

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							
1. CALL CENTRE																											
1.1a		Total inbound calls	Number of calls placed / received		number	1574	1532	1514	1,417	1,449	1,600	1,472	1,419	1,490	1,443	1,504	1,481	1,381	1,455	1,391	1,532	1,442	1,380	1,345	1,423	1,415	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	603	696	676	600	599	687	651	642	694	634	631	687	634	614	614	632	662	643	627	664	583	
1.2		Total calls answered	Number of calls answered		number	1,522	1,480	1,456	1,374	1,422	1,526	1,429	1,396	1,455	1,408	1,444	1,422	1,343	1,418	1,364	1,485	1,411	1,361	1,300	1,389	1,329	
1.3a		% calls unanswered	Also known as "abandonment". 1: (1.2 divided by 1.1a)	less than	7.0%	percent	3.3%	3.4%	3.8%	3.0%	1.9%	4.6%	2.9%	1.6%	2.4%	2.4%	4.0%	4.0%	2.8%	2.5%	1.9%	3.1%	2.2%	1.4%	3.4%	2.4%	6.1%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1: (1.4 divided by 1.1b)	less than	3.0%	percent	1.7%	2.9%	2.7%	2.2%	1.3%	2.3%	1.4%	0.5%	0.4%	1.1%	1.9%	2.0%	0.8%	1.5%	1.5%	2.1%	0.6%	0.3%	1.3%	1.4%	2.2%
1.4		Results calls	Number of calls requesting test results		number	603	696	676	600	599	687	651	642	694	634	631	687	634	614	614	632	662	643	627	664	583	
1.5		% results calls	1.4 divided by 1.2		percent	38.3%	45.4%	44.7%	42.3%	41.3%	42.9%	44.2%	45.2%	46.6%	43.9%	42.0%	46.4%	45.9%	42.2%	44.1%	41.3%	45.9%	46.6%	46.6%	46.7%	72.0%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	39	51	55	59	42	63	55	36	34	36	50	54	47	38	37	57	41	37	63	41	72
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	78	85	84	70	71	122	86	69	44	39	83	86	82	71	69	97	72	54	65	68	95	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	5.0%	5.6%	5.6%	4.9%	4.9%	7.6%	5.8%	4.9%	3.0%	2.7%	5.5%	5.8%	5.9%	4.9%	5.0%	6.3%	4.9%	3.9%	4.8%	4.8%	6.7%
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	10	8	5	8	7	10	9	8	6	6	9	9	7	8	6	9	7	6	6	6	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	8	7	5	6	6	7	6	7	5	8	8	8	6	6	6	9	5	6	5	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	8	7	4	8	6	7	7	6	6	6	8	6	5	6	7	7	5	5	5	6	6
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,632	3,664	3,462	3,256	3,440	3,692	3,511	3,412	3,400	3,400	3,804	3,610	3,367	3,427	3,529	3,632	3,364	3,366	3,287	3,341	3,363	
2.5		Long waits	Number of people waiting over 30 minutes		number	268	134	37	161	116	195	194	149	46	116	202	191	93	79	91	188	76	52	63	47	52	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	7.4%	3.7%	1.1%	4.9%	5.3%	5.5%	4.4%	1.4%	3.4%	5.3%	5.3%	2.8%	2.3%	2.6%	5.2%	2.3%	1.5%	1.9%	1.4%	1.5%	
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	60	57	58	59	59	59	59	59	59	58	59	56	54	59	57	57	57	46	47	57	56	
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 - 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	
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	501	479	469	506	441	515	454	484	429	450	490	466	473	462	431	486	444	450	449	435	494	
3.2		Home visits attended	Number of home visits attended for the day		number	483	462	458	492	428	500	442	474	422	434	472	452	459	454	415	468	430	440	436	424	476	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.4%	96.5%	97.7%	97.2%	97.1%	97.1%	97.4%	97.9%	98.4%	96.4%	96.3%	97.0%	97.0%	98.3%	96.3%	96.3%	96.8%	97.8%	97.1%	97.5%	96.4%
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	48	42	38	30	38	42	35	39	40	41	44	44	44	52	33	39	35	40	47	32	42	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	48	42	38	30	38	42	35	39	40	41	44	44	44	52	33	39	35	40	47	32	42	
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	12,976	12,468	11,985	11,707	11,128	12,732	12,327	11,616	11,484	11,204	12,824	12,397	11,337	11,564	11,194	12,401	11,279	10,702	10,512	10,546	11,394	
4.2		Patient tests	Total number of patient tests performed		number	48,043	45,998	45,377	43,802	43,992	47,731	46,607	44,902	43,464	43,977	48,331	47,859	45,128	44,688	44,278	47,521	44,188	42,838	41,721	43,296	46,728	
4.3		Urgent tests	Total number of urgent tests		number	452	439	481	365	424	498	396	396	404	419	561	507	386	469	449	492	453	382	410	474	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%	
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%	
4.6		Critical results	Number of critical test results		number	37	37	49	35	28	56	43	51	53	52	55	42	63	49	48	55	41	37	28	47	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	37	37	49	35	28	56	43	51	53	52	55	42	63	49	48	55	41	37	28	47	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%	
4.11		Amended Results	Number of results changed after original result was reported to referer		number	16	16	29	33	18	15	22	15	19	26	18	20	17	14	15	14	15	21	10	19	21	
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%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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																					

Item	Contract	Indicator	Definition	Target	Unit	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	
						2/09/19	3/09/19	4/09/19	5/09/19	6/09/19	9/09/19	10/09/19	11/09/19	12/09/19	13/09/19	16/09/19	17/09/19	18/09/19	19/09/19	20/09/18	23/09/19	24/09/19	25/09/19	26/09/19	27/09/19	30/09/19	
7.5		Complaints closed	Number of complaints closed year to date		number					7					7						7					7	
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					7					7						7					7	
7.9		% events/issues closed	7.2 divided by 7.1	greater than	75%																						
7.10		% timely closure	7.3 divided by 7.1	greater than	95%																						
7.11		% complaints closed	7.5 divided by 7.4	greater than	75%																						
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater than	80%																						
7.13		% complaints response	7.8 divided by 7.4	greater than	80%					100.0%					100.0%						100.0%					100.0%	