

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	Comment	Indicator	Definition	Unit	Target	Wed 1/05/13	Thu 2/05/13	Fri 3/05/13	Mon 6/05/13	Tue 7/05/13	Wed 8/05/13	Thu 9/05/13	Fri 10/05/13	Mon 13/05/13	Tue 14/05/13	Wed 15/05/13	Thu 16/05/13	Fri 17/05/13	Mon 20/05/13	Tue 21/05/13	Wed 22/05/13	Thu 23/05/13	Fri 24/05/13	Mon 27/05/13	Tue 28/05/13	Wed 29/05/13	Thu 30/05/13	Fri 31/05/13		
1. CALL CENTRE																														
1.1a		Total inbound calls	Number of calls placed / received	number		1424	1350	1314	1312	1321	1323	1306	1331	1354	1400	1378	1281	1362	1520	1399	1344	1331	1334	1444	1257	1298	1342	1402		
1.1b		Total inbound calls - results line	Number of calls placed / received on results line	number		617	597	586	561	543	575	586	539	553	600	610	592	640	616	592	566	562	577	597	581	571	574	610		
1.2		Total calls answered	Number of calls answered	number		1,394	1,312	1,272	1,291	1,299	1,299	1,283	1,311	1,354	1,364	1,326	1,251	1,330	1,477	1,389	1,324	1,300	1,306	1,402	1,231	1,276	1,321	1,376		
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	percent	less than 7.0%	3.1%	2.8%	3.2%	1.6%	1.7%	1.8%	1.8%	1.5%	0.9%	2.6%	3.8%	2.3%	2.4%	2.8%	0.7%	1.5%	2.3%	2.1%	2.9%	2.1%	1.7%	1.6%	1.9%		
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	percent	less than 3.0%	1.9%	1.2%	2.1%	1.3%	1.8%	1.9%	1.2%	0.7%	0.4%	1.8%	2.5%	1.4%	1.6%	1.5%	0.0%	0.9%	1.3%	1.6%	1.8%	2.4%	1.6%	1.1%	1.0%		
1.4		Results calls	Number of calls requesting test results	number		603	590	574	554	533	564	579	535	551	589	595	584	630	607	592	581	555	568	586	567	562	568	604		
1.5		% results calls	1.4 divided by 1.2	percent		43.3%	44.2%	44.6%	42.8%	41.1%	43.5%	44.9%	40.5%	40.8%	42.9%	44.3%	46.2%	47.0%	40.5%	42.3%	43.6%	42.2%	43.3%	41.3%	46.2%	44.0%	42.8%	43.5%		
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	seconds	less than 150	24	35	42	31	26	21	24	18	15	32	37	30	25	27	0	13	25	26	27	30	27	23	28		
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds	number		32	85	65	28	20	18	24	9	16	56	68	27	27	44	9	38	33	31	34	32	23	32	29		
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	percent	less than	2.3%	6.3%	5.0%	2.1%	1.5%	1.4%	1.8%	0.7%	1.2%	4.0%	4.9%	2.1%	2.0%	2.9%	0.6%	2.8%	2.5%	2.3%	2.4%	2.6%	1.8%	2.4%	2.1%		
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)	minutes	less than 30	13	11	10	11	11	10	8	11	13	12	10	9	11	13	12	10	9	10	14	9	9	12	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)	minutes	less than 30	11	9	10	8	9	8	8	8	11	11	8	8	8	11	10	10	9	9	9	8	8	8	9		
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)	minutes	less than 30	10	10	12	11	13	10	9	9	11	11	10	9	10	12	12	10	10	10	11	9	9	9	9		
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am	number		3,373	3,177	3,452	2,997	3,337	3,181	2,942	3,205	3,355	3,252	3,081	3,148	3,283	3,602	3,304	3,271	2,905	3,158	3,288	2,918	2,830	2,780	2,812		
2.5		Long waits	Number of people waiting over 30 minutes	number		76	53	87	42	61	22	23	35	44	57	24	44	45	52	73	24	29	37	47	23	22	21	32		
2.6		% wait over 30 mins	2.5 divided by 2.4	percent	less than 10%	2.3%	1.7%	2.5%	1.4%	1.8%	0.1%	0.8%	1.1%	1.3%	1.8%	0.8%	1.4%	1.4%	1.4%	2.2%	0.7%	1.0%	1.2%	1.4%	0.8%	0.8%	0.8%	1.1%		
2.7		Long waits	Maximum wait time (incl G T T's)	minutes		160	150	143	200	101	153	100	81	138	120	90	84	123	92	108	80	127	110	79	90	79	98	109		
2.8		Time from collection to lab	80th percentile for time from collection to lab (hrs:minutes)	hours:minutes	less than 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	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	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		245	257	241	233	254	252	223	219	217	214	236	208	215	251	254	250	211	241	251	254	250	211	249		
3.2		Home visits attended	Number of home visits attended for the day	number		245	257	241	233	254	252	223	219	217	214	236	208	215	251	242	245	206	225	251	242	245	206	241		
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	percent	greater than 90%	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%	95.3%	98.0%	97.6%	93.4%	100.0%	95.3%	98.0%	97.6%	96.8%		
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		16	14	11	14	14	14	18	13	16	10	9	11	15	12	11	11	17	13	12	11	11	17	15		
3.5		Urgent home visits completed	Number of urgent home visits completed for the day	number		16	14	11	14	14	14	18	13	16	10	9	11	15	12	11	11	17	13	12	11	11	17	15		
3.6	Yes	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	percent	greater than 99%	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%	100.0%		
4. LAB																														
4.1		Patient episodes	Total number of patient episodes	number		8,714	8,208	8,865	8,327	9,299	8,241	8,196	8,848	9,663	9,384	9,087	8,988	8,657	10,202	9,797	9,053	8,489	8,886	9,913	8,508	8,513	8,224	8,345		
4.2		Patient tests	Total number of patient tests performed	number		37,048	34,310	36,769	31,905	37,584	33,689	32,541	34,809	36,764	36,727	35,260	34,419	33,950	39,386	38,496	35,000	33,017	35,282	37,707	33,061	33,059	31,148	32,110		
4.3		Urgent tests	Total number of urgent tests	number		268	280	300	305	310	239	276	325	271	318	281	320	310	387	328	260	301	317	277	288	266	223	245		
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%	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)	percent	equal to 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		29	34	30	28	32	24	27	39	49	48	33	25	32	45	35	33	18	26	44	30	29	22	36		
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		29	34	30	28	32	24	27	39	49	48	33	25	32	45	35	33	18	26	44	30	29	22	36		
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)	percent	greater than 98%	100%	100%	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		35	25	34	71	56	47	35	23	27	77	37	46	152	42	50	31	43	32	34	51	27	49	41		
4.12		% Amended Results	Percentage of results changed after original result was reported to referrer. 4.11 divided by 4.2	percent	less than 1%	0.1%	0.1%	0.1%	0.2%	0.2%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	0.1%	0.5%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	0.2%	0.1%		
4.13	Yes	Timeliness of Send aways	90th centile for collection to receipt by LabPlus measured in hours:minutes (Excludes frozen samples)	hours:minutes	less than 20:00																									
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)	percent	greater than 95%	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%	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	hours:minutes	less than 8:00	5:33	5:05	5:11	4:49	5:08	5:16	5:00	4:59	5:16	5:12	4:46	5:09	4:55	5:34	5:17	5:04	4:44	5:06	5:01	4:50	4:37	4:46	5:00		
5.1b		Lab TAT Complete blood count	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	hours:minutes	less than 4:00	1:25	1:18	1:09	1:05	1:04	1:24	0:55	0:55	1:15	1:11	1:01	1:01	0:55	1:23	1:05	1:04	0:54	1:00	1:27	1:05	0:58	1:02	1:12		

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		
						10/05/13	2/05/13	3/05/13	6/05/13	7/05/13	8/05/13	9/05/13	10/05/13	13/05/13	14/05/13	15/05/13	16/05/13	17/05/13	20/05/13	21/05/13	22/05/13	23/05/13	24/05/13	27/05/13	28/05/13	29/05/13	30/05/13	31/05/13		
5.1c	yes	Total TAT HCG 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	10:00	7:00	8:00	7:00	7:00	7:00	7:00	7:00	9:00	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	6:25	5:22	5:49	5:30	5:32	5:28	5:46	5:37	5:30	5:56	5:08	5:20	5:09	5:50	5:54	5:23	5:32	5:56	5:15	5:03	5:00	5:00	5:06	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:13	1:33	1:46	1:41	1:24	1:31	1:30	1:29	1:23	1:49	1:20	1:11	1:06	1:34	1:33	1:20	1:36	1:44	1:36	1:16	1:20	1:09	1:15	
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	7:00	9:00	9:00	7:00	9:00	7:00	7:00	9:00	9:00	7:00	7:00	9:00	9:00	7:00	7:00	9:00	7:00	7:00	7:00	7:00	7:00	7:00	
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:25	6:24	6:51	5:48	5:36	5:34	6:30	6:13	5:32	5:58	5:35	6:32	5:48	7:06	6:13	5:51	8:00	6:43	7:20	5:22	5:12	5:01	6:03	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:40	2:32	3:01	2:23	1:40	2:10	2:30	2:17	1:45	2:15	2:01	2:24	1:44	2:52	2:14	1:52	4:00	2:43	4:00	1:50	1:41	1:23	2:21	
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	4:00	5:00	5:00	2:00	3:00	3:00	5:00	3:00	3:00	5:00	3:00	7:00	5:00	7:00	3:00	3:00	5:00	5:00	7:00	3:00	1:00	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	6:29	5:29	5:53	5:37	5:33	5:33	5:41	5:40	5:31	5:55	5:09	5:32	5:10	5:52	5:47	5:24	5:38	5:55	5:14	5:04	5:07	4:57	5:11	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:19	1:40	1:49	1:49	1:26	1:18	1:33	1:33	1:24	0:38	1:25	1:23	1:09	1:39	1:33	1:22	1:42	1:47	1:36	1:17	1:26	1:10	1:20	
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	7:00	9:00	9:00	7:00	7:00	8:00	8:00	7:00	5:00	7:00	7:00	9:00	9:00	7:00	7:00	9:00	7:00	7:00	7:00	7:00	7:00	7:00	
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	2.0	2.0	2.0	2.0	2.0	2.0	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	0	0	0	0	
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	4.0	2.3	6.0	4.5	4.5	5.0	2.7	3.5	5.5	4.5	5.0	1.8	6.0	6.0	4.5	4.0	2.3	4.0	4.5	4.5	5.0	2.1	2.0	
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	24:13	24:10	27:31	26:05	24:34	23:44	23:17		25:51	24:00	23:55	23:46		24:08	23:24	24:41	22:49		22:30	24:04	22:46	22:42		
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	20:27	20:07	22:20	21:47	20:54	20:06	19:46		0:59	20:47	20:58	19:34		20:24	19:40	21:24	19:44		19:24	20:51	22:09	19:07		
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	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.0	1.2	1.2	1.0	1.0	1.0	1.2	1.0	1.0	1.0	
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%	99.9%	99.9%	99.8%	100.0%	100.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	99.9%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	100.0%	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	3:28	3:30	3:22	3:33	3:25	3:38	3:33	3:28	3:39	3:26	3:26	3:25	3:41	3:35	3:23	3:15	3:18	3:31	3:23	3:15	3:11	3:16	3:23	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:34	0:39	0:39	0:38	0:34	0:47	0:38	0:38	0:40	0:38	0:39	0:40	0:39	0:39	0:36	0:33	0:34	0:40	0:41	0:34	0:34	0:34	0:35	
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	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	6:00	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	3:40	4:00	3:24	3:35	3:09	3:33	4:22	3:53	3:10	3:27	3:22	3:26	3:37	3:51	3:31	3:50	3:48	3:55	3:35	3:07	5:19	3:53	3:30	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:07	1:52	1:06	1:05	0:58	1:07	1:41	1:13	0:50	0:59	0:55	0:51	0:54	1:17	0:58	1:12	1:09	1:04	0:59	0:53	2:39	1:32	0:59	
5.10c	yes	Total TAT Troponin 98th centile in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours:minutes	5:00	6:00	3:00	3:00	3:00	3:00	6:00	3:00	4:00	5:00	4:00	3:00	3:00	6:00	5:00	5:00	6:00	5:00	6:00	3:00	6:00	3:00	5:00	
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	98.1%	98.3%	96.6%	96.0%	98.8%	99.5%	99.5%	100.0%	98.2%	98.4%	98.2%	99.6%	98.8%	95.0%	100.0%	97.9%	100.0%	97.7%	96.3%	98.3%	97.7%	96.7%	99.2%	
6. RECOLLECTS																														
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	5,947	5,634	6,086	5,470	6,180	5,403	5,237	5,664	6,371	5,981	5,721	5,593	5,514	6,717	6,137	5,596	5,304	5,723	6,310	5,198	5,344	5,148	5,248		
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	15	18	7	20	15	23	10	13	12	15	27	10	13	25	13	17	17	19	24	14	8	18	18		
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.3%	0.1%	0.4%	0.2%	0.4%	0.2%	0.2%	0.3%	0.5%	0.2%	0.2%	0.4%	0.2%	0.3%	0.3%	0.3%	0.4%	0.3%	0.2%	0.4%	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			15					17															20		
7.5		Complaints closed	Number of complaints closed year to date		number			15					16															20		
7.6		New complaints	Number of new complaints received this week		number			0					2															0		
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number			0					2															0		
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number			15					16															20		
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%					94.0%													100.0%			100.0%	