

Lab Tests Auckland Pathology Service KPI Reporting 2013
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		
						1/02/13	4/02/13	5/02/13	6/02/13	7/02/13	8/02/13	11/02/13	12/02/13	13/02/13	14/02/13	15/02/13	18/02/13	19/02/13	20/02/13	21/02/13	22/02/13	25/02/13	26/02/13	27/02/13	28/02/13		
1. CALL CENTRE																											
1.1a		Total inbound calls	Number of calls placed / received		number	1507	1688	1571	public hol	1,667	1465	1623	1457	1363	1,405	1343	1483	1557	1291	1,450	1353	1516	1418	1407	1,375		
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	621	725	690		744	647	658	604	548	621	563	593	639	544	670	578	604	676	623	636		
1.2		Total calls answered	Number of calls answered		number	1,455	1,631	1,509		1,610	1,426	1,597	1,422	1,322	1,380	1,302	1,446	1,526	1,274	1,417	1,325	1,467	1,373	1,370	1,346		
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	3.5%	3.4%	4.0%		3.4%	2.7%	1.6%	2.4%	3.0%	1.8%	2.5%	2.0%	1.3%	2.3%	2.1%	3.2%	3.2%	2.6%	2.1%		
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%	1.7%	2.5%		1.8%	2.2%	0.9%	2.3%	2.2%	1.5%	1.7%	0.9%	0.6%	2.1%	0.9%	1.5%	2.2%	1.0%	1.6%		
1.4		Results calls	Number of calls requesting test results		number	611	713	673		731	633	652	590	536	612	555	583	633	541	656	571	595	661	617	626		
1.5		% results calls	1.4 divided by 1.2		percent	41.2%	43.0%	43.9%		44.6%	44.2%	40.5%	41.5%	40.2%	44.2%	41.9%	40.0%	41.0%	42.1%	46.2%	42.6%	39.8%	47.7%	44.3%	46.3%		
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	12	33	28		31	27	24	31	23	24	26	28	25	25	36	24	27	31	32	32	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	37	106	59		60	37	49	39	14	16	32	49	17	27	33	20	55	50	39	33		
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	2.5%	6.3%	3.8%		3.6%	2.5%	3.0%	2.7%	1.0%	1.1%	2.4%	3.3%	1.1%	2.1%	2.3%	3.6%	3.5%	2.8%	2.4%		
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	14	12	14		15	14	14	15	10	10	13	14	14	11	12	12	13	12	10	11	
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	11	9	11		10	11	10	11	10	9	9	12	11	10	9	11	10	9	9	11	
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	12	14	12		11	14	11	12	11	10	11	12	11	11	11	11	12	12	9	12	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,582	3,567	3,649		3,623	3,816	3,620	3,523	3,321	3,422	3,416	3,634	3,460	3,249	3,349	3,436	3,520	3,396	3,026	3,306		
2.5		Long waits	Number of people waiting over 30 minutes		number	83	63	57		92	78	58	75	36	38	68	90	78	50	39	53	76	60	34	61		
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	2.3%	1.8%	1.6%		2.5%	2.0%	1.6%	2.1%	1.1%	1.1%	2.0%	2.5%	2.3%	1.5%	1.2%	1.5%	2.2%	1.8%	1.1%	1.8%	
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	171	149	213		227	140	144	188	161	121	130	154	105	128	101	149	120	96	126	98		
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		
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	251	281	302		313	303	299	269	252	249	248	242	273	233	241	252	235	255	230	238		
3.2		Home visits attended	Number of home visits attended for the day		number	251	281	301		312	303	299	269	252	249	248	240	273	233	241	252	235	255	230	238		
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	100.0%	100.0%	99.7%		99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		
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	11	13	15		17	14	13	10	9	18	15	6	10	5	12	15	15	7	8	16		
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	11	13	15		17	14	13	10	9	18	15	6	10	5	12	15	15	7	8	16		
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%		
4. LAB																											
4.1		Patient episodes	Total number of patient episodes		number	8,810	9,277	9,516		9,481	9,341	9,460	9,149	8,641	8,710	8,586	9,507	9,099	8,559	8,521	8,581	9,360	8,903	8,257	8,523		
4.2		Patient tests	Total number of patient tests performed		number	37,695	38,070	39,781		38,376	39,656	37,830	38,370	36,086	34,953	35,190	37,530	37,694	35,705	34,691	35,809	37,045	36,085	34,140	34,130		
4.3		Urgent tests	Total number of urgent tests		number	296	345	293		270	264	343	253	255	242	242	304	294	220	246	300	260	282	282	244		
4.4		% urgent tests	4.3 divided by 4.2		percent	1%	1%	0%		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%	percent	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	27	33	33		37	29	50	45	31	17	26	44	47	37	31	28	49	37	22	17		
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	27	33	33		37	29	50	45	31	17	26	44	47	37	31	28	49	37	22	17		
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%	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	54	53	42		18	46	42	181	24	30	38	37	42	55	29	39	32	30	30	37		
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%		0.1%	0.1%	0.5%	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%		

							Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	
Item	Contract	Indicator	Definition	Target	Unit		1/02/13	4/02/13	5/02/13	6/02/13	7/02/13	8/02/13	11/02/13	12/02/13	13/02/13	14/02/13	15/02/13	18/02/13	19/02/13	20/02/13	21/02/13	22/02/13	25/02/13	26/02/13	27/02/13	28/02/13	
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 referrers/hospitals (assumes mutually agreed and clinically appropriate booking)	greater than	95%	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%
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	5:46	5:29	5:18		5:15	5:29	6:35	5:11	5:41	5:27	5:11	5:39	5:42	5:33	5:14	5:02	5:15	4:58	5:04	4:54	
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	1:41	1:14	1:13		1:10	1:41	2:06	1:11	1:25	1:00	1:06	1:34	1:50	1:30	1:15	1:06	1:10	1:04	1:19	1:09	
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	10:00	10:00	7:00		9:00	10:00	11:00	9:00	10:00	9:00	8:00	10:00	11:00	9:00	8:00	7:00	9:00	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	5:38	6:31	6:32		5:42	5:30	5:56	5:37	5:28	5:54	5:28	6:22	5:26	5:26	5:24	5:20	6:25	5:20	5:10	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	1:26	2:08	2:22		1:31	1:39	1:17	1:33	1:06	1:22	1:19	2:12	1:15	1:17	1:21	1:22	2:12	1:22	1:20	1:51	
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	8:00	11:00	11:00		10:00	9:00	10:00	10:00	7:00	9:00	9:00	11:00	7:00	7:00	7:00	7:00	11:00	7:00	7:00	8:00	
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:47	9:24	6:44		5:52	5:57	6:27	5:45	5:53	6:01	6:09	6:46	5:49	5:59	5:50	6:41	6:24	6:01	5:15	6:30	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:10	5:10	2:48		1:46	2:21	2:12	2:01	1:45	1:48	2:15	2:47	1:45	2:10	1:56	2:33	2:30	2:05	1:46	2:45	
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	3:00	5:00	7:00		3:00	5:00	3:00	5:00	2:00	3:00	3:00	7:00	4:00	5:00	5:00	7:00	5:00	5:00	3:00	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	5:37	6:28	6:33		5:41	5:30	5:49	5:39	5:28	5:59	5:29	6:26	5:29	5:26	5:31	5:25	6:30	5:26	5:09	5:36	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:25	2:09	2:23		1:33	1:39	1:16	1:36	1:10	1:28	1:21	2:17	1:23	1:19	1:27	1:26	2:21	1:29	1:23	1:49	
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	11:00	11:00		9:00	9:00	9:00	9:00	7:00	10:00	9:00	11:00	7:00	7:00	7:00	7:00	11:00	7:00	7:00	9:00	
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	2.0	2.0	2.0		2.0	2.0	2.0	2.0	2.0	1.8	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	
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	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
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	3.0	4.5	5.5		5.0	4.5	6.0	4.5	5.0	2.5	3.5	5.7	5.5	6.0	4.0	4.0	5.5	5.5	5.5	2.7	
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	24:54		23:50		28:24		23:06	24:07	25:51	24:15		23:40	27:27	24:57	26:15		23:55	25:06	23:50		
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	21:01		19:41		29:23		19:18	19:56	25:30	20:12		19:39	22:36	21:12	20:07		19:50	23:04	20:01		
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	1.2		1.2		1.2		1.2	1.2	1.2	1.2		1.2	1.2	1.2	1.2		1.2	1.2	1.2		
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	100.0%	99.8%	100.0%		99.9%	100.0%	99.8%	100.0%	100.0%	100.0%	99.9%	99.8%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	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	3:11	3:30	3:26		3:31	3:19	3:22	3:19	3:18	3:26	3:22	3:24	3:37	3:23	3:32	3:26	3:30	3:19	3:14	3:14	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:35	0:40	0:38		0:37	0:35	0:35	0:39	0:37	0:41	0:39	0:40	0:43	0:37	0:41	0:41	0:37	0:38	0:38	0:33	
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	5:00	5:00	5:00		5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:27	4:00	4:02		3:24	3:40	3:27	3:14	3:51	4:10	3:19	3:20	3:10	3:25	3:21	3:02	3:12	3:55	3:23	3:11	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:26	1:17	1:44		0:55	1:18	0:54	0:54	0:58	1:34	0:57	1:01	1:00	1:18	0:55	0:48	0:56	1:24	1:03	1:03	
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	6:00	6:00	5:00		3:00	3:00	3:00	3:00	6:00	3:00	3:00	5:00	3:00	6:00	5:00	5:00	5:00	6:00	3:00	2:00	
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%	percent	96.8%	97.8%	98.9%		100.0%	97.7%	97.3%	96.9%	97.0%	99.1%	99.5%	98.4%	96.2%	97.7%	99.5%	98.3%	97.7%	97.9%	97.4%	97.6%	
6. RECOLLECTS																											
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number		6,280	6,779	6,742		6,740	6,653	6,782	6,201	5,842	6,006	5,910	6,535	6,077	5,749	5,758	5,812	6,385	5,967	5,537	5,738	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number		18	18	19		10	12	13	24	10	11	28	8	22	16	24	13	23	14	14	20	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.3%	0.3%		0.2%	0.2%	0.2%	0.4%	0.1%	0.2%	0.5%	0.1%	0.4%	0.3%	0.4%	0.2%	0.4%	0.2%	0.3%	0.4%	
7. QUALITY IMPROVEMENT																											
note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"																											

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
						1/02/13	4/02/13	5/02/13	6/02/13	7/02/13	8/02/13	11/02/13	12/02/13	13/02/13	14/02/13	15/02/13	18/02/13	19/02/13	20/02/13	21/02/13	22/02/13	25/02/13	26/02/13	27/02/13	28/02/13
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	1					1														
7.5		Complaints closed	Number of complaints closed year to date		number	1					1														
7.6		New complaints	Number of new complaints received this week		number	0					0														
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number	0					0														
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number	1					1														
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%	100.0%					100.0%														