

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	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
						10/05/20	4/05/20	5/05/20	6/05/20	7/05/20	8/05/20	11/05/20	12/05/20	13/05/20	14/05/20	15/05/20	18/05/20	19/05/20	20/05/20	21/05/20	22/05/20	25/05/20	26/05/20	27/05/20	28/05/20	29/05/20	
1. CALL CENTRE																											
1.1a		Total inbound calls	Number of calls placed / received		number	1371	1,434	1,440	1698	1,659	1332	1343	1388	1388	1,412	1502	1678	1397	1406	1,413	1419	1,588	1,457	1422	1,430	1406	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	418	429	488	458	477	484	437	464	460	467	523	574	528	549	548	535	616	605	579	568	585	
1.2		Total calls answered	Number of calls answered		number	1,331	1,407	1,405	1,645	1,630	1,291	1,298	1,334	1,348	1,367	1,446	1,601	1,365	1,355	1,351	1,374	1,517	1,408	1,392	1,392	1,361	
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	2.9%	1.9%	2.4%	3.1%	1.8%	3.1%	3.4%	3.9%	2.9%	3.2%	3.7%	4.6%	2.3%	3.6%	4.4%	3.2%	4.5%	3.4%	2.1%	2.7%	3.2%	
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	1.0%	0.7%	1.4%	1.5%	0.8%	1.7%	0.7%	1.9%	0.9%	1.7%	1.2%	2.8%	2.3%	2.4%	2.7%	1.9%	2.8%	2.5%	0.9%	1.9%	2.7%	
1.4		Results calls	Number of calls requesting test results		number	418	429	488	458	477	484	437	464	460	467	523	574	528	549	548	535	616	605	579	568	585	
1.5		% results calls	1.4 divided by 1.2		percent	30.5%	29.9%	33.9%	27.0%	28.8%	36.3%	32.5%	33.4%	33.1%	33.1%	34.8%	34.2%	37.8%	39.1%	38.8%	37.7%	38.8%	41.5%	40.7%	39.7%	41.6%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	48	38	52	44	47	44	39	60	60	46	56	78	54	80	78	57	69	50	39	54	81	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	83	64	72	78	85	71	67	85	100	77	102	141	80	93	106	85	87	75	53	68	73	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	6.1%	4.5%	5.0%	4.6%	5.1%	5.3%	5.0%	6.1%	7.2%	5.5%	6.8%	8.4%	5.7%	6.6%	7.5%	6.0%	5.5%	5.2%	3.7%	4.8%	5.2%	
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	4	3	3	3	3	3	4	3	3	3	6	7	7	6	7	6	7	7	7	8	10	
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	3	2	2	2	2	2	2	2	2	3	4	4	5	6	5	6	6	6	4	5	5	
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	3	3	3	3	3	3	3	3	3	4	6	5	5	6	5	5	5	5	5	5	6	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	1,753	1,845	1,892	1,852	1,758	2,025	2,019	2,022	1,978	2,269	2,578	2,829	2,963	2,854	2,794	2,783	3,191	3,511	3,291	3,155	3,433	
2.5		Long waits	Number of people waiting over 30 minutes		number	1	2	1	10	5	2	1	6	3	11	37	50	60	48	20	32	54	97	24	78	74	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	0.1%	0.1%	0.1%	0.5%	0.3%	0.1%	0.0%	0.3%	0.2%	0.5%	1.4%	1.8%	2.0%	1.7%	0.7%	1.1%	1.7%	2.8%	0.7%	2.5%	2.2%	
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	41	46	33	46	40	40	30	43	42	37	51	53	50	58	41	58	58	59	40	58	57	
2.8		Time from collection to lab	90th 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)		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	
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	452	458	457	509	440	436	424	423	491	441	350	469	457	491	457	482	449	466	505	471	496	
3.2		Home visits attended	Number of home visits attended for the day		number	434	444	443	500	426	427	409	416	477	427	334	458	441	476	442	470	433	453	490	459	490	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	96.0%	96.9%	96.9%	98.2%	96.8%	97.9%	96.5%	98.3%	97.1%	96.8%	95.4%	97.7%	96.5%	96.9%	96.7%	97.5%	96.4%	97.2%	97.0%	97.5%	98.8%	
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	36	28	38	34	36	35	35	21	31	44	30	27	20	28	47	39	34	39	41	50	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	35	36	28	38	34	36	35	35	21	31	44	30	27	20	28	47	39	34	39	41	50	
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%	
4. LAB																											
4.1		Patient episodes	Total number of patient episodes		number	6,276	6,579	6,543	6,757	6,787	7,266	7,329	7,488	7,257	8,215	8,871	9,718	10,029	9,696	9,574	9,460	10,536	11,433	10,308	10,316	10,409	
4.2		Patient tests	Total number of patient tests performed		number	25,820	26,657	26,155	26,482	25,474	27,415	28,513	28,563	27,882	32,489	36,242	38,698	40,633	39,933	39,241	39,637	43,889	47,928	44,243	43,560	45,242	
4.3		Urgent tests	Total number of urgent tests		number	377	489	446	393	429	391	476	481	403	380	364	430	442	385	355	427	502	471	390	459	430	
4.4		% urgent tests	4.3 divided by 4.2		percent	1%	2%	2%	1%	2%	1%	2%	2%	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%	100%	100%	
4.6		Critical results	Number of critical test results		number	37	37	34	34	39	48	56	28	34	35	46	38	45	42	39	51	51	30	36	51	47	
4.7		Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)		number	37	37	34	34	39	48	56	28	34	35	46	38	45	42	39	51	51	30	36	51	47	
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.Referrer; b. patient; c. police)	greater than 98%	percent	100%	100%	100%	100%	100%	100%	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	24	27	20	8	10	25	22	27	18	17	32	19	21	31	23	32	20	17	29	28	19	
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	0.1%	0.1%	0.1%	0.0%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.1%	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																						

						Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri		
Item	Contract	Indicator	Definition	Target	Unit	1/05/20	4/05/20	5/05/20	6/05/20	7/05/20	8/05/20	11/05/20	12/05/20	13/05/20	14/05/20	15/05/20	18/05/20	19/05/20	20/05/20	21/05/20	22/05/20	25/05/20	26/05/20	27/05/20	28/05/20	29/05/20		
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	4:21	4:33	4:14	4:30	4:24	4:08	4:17	4:30	4:29	4:18	4:41	4:16	4:15	4:14	4:13	4:06	4:23	4:32	4:16	4:18	4:24	
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	0:26	0:38	0:39	0:35	0:31	0:29	0:39	0:42	0:29	0:47	0:29	0:35	0:40	0:32	0:28	0:36	0:36	0:33	0:37	0:42	0:45	
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	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	9:00	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	5:03	4:44	4:42	4:49	4:51	4:57	4:46	4:42	4:35	4:57	5:08	4:56	5:25	4:51	4:48	4:47	5:30	5:20	5:17	5:24	5:38	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:05	0:54	1:06	0:50	0:58	1:14	1:08	0:54	0:36	1:26	0:54	1:15	1:48	1:08	1:09	1:12	1:42	1:21	1:36	1:48	2:01	
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	9:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	10:00	7:00	7:00	10:00	7:00	7:00	7:00	10:00	9:00	7:00	8:00	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	5:48	6:02	5:59	5:51	5:14	5:48	5:51	5:07	4:55	5:29	5:16	5:15	6:06	5:32	5:04	5:13	5:25	6:03	5:42	5:33	6:07	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:05	2:25	2:45	2:11	2:06	2:23	2:13	1:28	1:14	2:05	1:21	1:46	2:50	2:06	1:35	1:38	1:53	2:11	2:20	2:06	2:38	
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	7:00	5:00	6:00	6:00	5:00	6:00	5:00	6:00	3:00	3:00	5:00	5:00	6:00	6:00	6:00	6:00	5:00	6:00	5:00	5:00	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	4:58	4:48	4:51	4:49	5:01	5:09	4:58	5:02	4:43	4:55	5:11	5:12	5:39	4:53	5:00	4:53	5:34	5:29	5:23	5:31	5:51	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:02	1:02	1:13	0:55	1:07	1:28	1:15	1:11	0:43	1:05	0:57	1:31	2:01	1:11	1:13	1:15	1:47	1:26	1:43	1:56	2:13	
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	9:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	10:00	7:00	7:00	10:00	7:00	7:00	7:00	10:00	10:00	7:00	8:00	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 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	17:26		21:54	17:19	17:40	17:33		16:37	17:33	15:51	15:55		15:53	15:59	16:29	15:27		13:55	15:26	14:50	15:24	
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	12:49	15:40	12:50	14:08	12:54		12:36	13:05	12:10	11:42		12:22	12:19	13:06	12:27		10:22	11:04	11:45	11:37		
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		0.8	1.3	1.3	1.3		0.8	1.3	1.3	1.3		1.0	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	99.9%	99.7%	99.9%	99.9%	99.9%	99.4%	99.8%	99.9%	99.9%	99.9%	99.7%	100.0%	100.0%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.8%	
URGENT																												
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:48	4:07	3:49	4:24	4:01	4:00	4:04	4:40	4:21	4:09	4:17	4:09	4:01	4:01	3:51	3:53	4:02	4:02	3:53	4:01	4:09	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:33	0:39	0:35	0:37	0:33	0:39	0:43	0:59	0:31	0:35	0:42	0:35	0:36	0:33	0:29	0:34	0:35	0:28	0:23	0:39	0:45	
5.9c	yes	Total TAT INR 95% percentile in zone	Turnaround time from 95th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours: minutes	6:00	4:15	4:45	3:45	5:15	4:15	5:30	6:15	5:30	5:00	3:30	4:45	5:30	3:00	5:30	5:30	4:00	4:30	3:30	5:00	5:15	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:49	3:50	3:44	4:08	3:58	3:47	4:00	4:03	4:03	3:45	4:22	4:17	4:32	3:48	3:28	3:46	3:52	3:46	3:53	3:29	3:41	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:56	0:57	0:56	0:59	0:54	1:00	0:58	0:55	0:56	0:57	1:00	0:56	0:56	0:56	0:58	1:01	1:01	1:00	0:59	1:02	0:59	
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	5:15	5:15	5:15	5:45	6:00	5:15	5:00	7:00	5:30	5:30	6:30	6:00	6:30	6:15	4:30	6:00	6:00	5:15	6:30	4:30	6:15	
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	99.3%	99.2%	99.4%	99.7%	98.2%	99.9%	98.6%	97.9%	99.7%	99.6%	98.6%	99.7%	97.4%	98.6%	99.6%	99.4%	98.7%	99.2%	97.5%	98.6%	98.8%	
6. RECOLLECTS																												
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	3,978	4,337	4,184	4,256	3,991	4,317	4,577	4,504	4,278	4,891	5,448	6,106	6,237	6,031	5,861	5,834	6,855	7,288	6,642	6,643	6,833	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	14	5	14	10	14	21	21	11	13	11	16	24	13	10	33	21	19	20	14	25	27	
6.5	yes	6.5% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.4%	0.1%	0.3%	0.2%	0.4%	0.5%	0.5%	0.2%	0.3%	0.2%	0.3%	0.4%	0.2%	0.2%	0.6%	0.4%	0.3%	0.3%	0.2%	0.4%	0.4%	
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																						

						Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Item	Contract	Indicator	Definition	Target	Unit	1/05/20	4/05/20	5/05/20	6/05/20	7/05/20	8/05/20	11/05/20	12/05/20	13/05/20	14/05/20	15/05/20	18/05/20	19/05/20	20/05/20	21/05/20	22/05/20	25/05/20	26/05/20	27/05/20	28/05/20	29/05/20
7.4		Total Complaints	Number of complaints received year to date		number	2					2					2					2					2
7.5		Complaints closed	Number of complaints closed year to date		number	2					2					2					2					2
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	2					2					2					2					2
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																				
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	percent	100.0%				100.0%					100.0%					100.0%					100.0%