

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	Description	Target	Unit	Tue 1/10/19	Wed 2/10/19	Thu 3/10/19	Fri 4/10/19	Mon 7/10/19	Tue 8/10/19	Wed 9/10/19	Thu 10/10/19	Fri 11/10/19	Mon 14/10/19	Tue 15/10/19	Wed 16/10/19	Thu 17/10/19	Fri 18/10/19	Mon 21/10/19	Tue 22/10/19	Wed 23/10/19	Thu 24/10/19	Fri 25/10/19	JBLIC HOLIDAY	Mon 29/10/19	Tue 30/10/19	Wed 31/10/19			
1. CALL CENTRE																															
1.1a		Total inbound calls	Number of calls placed / received		number	1352	1330	1,362	1387	1473	1440	1450	1,466	1316	1500	1415	1355	1,358	1306	1485	1332	1485	1,439	1356			1546	1391	1,454		
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	570	584	602	602	618	641	654	689	600	649	631	626	607	571	621	597	642	663	594			601	616	669		
1.2		Total calls answered	Number of calls answered		number	1,314	1,295	1,322	1,362	1,448	1,398	1,423	1,435	1,278	1,440	1,386	1,328	1,341	1,287	1,385	1,298	1,443	1,421	1,341			1,465	1,358	1,409		
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	2.8%	2.6%	2.9%	1.7%	2.9%	1.9%	2.1%	2.9%	4.0%	2.1%	2.0%	1.3%	1.5%	6.7%	2.6%	2.8%	1.3%	1.1%			5.2%	2.4%	3.1%		
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	1.1%	1.7%	1.3%	0.2%	1.6%	0.6%	0.4%	1.3%	4.6%	1.9%	1.9%	1.3%	1.1%	2.7%	2.0%	2.7%	0.9%	0.2%			2.3%	2.0%	2.1%		
1.4		Results calls	Number of calls requesting test results		number	570	584	602	602	618	641	654	689	600	649	631	626	607	571	621	597	642	663	594			601	616	669		
1.5		% results calls	1.4 divided by 1.2		percent	42.2%	43.9%	44.2%	43.4%	42.0%	44.5%	45.1%	47.0%	45.6%	43.3%	44.6%	46.2%	44.7%	43.7%	41.8%	44.8%	43.2%	46.1%	43.8%			38.9%	44.3%	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	51	53	62	46	34	50	43	30	44	81	34	35	30	36	77	60	58	35	29			64	47	48	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	62	97	115	66	73	74	70	35	46	110	52	52	48	62	72	86	97	51	44			86	77	86		
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	4.6%	7.3%	8.4%	4.8%	5.0%	5.1%	4.8%	2.4%	3.5%	7.3%	3.7%	3.8%	3.5%	4.8%	4.9%	6.5%	6.5%	3.5%	3.2%			5.6%	5.5%	5.9%		
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	5	5	5	7	8	8	6	7	8	10	6	7	8	7	9	5	4	6	6			9	7	8	
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	5	5	5	7	7	5	6	4	8	6	6	6	6	7	5	5	4	5			7	7	7	
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	4	5	4	7	6	5	4	6	7	6	5	5	6	8	5	7	6	7			9	8	7	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,326	3,260	3,105	3,215	3,465	3,361	3,348	3,216	3,275	3,549	3,211	3,584	3,335	3,448	3,632	3,467	3,073	3,168	3,356			3,791	3,558	3,373		
2.5		Long waits	Number of people waiting over 30 minutes		number	44	23	43	42	116	105	52	59	60	241	87	70	113	112	137	55	96	74	92			200	140	159		
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	1.3%	0.7%	1.4%	3.3%	3.1%	1.6%	1.8%	1.8%	6.8%	2.7%	2.0%	3.4%	3.2%	3.8%	1.6%	3.2%	2.3%	2.7%		#DIV/0!	5.3%	3.9%	4.7%		
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	52	56	54	43	55	50	58	59	53	59	54	54	59	49	60	58	59	58	58			59	59	59		
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)	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	456	477	455	435	479	442	443	458	440	486	434	467	463	455	506	418	505	427	446			540	516	459		
3.2		Home visits attended	Number of home visits attended for the day		number	445	461	445	426	463	425	437	450	432	467	415	450	445	442	492	407	494	414	431			517	493	447		
3.3	Yes	% Home visit timeliness	% home visits completed for the day. 3.2 divided by 3.1	greater than	90%	percent	97.6%	96.6%	97.8%	97.9%	96.7%	96.2%	98.6%	98.3%	98.2%	96.1%	95.6%	96.4%	96.1%	97.1%	97.2%	97.4%	97.8%	97.0%	96.6%	#DIV/0!	95.7%	95.5%	97.4%		
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	38	33	36	42	32	33	41	31	50	47	28	48	36	33	36	37	42	28	36			53	35	25		
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	38	33	36	42	32	33	41	31	50	47	28	48	36	33	36	37	42	28	36			53	35	25		
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%		#DIV/0!	100.0%	100.0%	100.0%		
4. LAB																															
4.1		Patient episodes	Total number of patient episodes		number	10,931	10,410	10,068	10,349	11,527	10,967	10,397	10,146	10,485	11,864	11,803	11,975	11,400	11,139	12,483	11,837	11,109	10,854	10,843			12,529	12,409	11,633		
4.2		Patient tests	Total number of patient tests performed		number	45,106	43,063	41,952	42,300	46,961	45,616	43,351	41,847	44,164	46,969	45,238	47,167	44,617	44,741	47,690	46,335	44,042	42,482	43,171			48,688	47,495	44,664		
4.3		Urgent tests	Total number of urgent tests		number	409	422	406	461	514	393	435	427	411	542	447	417	478	462	468	451	395	408	390			553	404	380		
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%		#DIV/0!	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%		
4.6		Critical results	Number of critical test results		number	59	53	31	60	56	40	42	39	36	51	45	43	49	43	55	40	42	53	49			71	47	57		
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	59	53	31	60	56	40	42	39	36	51	45	42	49	43	55	40	42	53	49			71	47	57		
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%	98%	100%	100%	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	21	39	12	15	17	22	15	17	10	12	47	10	18	19	20	17	20	20	10			21	11	10		
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%	0.1%	0.0%	0.0%	0.0%	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%		#DIV/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																									
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	4:16	4:11	4:29	4:18	4:06	4:23	5:34	4:25	4:22	4:19	4:10	4:11	4:29	4:25	4:22	4:14	4:19	4:30			4:20	4:54	4:14	

Item	Contract	Indicator	Description	Target	Unit	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	
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	0:49	0:44	0:41	0:44	0:41	0:40	0:49	2:00	0:37	0:52	0:51	0:39	0:43	0:51	0:55	0:52	0:39	0:43	0:39		0:56	0:44	0:41
5.1c	yes	Complete blood count 95% 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	8:00	7:00	7:00	7:00	10:00	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	5:28	5:10	5:01	5:21	5:35	5:02	5:26	6:33	5:00	5:37	5:16	5:16	5:32	5:38	5:41	6:09	5:23	4:52	5:05		6:14	6:25	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	1:52	1:43	1:30	1:34	1:58	1:33	1:48	2:54	1:11	2:05	1:44	1:44	2:01	1:53	2:13	2:36	1:46	1:14	1:15		2:43	2:50	1:34
5.2c	yes	Total TAT Electrolytes 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE	less than	12:00	hours:minutes	11:00	7:00	7:00	10:00	10:00	8:00	8:00	11:00	7:00	10:00	8:00	7:00	8:00	8:00	10:00	11:00	8:00	7:00	8:00		11:00	11:00	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	5:04	6:10	5:34	5:41	5:41	4:58	5:33	6:50	5:48	6:41	6:17	5:37	5:39	5:40	5:35	7:15	5:19	4:53	5:09		6:04	5:00	5:57
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:55	2:59	2:08	2:15	2:18	1:50	2:20	3:44	2:18	3:23	2:55	2:27	2:23	2:21	3:04	3:49	1:55	1:35	1:38		3:01	1:47	2:25
5.3c	yes	Total TAT HCG 95% 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	6:00	5:00	5:00	5:00	10:00	5:00	6:00	5:00	5:00	7:00	5:00	5:00	5:00	5:00	7:00	6:00	5:00	5:00		4:00	11:00	6:00
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:34	5:18	5:53	5:35	5:48	5:07	5:37	6:40	5:04	5:50	5:22	5:24	5:36	5:43	5:51	6:14	5:27	4:56	5:08		6:18	7:21	5:23
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:56	1:45	2:18	1:47	2:10	1:38	2:01	3:05	1:17	2:18	1:50	1:51	2:08	2:01	2:23	2:42	1:51	1:19	1:16		2:49	2:58	1:45
5.5c	yes	Total TAT Liver 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN Zone	less than	12:00	hours:minutes	11:00	8:00	7:00	10:00	11:00	9:00	9:00	11:00	7:00	10:00	8:00	8:00	9:00	9:00	10:00	11:00	8:00	7:00	8:00		11:00	11:00	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 98% 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	14:54	14:35	15:26	16:51		15:23	16:18	16:54	15:25		16:24	14:11	14:17	15:27		11:27	10:51	10:56	11:24			15:05	15:30
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	11:16	11:41	12:19	12:47		11:07	12:15	13:29	11:39		12:30	10:55	11:37	11:18		7:38	8:10	8:33	8:28			9:52	12:51
5.7c	yes	Total TAT Urine Micro & Culture - non-urgent 90% 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		1.0	1.3	1.3	1.3		1.3	1.3	1.3	1.3			1.0	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%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%		99.8%	100.0%	100.0%
URGENT																													
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:46	3:44	3:40	3:45	3:49	3:45	4:00	3:52	4:00	3:47	3:50	3:48	3:51	3:45	3:57	3:49	4:09	3:51	3:55		3:47	3:51	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	0:26	0:25	0:31	0:31	0:33	0:33	0:43	0:25	0:28	0:33	0:35	0:27	0:35	0:35	0:36	0:35	0:39	0:33	0:33		0:34	0:32	0:26
5.9c	yes	Total TAT INR 95% percentile in zone	Turnaround time from 95th centile from collection to report, expressed in hour:minutes in zone	less than	6:00	hours:minutes	4:45	4:00	3:15	5:15	4:45	6:00	4:45	4:00	4:15	4:15	4:00	3:00	3:45	3:45	3:45	3:00	5:00	4:45	5:00		4:00	3:45	2:45
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:26	3:32	3:55	3:47	3:55	3:31	3:34	3:43	3:49	3:31	3:50	3:31	3:20	3:56	3:21	3:44	4:15	3:46	4:08		3:47	3:29	4:11
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	0:54	1:18	1:12	1:02	0:58	0:53	0:56	0:56	1:03	1:06	1:01	0:55	1:12	0:50	0:58	1:07	0:53	0:56		1:04	0:54	1:05
5.10c	yes	Total TAT Troponin 98% centile 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	4:45	6:00	5:45	5:15	5:00	5:00	6:15	5:15	6:00	5:00	4:45	5:45	5:15	5:15	5:15	5:00	6:15		5:45	5:00	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	98.0%	98.1%	98.4%	98.4%	97.7%	99.4%	99.4%	95.8%	99.1%	97.8%	97.7%	98.2%	99.2%	98.6%	99.2%	97.8%	99.0%	97.3%	99.0%		92.9%	96.9%	98.0%
6. RECOLLECTS																													
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	7,118	6,689	6,590	6,840	7,658	7,157	6,844	6,680	6,874	7,549	6,940	7,171	6,862	6,894	7,584	7,064	6,445	6,451	6,596		7,981	7,238	6,918	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	26	21	12	16	26	24	25	16	22	12	34	15	16	22	18	17	17	17	17		18	23	14	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.4%	0.3%	0.2%	0.3%	0.3%	0.3%	0.4%	0.3%	0.2%	0.5%	0.2%	0.2%	0.3%	0.2%	0.2%	0.3%	0.3%	0.3%		#DIV/0!	0.2%	0.3%	0.2%
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				8															8					
7.5		Complaints closed	Number of complaints closed year to date		number				7															8					
7.6		New complaints	Number of new complaints received this week		number				1																				
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number				1																				
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number				7																				
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																							

