

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													
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri									
<b>1. CALL CENTRE</b>																													
1.1a		Total inbound calls	Number of calls placed / received		number		1414	1460	1,463	1327		1435	1448	1364	1,406	1439		1403	1386	1424	1,340	1302		1438	1426	1337	1,276	1312	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number		569	635	666	584		570	640	595	617	638		577	598	655	609	575		588	649	620	563	601	
1.2		Total calls answered	Number of calls answered		number		1,384	1,416	1,433	1,296		1,409	1,421	1,348	1,378	1,416		1,383	1,342	1,399	1,295	1,285		1,418	1,380	1,306	1,261	1,294	
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent		2.1%	3.0%	2.1%	2.3%		1.8%	1.9%	1.2%	2.0%	1.6%		1.4%	3.2%	1.8%	3.4%		1.3%	3.2%	2.3%	1.2%	1.4%	
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent		0.5%	0.5%	1.1%	2.9%		0.9%	0.9%	0.3%	0.8%	0.5%		1.2%	2.8%	0.8%	2.5%		1.0%	1.9%	1.3%	1.1%	0.7%	
1.4		Results calls	Number of calls requesting test results		number		569	635	666	584		570	640	595	617	638		577	598	655	609	575		588	649	620	563	601	
1.5		% results calls	1.4 divided by 1.2		percent		40.2%	43.5%	45.5%	44.0%		39.7%	44.2%	43.6%	43.9%	44.3%		41.1%	43.2%	46.0%	45.5%	44.2%		40.9%	45.5%	46.4%	44.1%	45.8%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds (1.4 plus Results* lineura)	less than	150	seconds		35	38	44	49		36	36	26	37	31		42	68	36	54	46		34	36	33	30	31
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number		61	72	69	53		69	41	33	51	61		63	68	65	65	51		45	69	61	58	54	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent		4.3%	4.9%	4.7%	4.0%		4.8%	2.8%	2.4%	3.6%	4.2%		4.5%	4.9%	4.6%	4.9%		3.9%	3.1%	4.8%	4.6%	4.1%	
<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		9	7	6	6		9	9	6	6	7		7	6	5	5		4	4	7	5	3	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		10	6	6	6		9	6	5	6	6		6	5	5	5		6	7	7	5	4	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	9		7	8	5	7	8		9	6	5	5		5	8	9	7	6	7
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number		3,659	3,287	3,159	3,193		3,541	3,415	3,287	3,199	3,147		3,468	3,387	3,153	3,086	3,231		3,364	3,423	3,060	2,928	3,164	
2.5		Long waits	Number of people waiting over 30 minutes		number		342	108	92	203		175	172	60	108	165		120	89	50	35	37		102	170	59	33	68	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	#DIV/0!	9.3%	3.3%	2.9%	6.4%		4.9%	5.0%	1.8%	3.4%	5.2%	#	3.5%	2.6%	1.8%	1.1%	1.1%		3.0%	5.0%	1.9%	1.1%	2.1%
2.7		Long waits	Maximum wait time (incl GTTs)		minutes		59	59	55	60		60	55	49	57	53		58	53	57	48	53		53	59	52	51	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	
2.9		Time from collection to lab - busy	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		505	511	475	456		480	459	478	437	431		443	438	475	445	450		456	399	454	450	420	
3.2		Home visits attended	Number of home visits attended for the day		number		487	491	465	439		463	442	466	427	421		431	422	466	436	437		436	391	445	438	406	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	#DIV/0!	96.4%	96.1%	97.9%	96.3%		96.5%	96.3%	97.5%	97.7%		97.3%	96.3%	98.1%	98.0%	97.1%		95.6%	98.0%	98.0%	97.3%	96.7%	
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		57	56	54	49		54	41	46	38	40		36	37	44	20	33		39	30	34	31	33	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number		57	56	54	49		54	41	46	38	40		36	37	44	20	33		39	30	34	31	33	
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!	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%	
<b>4. LAB</b>																													
4.1		Patient episodes	Total number of patient episodes		number		13,201	11,729	11,904	11,316		12,823	12,771	12,069	11,579	11,371		12,749	12,680	11,645	11,357	11,190		12,724	12,086	11,256	11,002	11,031	
4.2		Patient tests	Number of patient tests performed		number		48,504	44,043	44,082	44,088		48,199	48,110	46,300	44,020	45,050		47,084	46,821	44,251	41,157	42,278		47,128	45,270	42,440	40,306	42,800	
4.3		Urgent tests	Total number of urgent tests		number		562	406	467	458		531	478	407	463	450		520	439	456	383	468		580	479	426	384	416	
4.4		% urgent tests	4.3 divided by 4.2		percent	#DIV/0!	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%	
4.6		Critical results	Number of critical test results		number		63	42	46	41		63	54	56	45	39		67	35	42	43	42		52	41	40	51	48	
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		63	42	46	41		63	54	56	45	39		67	35	42	43	42		52	41	40	51	48	
4.8	Yes	% of critical results phoned within 1 hour	Percentage of critical test results phoned through to appropriate contact person within 1 hour	greater than	98%	percent	#DIV/0!	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		11	31	16	12		16	28	20	17	17		19	22	23	21	15		20	17	24	27	16	
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!	0.0%	0.1%	0.0%	0.0%		0.0%	0.1%	0.0%	0.0%		0.0%	0.0%	0.1%	0.1%	0.0%		0.0%	0.0%	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																							
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 NON-URGENT</b>																													
5.1a		Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hours:minutes	less than	8:00	hours:minutes		4:43	4:37	4:31	4:35		4:19	4:21	4:18	4:15	4:28		4:23	4:26	4:36	4:37	4:24		4:27	4:30	4:26	4:17	4:38
5.1b		Lab TAT Complete blood count	Turnaround time from 90th centile receipt to report, expressed in hours:minutes	less than	4:00	hours:minutes		1:10	1:07	1:03	0:51		0:50	0:46	0:48	0:36	0:43		0:45	0:40	0:55	1:00	0:50		0:51	0:46	0:42	0:45	1:04
5.1c	Yes	Complete blood count 95th percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hours: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	

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri		
Item	Contract	Indicator	Definition	Target	Unit	PUBLIC HOLIDAY	4/06/19	5/06/19	6/06/19	7/06/19	10/06/19	11/06/19	12/06/19	13/06/19	14/06/19	17/06/19	18/06/19	19/06/19	20/06/19	21/06/19	24/06/19	25/06/19	26/06/19	27/06/19	28/06/19		
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes		5:48	5:13	5:05	6:03	5:47	5:24	8:48	5:38	5:14	5:13	5:45	5:19	5:00	5:29	5:09	4:52	4:51	5:15		
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		2:09	1:38	1:36	1:16	2:19	1:40	1:54	2:04	1:52	1:34	1:27	2:01	1:42	1:25	1:51	1:22	1:07	1:18	1:40	
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	7:00	7:00	7:00	10:00	9:00	9:00	10:00	10:00	9:00	8:00	10:00	7:00	7:00	10:00	8:00	7:00	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		5:54	5:02	5:03	5:13	5:23	5:46	5:31	5:58	5:19	5:47	5:17	5:44	5:53	5:43	5:55	5:24	5:19	5:09	5:41	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		2:45	2:04	2:00	1:55	2:15	2:27	2:20	2:32	2:16	2:37	1:50	2:16	2:26	2:23	2:40	1:59	1:56	2:09	2:20	
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	5:00	5:00	5:00	5:00	6:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	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		5:56	5:17	5:05	3:57	5:57	5:28	5:29	9:00	5:44	5:24	5:21	5:57	5:22	5:09	5:35	5:13	5:01	5:01	5:14	
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	1:44	1:37	1:25	2:25	1:51	1:56	2:10	1:57	1:41	1:33	2:14	1:43	1:32	1:56	1:26	1:15	1:27	1:40	
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	7:00	7:00	8:00	10:00	9:00	9:00	10:00	10:00	9:00	9:00	10:00	7:00	7:00	10:00	9:00	7:00	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			14:30	15:40	15:49		15:46	15:16	15:26	14:42		15:08	14:39	14:57	14:37		15:25	18:23	15:29	16:06	
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			11:01	13:15	13:09		11:52	11:57	12:32	12:31		10:38	11:43	11:27	11:44		11:20	14:53	12:51	12:11	
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	
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%	100.0%	100.0%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	100.0%	100.0%
<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		3:51	3:51	3:35	3:53	3:47	3:45	3:53	3:45	3:38	3:47	3:52	3:53	3:52	3:43	3:55	4:04	3:54	3:47	3:50	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes		0:34	0:36	0:31	0:34	0:33	0:31	0:40	0:26	0:27	0:34	0:30	0:31	0:28	0:29	0:28	0:37	0:26	0:33	0:34	
5.9c	yes	Total TAT INR 95th percentile in zone	Turnaround time for 95th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours:minutes		4:45	3:15	4:15	5:00	3:15	5:00	3:45	3:15	3:45	4:45	5:15	4:00	4:45	4:00	5:45	5:15	4:00	4:00	5:00	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes		3:52	4:05	4:09	3:33	3:38	3:37	3:49	3:44	3:53	3:37	3:53	4:13	3:40	3:25	3:43	3:46	4:02	3:48	3:32	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes		1:06	1:12	0:59	0:56	0:57	0:55	1:04	1:01	0:50	1:03	0:51	0:56	0:58	0:57	1:03	0:59	1:01	0:58	0:52	
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		6:15	5:15	6:00	4:45	5:45	5:15	6:00	4:45	5:15	5:15	6:15	6:00	5:15	4:45	5:00	5:15	6:00	5:45	5:15	
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		96.1%	99.4%	98.1%	98.9%	100.0%	98.1%	96.9%	97.8%	99.2%	97.5%	99.1%	97.5%	99.0%	98.6%	96.5%	99.0%	98.3%	98.7%	99.4%	
<b>6. RECOLLECTS</b>																											
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number		7,998	6,668	6,829	6,678	7,671	7,282	6,911	6,625	6,746	7,418	7,085	6,591	6,229	6,464	7,366	6,953	6,417	6,142	6,474		
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number		26	17	27	24	24	36	21	17	19	20	28	24	17	22	15	32	18	17	22		
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	#DIV/0!	0.3%	0.3%	0.4%	0.4%	0.3%	0.5%	0.3%	0.3%	0.3%	0.4%	0.4%	0.3%	0.3%	0.2%	0.5%	0.3%	0.3%	0.3%		
<b>7. QUALITY IMPROVEMENT</b>																											
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					5	
7.5		Complaints closed	Number of complaints closed year to date		number					5					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					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																					
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	percent				100.0%					100.0%						100.0%					100.0%	