

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 does not meet target
	blue cells indicate contracted KPIs

Item	Contract	Indicator	Definition	Target	Unit	2020					2021					2022										
						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	1686	1657	1663		1552	1,610	1,520	1,523	1,493	1,381	1,598	1,472	1,480	1,426	1,400	1,496	1,458	1,354	1,460	1,347	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	659	731	684		654	636	648	680	646	593	641	576	666	664	616	632	633	595	665	589	
1.2		Total calls answered	Number of calls answered		number	1,601	1,603	1,623		1,477	1,556	1,460	1,495	1,454	1,323	1,547	1,416	1,433	1,380	1,347	1,456	1,406	1,321	1,419	1,312	
1.3a		% calls unanswered	Also known as "abandonment". 1: (1.2 divided by 1.1a)	less than	7.0%	percent	5.0%	3.3%	3.9%		4.8%	3.4%	4.0%	1.8%	2.6%	4.2%	3.2%	3.8%	3.2%	3.2%	3.8%	2.7%	3.6%	2.4%	2.8%	2.6%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1: (1.4 divided by 1.1b)	less than	3.0%	percent	2.3%	1.5%	1.5%		1.1%	1.1%	1.5%	1.5%	0.8%	1.5%	1.3%	0.9%	1.1%	2.0%	1.6%	2.5%	1.6%	0.5%	1.8%	1.9%
1.4		Results calls	Number of calls requesting test results		number	659	731	684		654	636	648	680	646	593	641	576	666	664	616	632	633	595	665	589	
1.5		% results calls	1.4 divided by 1.2		percent	39.1%	44.1%	41.1%		42.1%	39.5%	42.6%	44.7%	43.3%	42.9%	40.1%	39.1%	45.0%	46.6%	44.0%	42.3%	43.4%	43.9%	45.6%	43.7%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	70	54	40		59	47	49	36	39	47	39	34	42	36	49	55	47	35	44	32
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	120	110	110		104	92	64	43	39	86	97	60	74	67	61	129	75	72	89	64	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	7.1%	6.6%	6.6%		6.7%	5.7%	4.2%	2.8%	2.6%	6.2%	6.1%	4.1%	5.0%	4.7%	4.4%	8.6%	5.1%	5.3%	6.1%	4.8%
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	9	8	6		12	9	9	8	6	6	10	10	7	9	9	8	8	8	8	9
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	7	6	7		8	8	9	7	6	6	7	6	7	7	6	7	7	5	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	8	8	8		9	8	7	5	5	7	8	5	6	6	6	8	7	5	6	7
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number		3,855	3,787	3,818		4,040	3,901	3,776	3,601	3,535	3,698	3,950	3,814	3,571	3,423	3,577	3,711	3,633	3,530	3,421	3,705
2.5		Long waits	Number of people waiting over 30 minutes		number		201	145	186		333	204	222	106	41	123	235	198	120	148	158	159	178	76	164	102
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	5.2%	3.8%	4.9%		#DIV/0!	5.2%	5.9%	2.9%	1.2%	3.3%	5.9%	5.2%	3.4%	4.3%	4.4%	4.3%	4.9%	2.2%	4.8%	2.8%
2.7		Long waits	Maximum wait time (incl GTT's)		minutes		58	55	50		59	58	60	57	59	59	60	59	55	57	56	55	59	52	59	51
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
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		485	517	553		515	507	517	568	501	479	519	493	450	474	486	455	425	440	440	457
3.2		Home visits attended	Number of home visits attended for the day		number		472	494	538		500	486	498	560	491	465	504	483	442	462	470	440	406	429	429	436
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	97.3%	95.6%	97.3%		#DIV/0!	97.1%	95.9%	96.3%	98.6%	98.0%	97.1%	97.1%	98.0%	97.5%	96.7%	96.7%	95.5%	97.5%	97.5%	95.4%
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		44	25	39		35	34	39	37	32	33	39	23	34	36	29	34	33	31	30	43
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number		44	25	39		35	34	39	37	32	33	39	23	34	36	29	34	33	31	30	43
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%		#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%
4. LAB																										
4.1		Patient episodes	Total number of patient episodes		number		11,946	11,968	11,661		12,040	12,653	12,324	11,728	11,438	11,402	13,249	12,498	11,718	11,424	11,379	12,373	12,142	11,841	11,816	11,775
4.2		Patient tests	Total number of patient tests performed		number		50,927	50,869	50,140		51,835	53,351	51,598	49,479	48,183	48,013	53,337	52,457	49,658	47,576	48,157	50,201	50,447	49,256	49,056	49,117
4.3		Urgent tests	Total number of urgent tests		number		584	472	365		484	433	432	379	385	389	514	450	389	355	379	479	429	405	435	481
4.4		% urgent tests	4.3 divided by 4.2		percent		1%	1%	1%		#DIV/0!	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%
4.6		Critical results	Number of critical test results		number		40	51	55		59	44	43	47	49	45	34	43	45	43	35	52	54	36	35	38
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	51	55		59	44	43	47	49	45	34	43	45	43	35	52	54	36	35	38
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%		#DIV/0!	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		12	22	19		12	20	44	27	24	18	22	31	19	54	60	10	34	21	25	22
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%		#DIV/0!	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%	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	Comment	Indicator	Definition	Target	Unit	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
						3/02/20	4/02/20	5/02/20	Public Holiday	7/02/20	10/02/20	11/02/20	12/02/20	13/02/20	14/02/20	17/02/20	18/02/20	19/02/20	20/02/20	21/02/20	24/02/20	25/02/20	26/02/20	27/02/20	28/02/20	
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	4:32	4:23		4:41	4:18	4:26	4:15	4:14	4:26	4:43	4:37	4:34	4:24	4:22	4:36	4:20	4:32	4:35	4:45
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	0:46	0:57	0:48	0:56	0:45	0:47	0:41	0:42	0:45	1:02	0:57	0:48	0:43	0:42	0:53	0:34	0:49	0:53	0:57	
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	
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:37	6:09	6:20	6:08	5:46	6:20	5:59	5:55	5:39	6:12	6:24	5:58	5:29	6:27	5:41	5:39	6:14	5:47	5:52	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:55	2:33	2:45	2:21	2:14	2:40	2:23	2:21	1:56	2:32	2:44	2:11	1:48	2:48	1:59	1:50	2:26	2:05	2:04	
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	10:00	11:00	11:00		11:00	10:00	11:00	11:00	10:00	11:00	11:00	11:00	8:00	11:00	10:00	10:00	11:00	10:00	10:00	
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:17	6:19	7:27	6:18	6:15	5:56	5:45	6:27	5:39	6:03	5:58	5:49	5:28	7:04	6:44	5:43	6:23	6:33	6:22	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:43	3:06	2:59	3:00	2:55	2:37	2:33	3:01	2:19	2:51	2:28	2:24	2:03	3:20	3:13	2:22	2:59	3:01	2:56	
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	5:00	8:00	5:00	5:00	11:00	7:00	9:00	7:00	5:00	10:00	9:00	5:00	5:00	5:00	5:00	5:00	6:00	7:00	
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:52	6:19	6:24	6:14	5:54	6:19	6:07	5:55	5:48	6:21	6:32	6:03	5:37	6:35	5:55	5:45	6:14	5:50	5:55	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:08	2:42	2:49	2:26	2:22	2:39	2:30	2:23	2:05	2:38	2:52	2:16	1:55	2:54	2:10	1:57	2:28	2:09	2:10	
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	10:00	11:00	11:00		11:00	11:00	11:00	10:00	10:00	11:00	11:00	11:00	9:00	11:00	10:00	10:00	11:00	10:00	10:00	
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		15:04	16:32			16:59	17:10	17:38	16:06		16:21	16:50	17:45	16:04		15:20	17:41	17:52	16:00	
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		10:50	12:48			12:57	13:39	14:05	12:42		11:18	16:06	14:22	12:36		11:44	13:26	14:20	12:14	
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	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	99.7%	100.0%	100.0%	99.8%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	99.9%	99.9%	99.9%	99.7%	99.9%	100.0%	99.9%	99.9%	
URGENT																										
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:47	3:51	3:57	3:54	3:47	3:52	4:00	3:44	3:52	4:05	3:50	4:04	4:01	3:43	4:09	3:55	3:58	3:55	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	0:24	0:35	0:30	0:31	0:27	0:32	0:36	0:24	0:33	0:37	0:31	0:29	0:33	0:31	0:41	0:27	0:35	0:36	0:28	
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	3:15	4:15	5:45	4:45	4:00	5:00	4:00	3:15	5:45	4:15	5:00	3:45	4:00	4:00	4:00	5:15	5:00	5:00	4:45	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:39	3:51	3:49	3:49	3:32	4:01	3:34	3:50	3:52	3:33	3:45	3:41	3:53	4:44	3:32	3:42	3:59	3:57	3:37	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:02	1:02	0:55	0:57	1:01	1:04	1:00	1:00	1:00	0:57	1:02	1:01	1:00	1:13	0:57	0:53	1:00	1:14	1:02	
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	5:15	5:00	5:45	5:15	6:00	5:00	5:45	5:00	5:45	5:00	5:15	6:15	5:45	5:15	5:45	5:15	5:15	4:45	
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	98.7%	97.9%	96.6%	98.2%	98.0%	98.0%	98.4%	97.4%	98.7%	98.6%	97.2%	99.3%	99.3%	98.7%	98.5%	99.1%	98.7%	98.5%	98.7%	
6. RECOLLECTS																										
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	7,905	7,682	7,502	8,099	8,201	7,763	7,339	7,042	7,168	8,204	7,753	7,162	6,944	7,071	7,681	7,408	7,159	6,891	7,153	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	18	23	18	47	25	26	20	27	16	24	23	22	30	20	16	20	21	19	18	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.3%	0.2%	#DIV/0!	0.6%	0.3%	0.3%	0.3%	0.4%	0.2%	0.3%	0.3%	0.3%	0.4%	0.3%	0.2%	0.3%	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																				

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
						3/02/20	4/02/20	5/02/20	6/02/20	7/02/20	10/02/20	11/02/20	12/02/20	13/02/20	14/02/20	17/02/20	18/02/20	19/02/20	20/02/20	21/02/20	24/02/20	25/02/20	26/02/20	27/02/20	28/02/20
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%																				