

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	Fri	Mon	Tue
1. CALL CENTRE																											
1.1a		Total inbound calls	Number of calls placed / received		number	1519	1479	1481	1,347	1349	1429	1380	1429	1,400	1356	1494	1382	1394	1,380	1420					987	1190	1075
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	624	643	665	614	576	622	633	692	652	605	627	647	631	606	612					331	352	389
1.2		Total calls answered	Number of calls answered		number	1,443	1,446	1,456	1,318	1,313	1,365	1,343	1,358	1,311	1,288	1,450	1,351	1,328	1,342	1,366					970	1,150	1,035
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	5.0%	2.2%	1.7%	2.2%	2.7%	4.5%	2.7%	5.0%	6.4%	3.0%	2.2%	4.5%	2.8%	3.8%					3.2%	1.7%	3.4%	3.7%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	2.2%	1.1%	0.6%	1.3%	1.2%	1.6%	1.1%	2.6%	2.8%	1.6%	1.1%	2.4%	0.8%	1.8%					0.9%	1.1%	1.5%	
1.4		Results calls	Number of calls requesting test results		number	624	643	665	614	576	622	633	692	652	605	627	647	631	606	612					331	352	389
1.5		% results calls	1.4 divided by 1.2		percent	41.1%	43.5%	44.9%	45.6%	42.7%	43.5%	45.9%	48.4%	46.6%	44.6%	42.0%	46.8%	45.3%	43.9%	43.1%					38.8%	39.1%	36.2%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds	53	29	29	40	45	58	41	61	82	67	50	31	51	53	45					24	47	54
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	117	70	67	61	42	107	57	92	102	77	92	38	68	78	58					26	71	61
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	7.7%	4.7%	4.5%	4.5%	3.1%	7.5%	4.1%	6.4%	7.3%	5.7%	6.2%	2.8%	4.9%	5.7%	4.1%					3.2%	5.4%	5.7%
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	11	9	8	9	9	13	10	7	9	8	10	8	5	7	8					10	2	
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	7	9	7	8	7	8	8	7	7	10	6	7	7	5					5	2	
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	10	8	6	6	6	7	6	5	5	5	9	4	7	7	6					8	2	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	4,040	3,803	3,720	3,618	3,607	3,938	3,746	3,723	3,684	3,590	4,056	3,451	3,327	3,342	3,209					3,289	1,767	
2.5		Long waits	Number of people waiting over 30 minutes		number	357	141	154	95	133	202	153	73	120	81	188	91	110	97	79					92	3	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	8.8%	3.7%	4.1%	2.6%	3.7%	5.1%	4.1%	2.0%	3.3%	2.3%	4.6%	2.6%	3.3%	2.9%	2.5%				2.8%	0.2%		
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	60	56	56	50	55	58	59	57	58	52	58	56	48	53	55					60	49	
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	
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	
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	453	435	497	450	470	501	432	480	424	479	509	461	504	429	428					557	392	
3.2		Home visits attended	Number of home visits attended for the day		number	441	428	482	438	457	486	423	472	404	475	494	456	493	422	421					544	377	
3.3	Yes	% Home visit timeliness	% home visits completed for the day. 3.2 divided by 3.1	greater than	90%	97.4%	98.4%	97.0%	97.3%	97.2%	97.0%	97.9%	98.3%	95.3%	99.2%	97.1%	98.9%	97.8%	98.4%	98.4%					97.7%	96.2%	
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	36	34	41	36	31	40	44	38	36	40	40	36	36	29	47					42	34	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	36	34	41	36	31	40	44	38	36	40	40	36	36	29	47					42	34	
3.6	Yes	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	greater than	99%	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	12,424	12,005	11,532	11,153	11,005	12,227	11,540	10,926	10,513	10,328	12,065	10,714	10,454	10,217	9,496					9,640	5,522	
4.2		Patient tests	Total number of patient tests performed		number	50,525	49,010	47,782	45,897	46,355	49,936	48,424	46,088	43,658	43,347	49,922	44,737	42,996	41,988	38,742					36,930	20,548	
4.3		Urgent tests	Total number of urgent tests		number	480	493	393	398	432	480	511	491	418	380	463	448	410	419	408					542	283	
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%		
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%	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	52	44	40	51	45	45	53	48	48	43	64	39	44	38	38					42	26	
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	52	43	40	51	45	45	53	48	48	43	64	39	44	38	38					42	26	
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%	100%	98%	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	14	27	16	22	20	10	34	11	15	12	14	42	12	144	15					8	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%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.3%	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%																						
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	4:38	4:36	5:19	4:38	4:30	4:43	4:29	4:23	4:23	4:20	4:39	4:25	4:28	4:24	4:39					4:23	3:52	

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	Fri	Mon	Tue		
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	2/12/19	3/12/19	4/12/19	5/12/19	6/12/19	9/12/19	10/12/19	11/12/19	12/12/19	13/12/19	16/12/19	17/12/19	18/12/19	19/12/19	20/12/19	23/12/19	24/12/19	PUBLIC HOLIDAY	PUBLIC HOLIDAY	27/12/19	30/12/19	31/12/19	
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	0:55	0:43	0:38	1:03	0:48	0:57	0:53	0:47	0:45	0:45	0:57	0:47	0:42	0:45	0:53	0:55	0:30			0:33	0:55	0:50	
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:02	5:36	5:32	5:16	5:24	6:23	5:58	6:07	6:12	5:02	6:06	5:29	5:23	5:42	5:51	5:57	4:30			4:08	4:28	4:29	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:15	1:40	1:41	1:42	1:42	2:33	2:21	2:28	2:31	1:26	2:25	1:47	1:35	2:01	2:05	2:25	1:06			0:54	1:10	1:02	
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	11:00	10:00	9:00	8:00	8:00	10:00	10:00	11:00	11:00	7:00	11:00	9:00	8:00	10:00	9:00	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	6:37	5:26	5:24	5:36	5:37	6:08	5:56	6:11	5:46	5:10	6:51	5:49	6:22	5:50	5:50	7:01	4:12			4:07	4:25	4:04	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	3:15	2:34	1:51	2:19	2:34	2:53	2:36	2:51	2:37	1:53	3:35	2:30	2:57	2:23	2:18	3:38	1:08			1:13	1:32	1:31	
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	6:00	5:00	6:00	6:00	6:00	6:00	5:00	5:00	5:00	5:00	7:00	6:00	5:00	6:00	5:00	10:00			5:00	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	6:04	5:44	5:39	5:27	5:38	6:30	6:06	6:08	6:20	5:07	6:18	5:34	5:30	5:33	5:57	6:01	4:57			4:05	4:28	4:42	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:19	1:49	1:49	1:52	1:52	2:41	2:28	2:31	2:41	1:31	2:35	1:53	1:40	1:53	2:09	2:34	1:37			0:49	1:13	1:15	
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	11:00	10:00	10:00	8:00	9:00	10:00	10:00	11:00	11:00	7:00	11:00	9:00	8:00	9:00	9:00	11:00	11:00			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		15:08	17:28	16:09	16:14		15:21	15:46	16:29	16:20		14:58	15:34	17:00	16:24					19:44		17:08	
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		11:06	12:42	12:35	12:44		11:11	13:12	13:20	12:51		10:29	12:26	13:38	12:37					14:30		13:26	
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	
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	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	99.9%	100.0%	99.9%	99.9%				99.8%	99.9%	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	3:52	4:14	3:58	3:50	3:53	4:03	3:58	3:48	3:49	3:56	4:05	3:57	4:19	3:56	3:54	3:57	3:45			3:43	3:41	3:59	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:32	0:40	0:29	0:44	0:32	0:39	0:32	0:25	0:33	0:43	0:35	0:35	0:44	0:26	0:27	0:39	0:31			0:35	0:37	0:42	
5.9c	yes	Total TAT INR 95th percentile in zone	Turnaround time from 95th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours:minutes	4:15	4:45	4:00	3:45	3:30	4:45	4:00	3:45	4:15	4:45	4:00	5:00	5:15	5:00	4:00	4:15	4:00			4:45	2:45	5:00	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:44	3:57	3:42	3:47	3:31	3:22	3:38	3:58	3:52	3:30	4:15	3:28	3:45	3:27	3:36	3:35	3:32			3:12	3:35	3:48	
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	0:53	0:58	0:54	0:58	1:01	0:59	1:00	0:58	1:12	0:55	0:58	0:54	0:52	0:51				0:44	0:50	0:54	
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	5:00	6:00	5:15	5:00	5:00	4:45	5:30	6:15	5:15	5:00	5:45	5:45	5:45	5:00	4:45	5:15	4:45			5:45	4:45	5:00	
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	96.1%	99.0%	99.7%	99.0%	97.9%	97.9%	97.5%	97.3%	96.9%	99.3%	96.4%	97.1%	99.4%	97.5%	99.4%	96.6%	97.8%			97.3%	99.2%	95.5%	
6. RECOLLECTS																													
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	8,145	7,579	7,437	7,124	7,442	8,535	7,919	7,551	6,999	6,771	8,171	7,057	6,837	6,553	6,410	6,364	3,096			2,862	4,209	3,146		
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	11	19	10	18	19	14	25	34	20	21	29	16	14	17	21	16	15			18	11	10		
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.1%	0.3%	0.1%	0.3%	0.2%	0.3%	0.5%	0.3%	0.3%	0.4%	0.2%	0.2%	0.3%	0.3%	0.3%	0.5%	#DIV/0!	#DIV/0!	0.6%	0.3%	0.3%		
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					10					10						10						10		
7.5		Complaints closed	Number of complaints closed year to date		number					10					10						10						10		
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					10					10						10						10		
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																							

