59	3:02	2:23	1:38	2:11	2:41	1:47	1:41	1:40	2:00	2:52	2:09	2:15	2:12	1:26	2:18	2:17	2:17	2:07	2:38	2:15	1:49	1:33	
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	6:00	7:00	5:00	5:00	5:00	6:00	6:00	5:00	6:00	5:00	4:00	5:00	5:00	7:00	8:00	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	6:00	5:25	5:30	5:01	4:57	5:29	5:09	5:09	4:44	4:55	5:34	5:31	5:40	5:05	4:58	5:28	5:04	5:20	5:11	4:54	5:28	4:48	5:12	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:17	1:45	1:52	1:20	1:22	1:55	1:30	1:32	1:13	1:10	2:01	1:55	1:54	1:31	1:16	1:53	1:25	1:48	1:13	1:21	1:53	1:16	1:18	
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	10:00	9:00	9:00	7:00	7:00	10:00	7:00	9:00	7:00	7:00	10:00	8:00	10:00	7:00	7:00	8:00	8:00	8:00	7:00	7:00	8:00	7:00	8:00	
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		13:47	15:32	16:32	14:02		15:03	17:16	17:02	15:40		15:15	14:00	15:30	16:25		14:24	15:40	14:42	15:10		14:38	13:40	
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		10:54	11:52	12:56	10:54		13:22	11:43	13:42	12:30		11:42	12:14	14:01	13:05		9:51	12:12	12:33	11:33		11:20	11:02	
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		0.8	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	99.7%	99.9%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	100.0%	99.9%	99.8%	99.9%	99.9%	99.9%	99.8%	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	3:50	3:51	4:03	3:56	3:40	3:38	3:56	3:43	3:47	3:52	3:55	4:03	3:47	3:44	3:50	3:48	3:45	3:53	3:49	3:44	3:55	3:52	3:47	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:22	0:16	0:39	0:33	0:36	0:24	0:32	0:29	0:29	0:34	0:37	0:40	0:24	0:27	0:29	0:28	0:26	0:31	0:24	0:29	0:41	0:34	0:24	
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	5:15	3:45	4:15	4:45	3:45	5:00	4:00	3:45	4:45	5:45	5:15	4:45	5:15	3:45	5:00	5:45	4:00	3:00	3:45	3:45	4:45	3:45	4:15	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:35	3:35	3:48	3:39	3:52	3:32	4:01	3:39	3:44	3:53	3:43	3:38	4:01	3:49	3:31	3:30	3:24	3:31	4:40	3:47	3:34	3:29	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	0:55	0:55	0:54	0:53	1:00	0:53	1:14	0:59	0:54	0:55	1:04	0:59	1:03	1:14	0:58	0:56	0:52	0:53	1:18	0:54	1:01	0:57	0:53	
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	5:00	5:15	5:45	5:15	5:15	4:45	5:00	5:15	5:45	6:00	5:45	5:15	6:45	6:00	5:15	5:00	5:45	5:15	5:15	5:00	4:45	5:45	5:15	
5.11		Lab TAT - Urgent Biochem and Haem	Percentage of biochem & haem (as nominated clinically urgent by the referer) with TAT (from receipt of test in lab to communication of results) less than 3 hours	greater than	95%	percent	98.8%	99.5%	98.0%	99.1%	99.5%	98.1%	99.1%	99.4%	99.4%	98.3%	97.6%	98.3%	99.2%	96.9%	100.0%	98.8%	99.5%	99.0%	98.3%	98.3%	98.2%	98.4%	99.4%	
6. RECOLLECTS																														
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	7,375	6,850	6,601	5,694	6,516	7,133	6,805	6,344	6,244	6,099	7,262	6,714	6,642	6,343	6,363	7,303	6,826	6,475	6,353	6,720	7,365	6,872	6,670		
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	16	27	27	12	20	24	29	19	18	27	21	26	26	25	21	20	17	23	32	17	15	22	24		
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.4%	0.4%	0.3%	0.3%	0.4%	0.3%	0.3%	0.4%	0.3%	0.4%	0.4%	0.4%	0.3%	0.3%	0.2%	0.4%	0.5%	0.3%	0.2%	0.3%	0.4%		
7. QUALITY IMPROVEMENT 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					5						5										5				
7.5		Complaints closed	Number of complaints closed year to date		number					5						5										5				
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					5						5										5				
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																								

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed		
Item	Contract	Indicator	Definition		Target	Unit	1/07/19	2/07/19	3/07/19	4/07/19	5/07/19	8/07/19	9/07/19	10/07/19	11/07/19	12/07/19	15/07/19	16/07/19	17/07/19	18/07/19	19/07/19	22/07/19	23/07/19	24/07/19	25/07/19	26/07/19	29/07/19	30/07/19	31/07/19	
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	percent					100.0%					100.0%														