

Lab Tests Auckland Pathology Service KPI Reporting 2019
KPI definition - Template version 3

Colour coding of cells

Yellow	yellow cells have conditional formatting and a target
Green	green cells contain values that do meet target
Orange	orange cells contain a value that does not meet target
Blue	blue cells indicate contracted KPIs

Item	Contract	Indicator	Definition	Target	Unit	2019					2018					2017					2016						
						1/08/19	2/08/19	5/08/19	6/08/19	7/08/19	8/08/19	9/08/19	12/08/19	13/08/19	14/08/19	15/08/19	16/08/19	19/08/19	20/08/19	21/08/19	22/08/19	23/08/19	26/08/19	27/08/19	28/08/19	29/08/19	30/08/19
1. CALL CENTRE																											
1.1a		Total inbound calls	Number of calls placed / received		number	1,481	1,371	1,452	1,392	1,369	1,379	1,445	1,566	1,429	1,536	1,403	1,392	1,568	1,455	1,448	1,389	1,303	1,499	1,517	1,442	1,417	1,372
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	660	601	655	612	623	673	634	685	661	745	653	606	630	644	656	605	564	594	652	626	617	604
1.2		Total calls answered	Number of calls answered		number	1,430	1,334	1,431	1,368	1,334	1,357	1,417	1,516	1,400	1,504	1,378	1,347	1,530	1,425	1,427	1,366	1,267	1,447	1,477	1,407	1,391	1,356
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	3.4%	2.7%	1.5%	1.7%	2.6%	1.8%	1.9%	3.2%	2.0%	2.1%	1.8%	3.2%	2.4%	2.1%	1.5%	1.7%	2.8%	3.5%	2.6%	2.4%	1.8%	1.2%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	1.1%	1.7%	0.3%	0.7%	1.3%	1.2%	1.0%	2.0%	1.1%	2.2%	1.8%	2.3%	2.1%	1.7%	0.8%	1.0%	1.4%	1.0%	1.7%	1.9%	0.8%	1.0%
1.4		Results calls	Number of calls requesting test results		number	660	601	655	612	623	673	634	685	661	745	653	606	630	644	656	605	564	594	652	626	617	604
1.5		% results calls	1.4 divided by 1.2		percent	44.6%	43.8%	45.1%	44.0%	45.5%	48.8%	43.9%	43.7%	46.3%	48.5%	46.5%	43.5%	40.2%	44.3%	45.3%	43.6%	43.3%	39.6%	43.0%	43.4%	43.5%	44.0%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	42	47	23	32	49	39	34	47	43	48	37	50	40	40	45	32	35	45	46	30	31	26
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	46	65	47	24	64	46	60	77	68	73	61	61	79	70	71	49	61	74	67	57	47	32
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	3.1%	4.7%	3.2%	1.7%	4.7%	3.3%	4.2%	4.9%	4.8%	4.8%	4.4%	5.0%	4.8%	4.9%	3.5%	4.7%	4.9%	4.4%	4.0%	3.3%	2.3%	
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	6	5	7	7	5	5	6	7	8	5	6	8	12	7	6	5	5	8	7	6	7	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	6	7	7	6	6	4	5	8	5	4	5	5	7	7	5	5	6	6	7	5	5	6
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	8	7	7	7	10	10	8	7	7	7	8	7	7	7	6	8	5	6	6	7
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,202	3,214	3,335	3,366	3,308	3,215	3,192	3,561	3,510	3,307	3,170	3,321	3,418	3,427	3,121	3,143	3,336	3,624	3,506	3,404	3,278	3,436
2.5		Long waits	Number of people waiting over 30 minutes		number	46	141	139	106	99	98	166	203	108	76	71	123	253	138	90	88	96	168	69	61	59	60
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	1.4%	4.4%	4.2%	3.1%	3.0%	3.0%	5.2%	5.7%	3.1%	2.3%	2.2%	3.7%	7.4%	4.0%	2.9%	2.8%	2.9%	4.6%	2.0%	1.8%	1.8%	1.7%
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	60	59	54	59	58	59	59	59	58	57	58	53	59	55	58	52	59	54	57	58	47	57
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
2.9		Time from collection to lab - max	Maximum time from collection to lab (hrs:minutes)	less than	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
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	478	442	479	458	488	483	463	492	435	463	470	468	491	459	477	487	474	507	419	512	466	454
3.2		Home visits attended	Number of home visits attended for the day		number	463	436	466	446	477	468	456	481	421	448	459	453	477	452	466	471	459	496	407	498	458	446
3.3	Yes	% Home visit timeliness	% home visits completed for the day. 3.2 divided by 3.1	greater than 90%	percent	96.9%	98.6%	97.3%	97.4%	97.7%	96.9%	98.5%	97.8%	96.8%	96.8%	97.7%	96.8%	97.1%	98.5%	97.7%	96.7%	96.8%	97.8%	97.1%	97.3%	98.3%	98.2%
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	43	44	50	38	40	42	45	40	43	35	43	32	48	50	56	50	44	47	31	49	39	33
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	43	46	50	38	40	42	45	40	43	35	43	32	48	50	56	50	44	47	31	49	39	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	100.0%	104.5%	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	11,425	10,927	12,130	12,145	11,625	11,309	11,332	12,489	12,605	11,759	11,512	11,378	12,457	12,356	11,333	11,018	11,343	12,655	12,735	11,829	11,708	11,283
4.2		Patient tests	Total number of patient tests performed		number	43,105	42,733	45,782	46,086	44,595	42,952	43,439	46,855	47,241	44,972	43,703	43,362	46,753	47,056	42,758	41,098	43,896	47,246	46,852	44,432	43,370	43,009
4.3		Urgent tests	Total number of urgent tests		number	419	503	469	512	464	464	446	577	504	395	448	451	513	500	458	347	518	505	484	380	494	472
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	40	33	58	53	43	46	44	57	42	44	49	54	50	45	52	30	29	74	40	35	37	52
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	40	33	58	53	43	46	44	57	42	44	49	54	50	45	52	30	29	74	40	35	37	52
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%
4.11		Amended Results	Number of results changed after original result was reported to referer		number	16	20	16	15	17	17	30	14	22	188	30	38	20	10	42	23	18	15	16	33	15	19
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%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.4%	0.1%	0.1%	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	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																						

						Thu	Fri	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	1/08/19	2/08/19	5/08/19	6/08/19	7/08/19	8/08/19	9/08/19	12/08/19	13/08/19	14/08/19	15/08/19	16/08/19	19/08/19	20/08/19	21/08/19	22/08/19	23/08/19	26/08/19	27/08/19	28/08/19	29/08/19	30/08/19	
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	4:29	4:15	4:29	4:13	4:19	4:18	4:19	4:26	4:20	4:29	4:08	4:06	4:39	4:20	4:11	4:07	4:16	4:14	4:27	4:13	4:13	4:20	
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	0:43	0:33	0:45	0:39	0:36	0:41	0:37	0:50	0:40	0:47	0:36	0:36	1:06	0:54	0:44	0:39	0:41	0:45	0:45	0:42	0:45	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	
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	5:31	5:05	5:21	4:57	4:58	5:22	5:18	8:00	5:58	7:13	6:19	5:25	5:56	5:07	4:43	4:46	6:16	5:59	5:22	5:07	5:01	5:07	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:41	1:20	1:35	1:20	1:09	1:44	1:35	4:22	2:20	3:39	2:42	1:54	2:21	1:40	1:13	1:18	2:39	2:27	1:39	1:33	1:31	1:26	
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	9:00	7:00	10:00	7:00	7:00	9:00	9:00	11:00	11:00	11:00	14:00	9:00	10:00	7:00	7:00	7:00	11:00	11:00	9:00	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	5:37	5:11	5:37	5:05	5:15	5:45	6:02	7:53	4:32	6:56	4:55	6:01	6:17	5:30	4:47	5:30	6:51	6:26	5:24	5:14	5:45	5:21	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	2:06	1:46	2:13	1:46	1:46	2:25	2:36	4:24	1:18	3:46	1:37	2:37	3:03	2:13	1:35	2:13	3:34	3:06	2:11	1:56	2:18	1:58	
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	6:00	5:00	5:00	5:00	6:00	4:00	5:00	5:00	11:00	11:00	5:00	14:00	6:00	5:00	5:00	5:00	5:00	7:00	5:00	8:00	5:00	6:00	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	5:38	5:11	5:31	5:08	4:59	5:25	5:23	8:07	6:05	7:24	6:29	5:28	6:03	5:11	4:50	4:53	6:31	6:05	5:29	5:16	5:06	5:13	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:48	1:26	1:44	1:34	1:13	1:49	1:41	4:28	2:24	3:51	2:52	2:00	2:27	1:44	1:21	1:22	2:56	2:36	1:46	1:42	1:36	1:34	
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	9:00	7:00	10:00	7:00	7:00	9:00	9:00	11:00	11:00	11:00	14:00	9:00	10:00	7:00	7:00	7:00	11:00	11:00	10:00	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	16:05	16:03	14:45	15:41	14:40	15:30		15:20	14:38	16:03	15:26		16:07	16:54	16:37	15:34		14:01	14:47	15:56	13:41		
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	13:20	12:52	10:27	12:19	12:33	12:04		10:45	12:15	12:48	12:15		11:46	12:58	13:07	11:29		10:08	11:23	12:10	12:09		
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	1.0	1.3	1.3	1.3		1.0	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%	99.7%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	99.4%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.8%	
URGENT																												
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours:minutes	3:39	3:46	3:52	3:51	3:56	3:37	3:51	3:59	3:57	3:50	3:42	3:51	4:01	3:54	3:49	3:50	3:49	4:03	3:59	4:02	3:52	3:53	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes	0:21	0:28	0:30	0:29	0:24	0:23	0:27	0:37	0:37	0:30	0:31	0:37	0:42	0:37	0:36	0:33	0:31	0:41	0:37	0:44	0:33	0:38	
5.9c	yes	Total TAT INR 95th percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - in zone	less than 6:00	hours:minutes	5:00	5:15	3:45	3:45	4:15	4:15	5:15	4:15	4:00	3:35	4:00	5:15	4:45	3:45	3:15	4:00	4:15	3:45	4:15	4:00	6:15	3:45	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours:minutes	3:55	3:46	4:09	3:46	3:28	3:39	4:00	3:59	3:58	3:27	3:26	3:38	3:52	3:25	3:53	3:22	3:52	3:37	3:36	3:31	4:00	3:47	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes	0:56	0:59	0:58	0:56	0:56	1:02	1:05	1:02	1:00	0:58	0:56	1:05	1:05	0:58	1:10	0:58	1:16	0:54	0:59	0:53	1:09	0:55	
5.10c	yes	Total TAT Troponin 98th centile - in zone	Turnaround time from 98th centile receipt to report, expressed in hour:minutes - in zone	less than 6:00	hours:minutes	5:45	5:45	6:00	5:45	5:00	5:15	5:15	6:15	5:15	5:45	5:00	7:15	5:45	5:15	5:15	5:15	6:45	6:00	5:00	5:00	6:45	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	98.5%	99.0%	97.3%	99.3%	98.3%	98.6%	99.4%	92.0%	97.1%	97.1%	98.0%	98.3%	98.8%	97.1%	98.6%	97.9%	97.0%	98.3%	99.2%	99.0%	98.5%	98.4%	
6. RECOLLECTS																												
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	6,610	6,439	7,186	7,019	6,742	6,635	6,600	7,432	7,166	6,864	6,513	6,645	7,471	7,136	6,647	6,330	6,760	7,569	7,213	6,762	6,663	6,700	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	25	21	22	16	16	13	17	27	18	18	20	18	20	20	9	18	19	21	26	21	18	25	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than 1.0%	percent	0.4%	0.3%	0.3%	0.2%	0.2%	0.2%	0.3%	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.1%	0.3%	0.3%	0.3%	0.4%	0.3%	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						6				6					7	
7.5		Complaints closed	Number of complaints closed year to date		number		5					5						6				6					6	
7.6		New complaints	Number of new complaints received this week		number		-					-						1				-					1	

Item	Contract	Indicator	Definition	Target	Unit	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
						1/08/19	2/08/19	5/08/19	6/08/19	7/08/19	8/08/19	9/08/19	12/08/19	13/08/19	14/08/19	15/08/19	16/08/19	19/08/19	20/08/19	21/08/19	22/08/19	23/08/19	26/08/19	27/08/19	28/08/19	29/08/19	30/08/19
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		5					5					6						6				6
7.9		% events/issues closed	7.2 divided by 7.1	greater then	75%																						
7.10		% timely closure	7.3 divided by 7.1	greater then	95%																						
7.11		% complaints closed	7.5 divided by 7.4	greater then	75%																						
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater then	80%																						
7.13		% complaints response	7.8 divided by 7.4	greater then	80%		100.0%					100.0%					100.0%						100.0%				85.7%