

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					2019					2018					2017						
						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	1464	1544	1410	1,346	1459	1439	1428	1430	1,383	1313	1517	1509	1390	1,389	1344	1,571	2168	1847	1,492	1246	1286	1228
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	570	632	600	577	578	609	635	648	612	552	571	582	578	519	509	447	563	497	384	329	355	382
1.2		Total calls answered	Number of calls answered		number	1,402	1,469	1,347	1,311	1,386	1,405	1,385	1,373	1,357	1,252	102	1,455	1,332	1,345	1,311	1,484	2,033	1,779	1,459	1,203	1,246	1,191
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	4.2%	4.9%	4.5%	2.6%	5.0%	2.4%	3.0%	4.0%	1.9%	4.7%	6.7%	3.6%	4.2%	3.2%	2.5%	5.5%	6.2%	3.7%	2.2%	3.5%	3.1%	3.0%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	1.6%	2.7%	2.5%	1.6%	0.7%	1.6%	1.3%	1.5%	1.3%	2.4%	2.8%	2.1%	1.6%	0.8%	0.8%	2.5%	0.9%	2.0%	0.3%	1.2%	1.1%	2.4%
1.4		Results calls	Number of calls requesting test results		number	570	632	600	577	578	609	635	648	612	552	571	582	578	519	509	447	563	497	384	329	355	382
1.5		% results calls	1.4 divided by 1.2		percent	38.9%	40.9%	42.6%	42.9%	39.6%	42.3%	44.5%	45.3%	44.3%	42.0%	37.6%	38.6%	41.6%	37.4%	37.9%	28.5%	26.0%	26.9%	25.7%	26.4%	27.6%	31.1%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	55	63	71	51	45	40	54	54	39	63	71	51	40	39	44	61	38	46	26	38	40	42
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	103	108	102	79	80	82	96	88	52	71	120	106	85	79	69	161	187	134	45	68	45	49
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	7.0%	7.0%	7.2%	5.9%	5.5%	5.7%	6.7%	6.2%	3.8%	5.4%	7.9%	7.0%	6.1%	5.7%	5.1%	10.3%	8.6%	7.3%	3.0%	5.5%	3.5%	4.0%
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	12	11	10	8	9	12	9	7	9	10	10	7	7	10	9	7	5	4	2	3	2	3
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	8	6	5	6	8	6	6	7	6	9	5	5	5	8	6	5	3	1	1	1	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	8	9	6	8	6	7	8	6	7	6	7	6	6	5	2	2	5	4
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,865	3,785	3,589	3,307	3,584	3,662	3,624	3,380	3,267	3,324	3,570	3,329	3,117	2,904	2,919	2,851	1,252	1,198	635	785	879	785
2.5		Long waits	Number of people waiting over 30 minutes		number	280	206	129	117	148	359	99	93	131	160	304	67	70	122	153	108	7	1	-	1	12	6
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	7.2%	5.4%	3.6%	3.5%	4.1%	9.8%	2.7%	2.8%	4.0%	4.8%	8.5%	2.0%	2.2%	4.2%	5.2%	3.8%	0.6%	0.1%	0.0%	0.1%	1.4%	0.8%
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	59	59	59	59	57	59	58	53	58	56	59	54	54	59	59	58	39	31	19	44	58	42
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	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	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	482	507	456	449	451	466	482	436	440	437	428	432	419	441	420	389	429	335	321	410	347
3.2		Home visits attended	Number of home visits attended for the day		number	465	463	486	442	435	434	441	464	413	422	430	413	417	411	435	407	385	423	326	313	397	340
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	95.9%	96.1%	95.9%	96.9%	96.9%	96.2%	94.6%	96.3%	94.7%	95.9%	98.4%	96.5%	96.5%	98.1%	98.6%	96.9%	99.0%	98.6%	97.3%	97.5%	96.8%	98.0%
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	35	31	50	38	42	29	33	26	28	32	47	20	20	38	45	32	28	30	28	33	32	21
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	35	31	50	38	42	29	33	26	28	32	47	20	20	38	45	32	28	30	28	33	32	21
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%	100.0%	100.0%
4. LAB																											
4.1		Patient episodes	Total number of patient episodes		number	13,101	12,949	12,165	11,469	11,546	12,706	12,369	11,558	11,341	11,451	12,653	12,141	11,537	10,865	10,410	8,592	5,158	4,466	2,784	2,953	3,405	3,250
4.2		Patient tests	Total number of patient tests performed		number	53,365	52,600	50,337	46,696	47,669	50,869	50,384	47,544	45,310	47,590	48,591	46,359	43,046	40,706	40,629	32,690	16,877	14,185	7,662	8,458	10,528	10,050
4.3		Urgent tests	Total number of urgent tests		number	452	517	358	380	356	423	445	344	400	368	433	420	339	314	346	398	244	226	147	186	323	224
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%	2%	2%	2%	3%	2%
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%	100%
4.6		Critical results	Number of critical test results		number	52	42	38	39	50	50	42	47	35	45	56	40	46	48	50	50	27	27	27	17	29	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	52	42	38	39	49	50	42	47	35	45	56	40	46	48	50	25	27	27	17	29	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	100%	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	100%	100%	100%	100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	21	17	35	19	19	19	43	13	21	33	20	18	25	17	222	22	41	41	25	14	11	9
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%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.5%	0.1%	0.2%	0.3%	0.3%	0.2%	0.1%	0.1%
4.13	Yes	Timeliness of Send aways	80th 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 referrers/hospitals (assumes mutually agreed and clinically appropriate booking)	greater than 95%	percent																						
5. TURNAROUND TIME																											

Item	Contract	Indicator	Definition	Target	Unit	Mon					Tue					Wed					Thu					Fri				
						2/03/20	3/03/20	4/03/20	5/03/20	6/03/20	9/03/20	10/03/20	11/03/20	12/03/20	13/03/20	16/03/20	17/03/20	18/03/20	19/03/20	20/03/20	23/03/20	24/03/20	25/03/20	26/03/20	27/03/20	30/03/20	31/03/20			
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	4:42	4:47	4:25	4:28	4:32	4:34	4:32	4:29	4:22	4:37	4:32	4:18	4:24	4:23	4:27	4:31	3:52	3:49	3:42	3:54	4:03	4:17		
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	0:53	1:04	0:40	0:41	0:46	1:02	0:58	0:58	0:44	0:53	0:49	0:40	0:36	0:32	0:30	0:40	0:31	0:35	0:33	0:34	0:39	0:54		
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	8:00	10:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	9:00		
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:10	6:01	5:53	5:16	5:32	5:24	5:38	5:13	4:52	5:30	5:14	5:00	4:55	4:55	5:28	5:04	4:12	4:12	3:59	4:24	4:20	4:48		
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:19	2:16	2:07	1:30	1:44	1:51	2:04	1:44	1:12	1:46	1:30	1:20	1:09	1:06	1:30	1:09	0:48	0:55	0:46	0:53	0:48	0:54		
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	11:00	11:00	8:00	10:00	9:00	10:00	7:00	7:00	10:00	9:00	7:00	7:00	7:00	10:00	7:00	7:00	7:00	7:00	7:00	7:00	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	6:57	6:00	6:14	5:35	5:44	6:36	6:43	5:31	5:15	4:42	6:16	5:51	5:16	4:53	6:03	5:19	5:16	4:36	4:25	5:15	4:13	4:27		
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	3:22	2:23	2:50	2:17	2:16	3:06	3:17	2:12	1:53	2:22	2:56	2:29	2:10	1:25	2:43	1:46	2:17	1:41	2:08	2:28	1:18	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	10:00	5:00	5:00	5:00	6:00	7:00	5:00	4:00	5:00	4:00	6:00	5:00	5:00	5:00	5:00	5:00	5:00	3:00	6:00	5:00	3:00	4:00	
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:13	6:09	5:54	5:21	5:45	5:41	5:42	5:25	4:59	5:38	5:32	5:02	5:07	5:08	5:35	5:09	4:11	4:08	4:29	4:55	4:26	4:50		
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:22	2:22	2:08	1:34	1:59	2:04	2:07	1:52	1:21	1:53	1:47	1:22	1:16	1:14	1:35	1:11	0:57	0:52	1:16	1:12	0:54	0:59		
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	11:00	11:00	8:00	10:00	10:00	10:00	8:00	7:00	10:00	9:00	7:00	7:00	7:00	10:00	7:00	7:00	7:00	7:00	7:00	7:00	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	16:09	16:13	17:17	16:53		18:34	15:54	17:18	16:09		15:19	17:23	18:09	15:41		16:41	20:39	22:57	28:56		23:35			
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	12:45	12:34	14:07	13:57		15:06	12:36	14:17	12:27		11:15	13:11	13:28	11:11		15:01	18:02	17:26	23:44		18:44			
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		1.0	1.3	1.3	1.3		1.3	2.3	2.8	2.3		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%	100.0%	100.0%	99.9%	99.9%	99.7%	99.9%	100.0%	100.0%	99.9%	99.7%	100.0%	100.0%	99.9%	99.9%	99.8%	99.8%	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	3:58	3:56	3:57	4:02	3:47	3:56	3:44	4:02	3:42	3:57	3:49	3:55	3:43	3:53	3:57	4:09	3:50	3:54	3:29	3:39	3:51	4:03		
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:29	0:33	0:28	0:31	0:28	0:34	0:29	0:41	0:26	0:38	0:28	0:33	0:28	0:23	0:28	0:27	0:31	0:40	0:42	0:41	0:41	0:44		
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	4:15	3:15	4:15	4:00	3:45	4:15	4:00	5:00	4:15	5:00	3:45	4:45	4:45	3:45	5:45	5:00	6:15	4:15	4:15	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	4:11	3:43	3:54	4:03	3:44	3:42	3:40	3:23	3:42	3:44	3:32	3:45	3:37	3:35	4:04	4:06	3:22	4:09	3:38	3:40	3:42	4:22		
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:15	0:57	0:56	0:54	0:50	0:58	1:00	0:58	0:57	0:57	0:55	0:56	0:57	1:00	0:59	0:51	0:55	0:48	0:53	0:51	0:52	1:18		
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	5:45	5:15	5:45	5:45	5:15	5:15	5:15	4:45	4:45	6:15	5:00	5:00	5:45	5:45	6:45	5:00	4:00	4:15	4:45	5:00	5:15	5:15		
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	96.7%	97.4%	98.6%	99.0%	98.6%	99.1%	99.1%	97.9%	98.4%	98.7%	98.5%	99.1%	97.1%	98.0%	97.5%	99.4%	99.0%	98.8%	100.0%	100.0%	98.1%	97.9%		
6. RECOLLECTS																														
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	8,129	7,821	7,308	6,858	7,046	7,831	7,477	7,086	6,737	6,921	7,544	6,927	6,365	6,020	6,109	5,536	2,670	2,445	1,275	1,528	1,918	1,753		
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	25	28	22	21	23	19	29	17	13	15	25	25	21	16	21	16	14	8	9	5	9	5		
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.4%	0.3%	0.3%	0.3%	0.2%	0.4%	0.2%	0.2%	0.2%	0.3%	0.4%	0.3%	0.3%	0.3%	0.3%	0.5%	0.3%	0.7%	0.3%	0.5%	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										2														
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										2														
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%	percent																								

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	Tue	
						2/03/20	3/03/20	4/03/20	5/03/20	6/03/20	9/03/20	10/03/20	11/03/20	12/03/20	13/03/20	16/03/20	17/03/20	18/03/20	19/03/20	20/03/20	23/03/20	24/03/20	25/03/20	26/03/20	27/03/20	30/03/20	31/03/20	
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																						
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	percent									0.0%													