

Lab Tests Auckland Pathology Service KPI Reporting 2020  
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 do not meet target  
 blue cells indicate contracted KPIs

Item	Contract	Indicator	Definition	Target	Unit	Wed					Thu					Fri					PUBLIC HOLIDAY										
						30/1/20	6/01/20	7/01/20	8/01/20	9/01/20	10/01/20	13/01/20	14/01/20	15/01/20	16/01/20	17/01/20	20/01/20	21/01/20	22/01/20	23/01/20	24/01/20	28/01/20	29/01/20	30/01/20	31/01/20						
<b>1. CALL CENTRE</b>																															
1.1a		Total inbound calls	Number of calls placed / received		number		1174		1555	1449	1422	1375	1346		1540	1456	1484	1383	1374		1525	1476	1365	1363	1471		1672	1520	1428	1477	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number		400		513	549	612	574	602		608	629	633	610	630		622	633	628	603	598		617	648	589	583	
1.2		Total calls answered	Number of calls answered		number	1,114	1,454	1,378	1,361	1,344	1,319	1,469	1,421	1,428	1,338	1,346	1,467	1,441	1,344	1,341	1,437		1,467	1,441	1,344	1,341	1,437	553	1,482	1,380	1,425
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	5.1%	6.5%	4.9%	4.3%	2.3%	2.0%	4.6%	2.4%	3.8%	3.3%	2.0%	3.8%	2.4%	1.5%	1.6%	2.3%					3.8%	2.5%	3.4%	3.5%	
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	1.8%	2.3%	2.7%	1.8%	0.9%	0.2%	2.6%	1.4%	1.6%	1.8%	1.0%	1.9%	0.3%	1.1%	0.8%						1.5%	0.5%	1.9%	1.2%	
1.4		Results calls	Number of calls requesting test results		number	400	513	549	612	574	602	608	629	633	610	630	622	633	628	603	598		617	648	589	583		617	648	589	583
1.5		% results calls	1.4 divided by 1.2		percent	34.1%	33.0%	37.9%	43.0%	41.8%	44.7%	39.5%	43.2%	42.7%	44.1%	45.9%	40.8%	42.9%	46.0%	44.2%	40.7%						36.9%	42.6%	41.3%	39.5%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	63	81	57	69	33	35	56	57	63	42	47	51	41	37	41	48					48	40	42	36	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	101	99	104	88	73	70	83	92	85	74	67	84	63	44	56	62						149	88	82	58	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	8.6%	6.4%	7.2%	6.2%	5.3%	5.2%	5.4%	6.3%	5.7%	5.4%	4.9%	5.5%	4.3%	3.2%	4.1%	4.2%					8.9%	5.8%	5.7%	3.9%		
<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	6	11	9	7	7	6	8	7	6	6	7	7	6	5	5	7				9	6	5	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	2	8	6	5	4	5	5	5	6	5	7	6	4	3	5	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	9	9	6	5	6	8	7	6	6	9	8	5	5	5	7				7	6	7	8		
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	2,285	3,676	3,565	3,441	3,202	3,325	3,685	3,571	3,427	3,348	3,517	3,825	3,593	3,416	3,309	3,548						3,844	3,602	3,503	3,588	
2.5		Long waits	Number of people waiting over 30 minutes		number	44	315	171	89	60	123	137	86	57	71	206	144	58	26	64	113						154	84	147	152	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	#DIV/0!	#DIV/0!	1.9%	8.8%	4.8%	2.6%	1.9%	3.7%	3.7%	2.4%	1.7%	2.1%	5.9%	3.8%	1.6%	0.8%	1.9%	3.2%	#DIV/0!	4.0%	2.3%	4.2%	4.2%		
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	46	58	54	54	55	60	59	54	49	57	59	58	52	48	54	59						59	56	58	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	
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	
<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	511	508	461	421	463	467	513	462	476	432	433	490	427	457	422	461						538	538	508	467	
3.2		Home visits attended	Number of home visits attended for the day		number	501	492	444	411	450	449	503	448	463	420	427	480	412	439	413	441						510	508	491	448	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	#DIV/0!	#DIV/0!	98.0%	96.9%	96.3%	97.6%	97.2%	96.1%	98.1%	97.0%	97.3%	97.2%	98.6%	98.0%	96.5%	96.1%	97.9%	95.7%	#DIV/0!	94.8%	94.4%	96.7%	95.9%		
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	47	35	34	35	45	25	34	32	25	44	32	34	35	31	38	36						31	25	29	29	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	47	35	34	35	45	25	34	32	25	44	32	34	35	31	38	36						31	25	29	29	
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!	#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%	#DIV/0!	100.0%	100.0%	100.0%	100.0%		
<b>4. LAB</b>																															
4.1		Patient episodes	Total number of patient episodes		number	6,711	11,478	11,184	10,561	10,062	10,364	11,354	11,082	10,733	10,365	10,468	11,524	11,110	10,440	10,018	10,375						11,743	11,418	10,816	10,787	
4.2		Patient tests	Total number of patient tests performed		number	26,523	47,608	48,191	46,181	44,548	45,347	47,763	48,182	46,651	45,882	48,830	48,570	45,787	43,770	45,424	45,424						48,108	48,914	46,866	46,227	
4.3		Urgent tests	Total number of urgent tests		number	363	461	391	316	348	322	402	422	388	426	395	476	427	371	369	438						514	421	428	426	
4.4		% Urgent tests	4.3 divided by 4.2		percent	#DIV/0!	#DIV/0!	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	#DIV/0!	1%	1%	1%	1%		
4.5		Data for HealthPac	Percentage of completed test episodes provided to HealthPac with 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%	100%	100%	
4.6		Critical results	Number of critical test results		number	50	55	53	38	39	42	72	39	42	39	49	71	44	27	49	36						55	49	53	37	
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	50	55	53	38	38	42	72	39	42	39	49	71	44	27	49	36						55	49	53	37	
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	#DIV/0!	#DIV/0!	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	#DIV/0!	100%	100%	100%	100%		
4.11		Amended Results	Number of results changed after original result was reported to referer		number	24	13	15	16	34	14	22	20	40	15	21	30	26	15	38	34						33	20	11	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	#DIV/0!	#DIV/0!	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%	#DIV/0!	0.1%	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 referers/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	4:22	4:23	4:37	4:28	4:04	4:12	4:30	4:29	4:25	4:27	4:39	4:32	4:21	4:26	4:11	4:24				4:21	4:18	4:22	4:25		
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	0:47	0:55	0:57	0:44	0:39	0:41	0:55	0:47	0:43	0:55	0:53	0:53	0:48	0:48	0:41	0:39				0:44	0:43	0:50	0:43		
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	8:00	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 hours:minutes	less than	8:00	hours:minutes	4:48	5:21	6:24	6:12	5:20	6:02	5:13	6:08	5:43	5:50	5:22	5:57	6:16	5:24	5:17	6:13				6:17	6:27	6:27	7:18		

Item	Contract	Indicator	Definition	Target	Unit	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri		
						PUBLIC HOLIDAY	PUBLIC HOLIDAY	3/01/20	6/01/20	7/01/20	8/01/20	9/01/20	10/01/20	13/01/20	14/01/20	15/01/20	16/01/20	17/01/20	20/01/20	21/01/20	22/01/20	23/01/20	24/01/20	PUBLIC HOLIDAY	28/01/20	29/01/20	30/01/20	31/01/20		
5.2b		Lab TAT Electrolytes	Tumaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00			1:10	1:51	2:40	2:28	1:54	2:30	1:38	2:27	2:02	2:16	1:34	2:17	2:39	1:49	1:50	2:29			2:38	2:51	2:57	3:33	
5.2c	yes	Total TAT Electrolytes 95th percentile in zone	Tumaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE	less than	12:00			7:00	10:00	11:00	11:00	8:00	11:00	8:00	11:00	11:00	11:00	10:00	11:00	11:00	8:00	8:00	11:00			11:00	11:00	11:00	11:00	
5.3a		Total TAT HCG Quantification	Average tumaround time from collection to report, expressed in hour:minutes	less than	8:00			4:44	5:36	6:51	6:11	5:37	6:52	5:40	7:02	6:52	6:39	5:33	6:06	6:54	6:01	6:35	6:58			6:21	6:41	7:00	7:20	
5.3b		Total TAT HCG Quantification	Tumaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00			1:30	2:17	3:17	2:45	2:31	2:45	2:23	3:39	3:11	3:19	2:13	2:41	3:18	2:39	3:12	3:22			2:55	3:22	3:49	3:51	
5.3c	yes	Total TAT HCG 95th percentile - in zone	Tumaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE	less than	12:00			6:00	6:00	8:00	10:00	5:00	5:00	5:00	5:00	12:00	5:00	10:00	5:00	11:00	10:00	6:00	5:00			5:00	6:00	8:00	10:00	
5.5a		Total TAT Liver functions	Average tumaround time from collection to report, expressed in hour:minutes	less than	8:00			4:57	5:25	6:25	6:25	5:29	6:13	5:28	6:14	5:52	5:50	5:38	6:12	6:27	5:36	5:22	6:17			6:23	6:36	6:32	7:23	
5.5b		Total TAT Liver functions	Tumaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00			1:20	1:54	2:42	2:39	2:05	2:42	1:51	2:34	2:09	2:18	1:54	2:31	2:51	1:54	1:54	2:33			2:44	3:02	3:00	3:37	
5.5c	yes	Total TAT Liver 95th percentile in zone	Tumaround time for 95th centile from collection to report, expressed in hour:minutes IN Zone	less than	12:00			7:00	10:00	11:00	11:00	9:00	11:00	10:00	11:00	11:00	11:00	10:00	11:00	11:00	8:00	8:00	11:00			11:00	11:00	11:00	11:00	
5.6a	Yes	Total TAT Histology - Biopsies	Tumaround time for 80th centile from collection to report, expressed in working days	less than	3.0																									
5.6b	yes	Total TAT Histology - major resections	Tumaround time for 80th centile from collection to report, expressed in working days	less than	5.0																									
5.6c	yes	Total TAT Histology 98th percentile	Tumaround time for 98th centile from collection to report, expressed in working days	less than	10.0																									
5.7a		Total TAT - Urine Micro & Culture - non-urgent	Average tumaround time from collection to report, expressed in hour:minutes	less than	48:00				15:38	16:46	18:20	16:27			15:06	16:18	16:34	17:42		15:52	16:09	16:33	15:30			13:55	17:24	17:48		
5.7b		Total TAT - Urine Micro & Culture - non-urgent	Tumaround time from 90th centile receipt to report, expressed in hour:minutes	less than	48:00				11:17	13:29	14:43	12:38			10:52	12:32	12:41	13:04		12:08	12:11	13:11	12:27			9:47	13:06	13:56		
5.7c	yes	Total TAT Urine Micro & Culture - non-urgent 90th percentile	Tumaround time for 90th centile from collection to report, expressed in working days	less than	2.0				1.3	1.3	1.3	1.3			1.0	1.3	1.3	1.3		1.3	1.3	1.3	1.3			1.3	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%			99.9%	99.9%	100.0%	100.0%	100.0%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%		99.7%	99.9%	100.0%	99.9%	100.0%		99.9%	100.0%	100.0%	99.9%	
<b>URGENT</b>																														
5.9a		Total TAT INR	Average tumaround time from collection to report, expressed in hour:minutes	less than	6:00			3:55	3:41	3:59	3:46	3:46	3:41	3:48	4:01	3:53	3:51	3:59	3:50	3:52	4:12	3:46	4:03			3:56	3:57	3:44	3:50	
5.9b		Lab TAT INR	Tumaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00			0:33	0:27	0:30	0:25	0:35	0:34	0:36	0:35	0:35	0:39	0:36	0:31	0:27	0:54	0:32	0:33			0:37	0:39	0:25	0:33	
5.9c	yes	Total TAT INR 95th percentile in zone	Tumaround time from 95th centile collection to report, expressed in hour:minutes in zone	less than	6:00			3:15	4:45	3:15	4:00	4:45	3:45	2:45	4:45	5:15	4:00	5:00	4:00	4:00	4:45	3:45	3:45			4:00	5:00	3:15	4:00	
5.10a		Total TAT - Troponin	Average tumaround time from collection to report, expressed in hour:minutes	less than	6:00			3:32	3:56	4:08	3:44	3:25	3:57	3:36	4:15	4:15	4:12	3:54	3:37	3:45	3:32	3:46	3:53			3:37	3:59	3:36	5:02	
5.10b		Lab TAT - Troponin	Tumaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00			0:54	1:02	1:11	1:03	0:58	1:11	1:01	1:32	1:14	1:27	1:00	0:53	1:02	0:57	0:55	0:57			1:07	0:54	1:00	2:16	
5.10c	yes	Total TAT Troponin 98th centile in zone	Tumaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than	6:00			5:15	6:00	5:15	5:45	5:45	6:00	5:45	7:15	5:15	5:45	5:00	5:00	6:00	5:00	5:15	5:45			5:15	4:45	4:45	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%			99.7%	98.9%	95.3%	97.6%	99.6%	98.0%	98.2%	94.2%	95.5%	96.1%	99.4%	96.8%	97.1%	99.3%	97.3%	99.2%			95.9%	95.2%	98.8%	84.2%	
<b>6. RECOLLECTS</b>																														
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number			4,304	7,750	7,414	6,905	6,545	6,800	7,532	7,238	7,034	6,735	6,991	7,868	7,371	6,815	6,551	6,923			7,849	7,427	6,904	6,999	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number			12	15	16	20	16	18	21	16	28	28	18	16	21	27	22	17			18	27	16	22	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%			#DIV/0!	#DIV/0!	0.3%	0.2%	0.2%	0.3%	0.3%	0.2%	0.4%	0.4%	0.3%	0.2%	0.3%	0.4%	0.3%	0.2%			#DIV/0!	0.2%	0.4%	0.2%	0.3%
<b>7. QUALITY IMPROVEMENT</b>																														
note - only needs to be reported weekly (not daily) - no 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																									
7.5		Complaints closed	Number of complaints closed year to date		number																									
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																									
7.9		% 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%																									