

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 | | | | | | | | | | | |
|--------------------------------------|----------|--|---|--------------|----------------|----------------|---------|---------|--------|--------|--------|--------|--------|--------|--------|------|--------|--------|--------|--------|--------|------|--------|--------|--------|--------|--------|---------|--------|--------|--------|------|
| | | | | | | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | Fri | Mon | Tue | Wed | Thu | | | | | | | | |
| 1. CALL CENTRE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1a | | Total inbound calls | Number of calls placed / received | | number | | | 1,370 | 1,237 | | 1,490 | 1,410 | 1,400 | 1,485 | 1,347 | | 1,545 | 1,378 | 1,442 | 1,456 | 1,452 | | 1,539 | 1,479 | 1,382 | 1,416 | 1,410 | | 1,592 | 1,477 | 1,430 | |
| 1.1b | | Total inbound calls - results line | Number of calls placed / received on results line | | number | | | 375 | 357 | | 514 | 572 | 558 | 571 | 554 | | 547 | 568 | 623 | 615 | 566 | | 584 | 587 | 594 | 652 | 597 | | 670 | 661 | 658 | |
| 1.2 | | Total calls answered | Number of calls answered | | number | | | 1,308 | 1,204 | | 1,455 | 1,379 | 1,374 | 1,439 | 1,304 | | 1,502 | 1,343 | 1,409 | 1,414 | 1,421 | | 1,500 | 1,455 | 1,343 | 1,392 | 1,362 | | 1,550 | 1,463 | 1,419 | |
| 1.3a | | % calls unanswered | Also known as "abandonment". 1 - (1.2 divided by 1.1a) | less than | 7.0% | percent | | | 4.5% | 2.7% | | 2.4% | 2.2% | 1.9% | 3.1% | | 2.8% | 2.5% | 2.3% | 2.9% | 2.1% | | 2.5% | 1.6% | 2.8% | 1.7% | 3.4% | | 2.6% | 1.0% | 0.8% | |
| 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% | 1.1% | | 1.0% | 1.2% | 0.2% | 1.1% | | 2.6% | 0.5% | 1.8% | 2.3% | 1.8% | | 2.6% | 0.5% | 2.2% | 0.8% | 1.0% | | 1.5% | 0.3% | 0.5% | |
| 1.4 | | Results calls | Number of calls requesting test results | | number | | | 375 | 357 | | 514 | 572 | 558 | 571 | 554 | | 547 | 568 | 623 | 615 | 566 | | 584 | 587 | 594 | 652 | 597 | | 670 | 661 | 658 | |
| 1.5 | | % results calls | 1.4 divided by 1.2 | | percent | | | 27.4% | 28.9% | | 34.5% | 40.6% | 39.9% | 38.5% | 41.1% | | 35.4% | 41.2% | 43.2% | 42.2% | 39.0% | | 38.0% | 39.7% | 43.0% | 46.1% | 42.3% | | 42.1% | 44.8% | 46.0% | |
| 1.6 | | Average wait time | Average wait time on the phone for results, measured in seconds ("Lab Results" figure) | less than | 150 | seconds | | | 38 | 32 | | 28 | 38 | 23 | 38 | | 45 | 37 | 37 | 37 | 48 | | 44 | 29 | 47 | 34 | 46 | | 37 | 20 | 31 | |
| 1.7 | | Wait time >150 seconds | Number of calls with a wait time of more than 150 seconds | | number | | | 68 | 57 | | 38 | 63 | 39 | 64 | 55 | | 74 | 68 | 69 | 71 | 70 | | 74 | 63 | 65 | 58 | 68 | | 65 | 25 | 52 | |
| 1.8 | | % of calls with wait time >150 seconds | 1.7 divided by 1.1 | less than | | percent | | | 5.0% | 4.8% | | 2.8% | 4.5% | 2.8% | 4.3% | | 4.8% | 4.9% | 4.8% | 4.9% | 4.8% | | 4.8% | 4.3% | 4.7% | 4.1% | 4.8% | | 4.1% | 1.7% | 3.6% | |
| 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 | | | 7 | 7 | | 11 | 8 | 6 | 7 | | 8 | 9 | 6 | 8 | 9 | | 10 | 6 | 5 | 7 | 10 | | 13 | 6 | 7 | |
| 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 | 4 | | 7 | 7 | 6 | 6 | | 7 | 7 | 7 | 6 | 7 | | 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 | | | 6 | 5 | | 7 | 5 | 5 | 6 | | 7 | 5 | 5 | 6 | 7 | | 7 | 5 | 4 | 5 | 5 | | 9 | 6 | 5 | |
| 2.4 | | Number waiting | Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am | | number | | | 2,411 | 2,367 | | 3,588 | 3,559 | 3,292 | 3,273 | 3,208 | | 3,473 | 3,457 | 3,319 | 3,267 | 3,340 | | 3,577 | 3,350 | 3,258 | 3,134 | 3,319 | | 3,826 | 3,367 | 3,383 | |
| 2.5 | | Long waits | Number of people waiting over 30 minutes | | number | | | 49 | 49 | | 242 | 93 | 46 | 96 | 103 | | 190 | 95 | 52 | 110 | 125 | | 209 | 58 | 31 | 54 | 116 | | 322 | 77 | 64 | |
| 2.6 | | % wait over 30 mins | 2.5 divided by 2.4 | less than | 10% | percent | | | 2.0% | 2.1% | | 6.7% | 2.6% | 1.4% | 2.9% | | 5.5% | 2.7% | 1.6% | 3.4% | 3.7% | | 5.8% | 1.7% | 1.0% | 1.7% | 3.5% | | 8.4% | 2.3% | 1.9% | |
| 2.7 | | Long waits | Maximum wait time (incl GTT's) | | minutes | | | 48 | 57 | | 58 | 59 | 46 | 60 | 59 | | 60 | 55 | 53 | 56 | 55 | | 59 | 50 | 52 | 54 | 57 | | 59 | 52 | 50 | |
| 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 | 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 | | | 599 | 515 | | 555 | 443 | 496 | 491 | 538 | | 455 | 416 | 479 | 514 | 496 | | 474 | 401 | 479 | 465 | 484 | | 562 | 585 | 465 | |
| 3.2 | | Home visits attended | Number of home visits attended for the day | | number | | | 583 | 499 | | 539 | 436 | 490 | 484 | 526 | | 440 | 402 | 468 | 501 | 485 | | 463 | 390 | 470 | 457 | 472 | | 549 | 562 | 456 | |
| 3.3 | Yes | % Home visit timeliness | % home visits completed for the day 3.2 divided by 3.1 | greater than | 90% | percent | #DIV/0! | #DIV/0! | 97.3% | 96.9% | | 97.1% | 98.4% | 98.8% | 97.8% | | 96.7% | 96.6% | 97.7% | 97.5% | 97.8% | | 97.7% | 97.3% | 98.1% | 98.3% | 97.5% | #DIV/0! | 97.7% | 96.1% | 98.1% | |
| 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 | | | 32 | 26 | | 30 | 22 | 26 | 16 | 30 | | 42 | 42 | 43 | 32 | 43 | | 30 | 23 | 34 | 28 | 35 | | 39 | 39 | 43 | |
| 3.5 | | Urgent home visits completed | Number of urgent home visits completed for the day | | number | | | 32 | 26 | | 30 | 22 | 26 | 16 | 30 | | 42 | 42 | 43 | 32 | 43 | | 30 | 23 | 34 | 28 | 35 | | 39 | 39 | 43 | |
| 3.6 | Yes | Urgent home visit timeliness | % urgent home visits completed for the day. 3.5 divided by 3.4 | greater than | 99% | percent | #DIV/0! | #DIV/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% | #DIV/0! | 100.0% | 100.0% | 100.0% | |
| 4. LAB | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.1 | | Patient episodes | Total number of patient episodes | | number | | | 7,946 | 7,495 | | 11,423 | 10,708 | 10,046 | 10,178 | 9,917 | | 11,166 | 10,873 | 10,538 | 10,381 | 10,546 | | 11,423 | 10,825 | 10,212 | 10,226 | 10,112 | | 11,784 | 10,753 | 10,576 | |
| 4.2 | | Patient tests | Total number of patient tests performed | | number | | | 29,907 | 30,234 | | 47,352 | 46,340 | 43,697 | 42,851 | 42,097 | | 46,523 | 46,115 | 44,760 | 44,303 | 44,500 | | 47,992 | 45,835 | 43,955 | 42,914 | 43,188 | | 48,042 | 45,572 | 44,780 | |
| 4.3 | | Urgent tests | Total number of urgent tests | | number | | | 369 | 360 | | 453 | 397 | 337 | 409 | 385 | | 400 | 362 | 354 | 330 | 373 | | 493 | 399 | 353 | 374 | 380 | | 518 | 381 | 378 | |
| 4.4 | | % urgent tests | 4.3 divided by 4.2 | | percent | #DIV/0! | #DIV/0! | 1% | 1% | | 1% | 1% | 1% | 1% | 1% | | 1% | 1% | 1% | 1% | 1% | | 1% | 1% | 1% | 1% | 1% | #DIV/0! | 1% | 1% | 1% | |
| 4.5 | | Data for HealthPac | Percentage of completed test episodes provided to HealthPac within agreed timeframes (tpt 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 | | | 50 | 43 | | 62 | 43 | 43 | 56 | 39 | | 38 | 53 | 64 | 66 | 54 | | 49 | 41 | 56 | 51 | 54 | | 58 | 39 | 64 | |
| 4.7 | | Critical results phoned | Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police) | | number | | | 50 | 43 | | 62 | 43 | 43 | 56 | 39 | | 38 | 53 | 64 | 66 | 53 | | 49 | 41 | 56 | 51 | 54 | | 58 | 39 | 64 | |
| 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; b. patient; c. police) | greater than | 98% | percent | #DIV/0! | #DIV/0! | 100% | 100% | | 100% | 100% | 100% | 100% | | 100% | 100% | 100% | 100% | 98% | | 100% | 100% | 100% | 100% | 100% | #DIV/0! | 100% | 100% | 100% | |
| 4.11 | | Amended Results | Number of results changed after original result was reported to referrer | | number | | | 12 | 23 | | 40 | 12 | 27 | 23 | 21 | | 27 | 17 | 27 | 15 | 18 | | 20 | 21 | 11 | 45 | 39 | | 18 | 76 | 12 | |
| 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 | #DIV/0! | #DIV/0! | 0.0% | 0.1% | | 0.1% | 0.0% | 0.1% | 0.0% | | 0.1% | 0.0% | 0.1% | 0.0% | 0.0% | | 0.0% | 0.0% | 0.0% | 0.1% | 0.1% | #DIV/0! | 0.0% | 0.2% | 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 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | | | 4:37 | 3:56 | | 5:03 | 4:31 | 4:22 | 4:28 | 4:10 | | 4:34 | 4:19 | 4:15 | 4:20 | 5:28 | | 4:33 | 4:13 | 4:04 | 4:10 | 4:20 | | 5:30 | 4:25 | 4:55 |
| 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 | | | 1:19 | 0:39 | | 1:15 | 0:50 | 0:46 | 0:46 | 0:38 | | 1:08 | 0:47 | 0:42 | 0:45 | 0:41 | | 0:57 | 0:36 | 0:42 | 0:40 | 0:36 | | 1:07 | 0:56 | 1:26 |

