

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	2013					2012					2011					2010					
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon
1. CALL CENTRE																										
1.1a		Total inbound calls	Number of calls placed / received		number	1414	1385	1267	1,398	1362	1481	1361	1381	1,257	1272	1481	1382	1314	1,258	1236	1396	1390	1391	1,291	1286	1468
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	562	582	566	624	575	576	558	561	519	554	582	625	562	579	522	547	628	633	581	521	565
1.2		Total calls answered	Number of calls answered		number	1,382	1,367	1,258	1,353	1,331	1,445	1,318	1,332	1,221	1,262	1,451	1,348	1,288	1,224	1,207	1,368	1,359	1,368	1,261	1,265	1,443
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0% percent	2.3%	1.3%	0.7%	3.2%	2.3%	2.4%	3.2%	3.6%	2.9%	0.8%	2.0%	2.5%	2.0%	2.7%	2.4%	2.0%	2.2%	1.7%	2.3%	1.6%	1.7%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0% percent	0.5%	0.5%	0.2%	2.9%	0.9%	1.4%	2.2%	2.7%	2.5%	1.1%	1.7%	1.9%	0.9%	0.7%	1.3%	1.1%	2.2%	1.0%	0.9%	0.6%	1.8%
1.4		Results calls	Number of calls requesting test results		number	559	579	565	606	570	568	546	546	506	548	572	613	557	575	515	541	614	627	576	518	555
1.5		% results calls	1.4 divided by 1.2		percent	39.8%	42.0%	44.7%	44.6%	42.2%	38.9%	41.0%	40.6%	41.3%	43.6%	39.3%	45.2%	42.8%	46.0%	42.2%	39.2%	45.2%	45.5%	45.0%	40.5%	38.5%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds	18	17	15	40	22	24	32	39	36	13	38	24	13	7	19	22	25	20	25	19	30
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	38	14	44	56	23	46	60	69	42	7	62	31	17	6	26	40	27	18	29	19	37
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	2.7%	1.0%	3.5%	4.0%	1.7%	3.1%	4.4%	5.0%	3.3%	0.6%	4.2%	2.2%	1.3%	6.0%	2.1%	2.9%	1.9%	1.3%	2.3%	1.5%	2.5%
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	10	8	7	9	9	9	7	6	9	9	9	9	7	8	14	10	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	8	7	6	8	7	7	8	6	9	7	7	7	7	6	6	7	6	6	6	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	7	7	8	8	7	6	5	7	8	9	7	6	7	9	6	6	7	8	9
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,250	3,076	3,021	2,883	3,104	3,239	3,152	2,708	2,720	2,925	3,201	3,192	2,933	2,710	2,664	3,252	2,966	2,738	2,835	3,218	3,262
2.5		Long waits	Number of people waiting over 30 minutes		number	34	27	15	27	19	23	25	16	18	24	28	37	15	14	24	57	18	18	25	28	18
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10% percent	1.1%	0.9%	0.5%	0.9%	0.6%	0.7%	0.8%	0.6%	0.7%	0.8%	0.9%	0.8%	0.5%	0.5%	0.9%	1.8%	0.6%	0.7%	0.9%	0.9%	0.6%
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	107	140	127	93	131	66	129	117	130	81	78	96	74	81	130	137	68	66	70	81	
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	218	230	238	225	213	275	238	234	235	221	260	208	242	218	267	292	216	265	231	257	287
3.2		Home visits attended	Number of home visits attended for the day		number	218	230	238	225	213	275	238	234	235	221	260	208	242	218	267	292	216	265	231	257	287
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%	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%
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	12	11	14	10	17	14	10	11	8	10	14	8	11	10	12	13	18	7	19	13
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	11	12	11	14	10	17	14	10	11	8	10	14	8	11	10	12	13	18	7	19	13
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	10,035	9,421	9,239	8,930	9,222	9,979	9,537	8,950	8,514	8,927	10,252	9,807	9,213	8,412	8,563	10,147	8,981	8,764	8,800	8,823	9,313
4.2		Patient tests	Total number of patient tests performed		number	36,751	35,471	34,720	33,088	35,077	36,517	36,308	33,650	31,527	34,357	37,262	37,127	34,279	30,463	31,667	37,671	33,885	32,642	33,468	34,982	37,123
4.3		Urgent tests	Total number of urgent tests		number	332	314	257	278	332	367	323	313	278	317	343	382	248	285	318	374	276	333	365	296	344
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%
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	28	24	25	28	19	23	22	22	22	23	26	18	25	33	17	20	27	32	29	25
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	37	28	24	25	28	19	23	22	22	22	23	26	18	25	33	17	20	27	32	29	25
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%	100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	52	37	27	38	28	16	36	41	37	40	38	47	33	41	43	39	34	43	34	34	35
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%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%
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																					

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	
Item	Contract	Indicator	Definition	Target	Unit	2/09/13	3/09/13	4/09/13	5/09/13	6/09/13	9/09/13	10/09/13	11/09/13	12/09/13	13/09/13	16/09/13	17/09/13	18/09/13	19/09/13	20/09/13	23/09/13	24/09/13	25/09/13	26/09/13	27/09/13	30/09/13	
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	5:10	4:39	4:53	4:57	5:20	5:10	5:02	4:49	4:45	4:49	4:55	4:57	4:49	4:52	4:33	5:14	4:38	4:40	5:26	5:09	5:36
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	1:14	0:54	1:01	0:53	1:10	0:56	0:49	0:59	0:56	0:54	1:03	0:57	0:58	0:49	0:54	1:44	0:55	0:51	0:57	1:01	1:48
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	9:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	9:00	7:00	7:00	10:00	7:00	7:00	7:00	7:00	10:00
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:11	5:12	6:38	5:21	5:35	5:37	5:33	5:15	5:06	5:04	5:14	5:59	5:06	5:37	4:52	6:49	5:16	5:12	4:58	5:38	5:23
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:11	1:23	2:42	1:15	1:20	1:17	1:14	1:20	1:13	1:01	1:18	1:55	1:12	1:27	1:08	3:30	1:28	1:17	1:13	1:27	1:28
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	7:00	7:00	11:00	7:00	8:00	8:00	7:00	7:00	7:00	7:00	7:00	9:00	7:00	7:00	7:00	11:00	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	6:09	6:30	6:49	5:41	6:15	6:02	6:09	5:58	5:33	5:38	6:33	6:20	6:09	5:57	4:46	7:58	5:13	5:07	5:40	5:55	6:14
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:16	2:56	3:04	1:51	1:51	1:59	1:46	2:17	1:43	1:46	2:47	2:25	2:11	2:07	1:22	4:00	1:39	1:32	1:57	2:09	2:25
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	6:00	5:00	3:00	5:00	5:00	3:00	5:00	3:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	11:00	3:00	7:00	5:00	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	5:11	5:19	6:43	5:26	5:32	5:40	5:30	5:13	5:13	5:07	5:17	6:00	5:12	5:35	4:56	6:54	5:15	5:13	5:04	5:36	5:22
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:12	1:33	2:46	1:21	1:13	1:23	1:13	1:21	1:18	1:09	1:24	1:59	1:17	1:30	1:14	3:35	1:27	1:19	1:17	1:29	1:30
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	7:00	7:00	11:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	9:00	7:00	7:00	7:00	11:00	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
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
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	5.5	4.5	2.0	2.7	2.1	3.0	5.5	5.0	2.5	2.0	5.7	5.7	2.4	2.2	2.4	3.0	6.5	5.0	3.0	3.5	3.0
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		24:18	22:51	23:46	27:55		22:21	23:58	25:10	23:11		22:12	23:34	23:16	23:13		22:35	26:44	23:05	23:54	
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		20:56	19:03	19:37	23:07		18:23	19:54	20:27	20:00		18:58	19:51	19:31	19:36		20:32	21:57	19:27	19:37	
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	1.0		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	99.9%	100.0%	100.0%	99.9%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	99.9%	100.0%	100.0%	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	3:34	3:20	3:20	3:35	3:16	3:29	3:31	3:24	3:27	3:29	3:30	3:18	3:20	3:29	3:25	3:28	3:19	3:24	3:33	3:27	3:17
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	0:31	0:31	0:36	0:31	0:33	0:37	0:32	0:31	0:46	0:36	0:32	0:33	0:37	0:41	0:35	0:33	0:35	0:40	0:36	0:34
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	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	3:29	3:14	3:41	3:39	3:32	3:39	3:36	3:13	3:36	3:26	3:18	3:16	3:38	3:29	3:59	4:13	3:31	4:34	3:41	3:30	3:18
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:55	0:49	1:03	1:04	0:52	0:56	0:58	1:20	0:53	0:54	0:57	0:54	1:12	0:57	1:08	1:37	0:57	1:19	0:58	0:55	0:47
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	3:00	3:00	5:00	5:00	3:00	5:00	3:00	5:00	5:00	3:00	5:00	3:00	5:00	6:00	6:00	6:00	6:00	5:00	5:00	3:00
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	98.9%	99.6%	96.7%	99.2%	99.6%	100.0%	99.6%	96.9%	99.6%	98.5%	98.2%	98.2%	97.5%	100.0%	98.0%	98.4%	99.9%	100.0%	99.6%	98.3%	99.0%
6. RECOLLECTS																											
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	6,196	5,678	5,410	5,405	5,635	6,108	5,786	5,211	5,096	5,505	6,310	5,810	5,462	5,118	5,135	6,356	5,284	5,248	5,380	5,744	6,367	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	16	20	27	18	20	13	23	17	18	5	18	21	14	8	23	26	8	33	20	18	16	
6.5	yes	6.5% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.4%	0.5%	0.3%	0.4%	0.2%	0.4%	0.3%	0.4%	0.2%	0.3%	0.4%	0.3%	0.2%	0.5%	0.4%	0.2%	0.6%	0.4%	0.3%	0.3%
7. QUALITY IMPROVEMENT																											
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																						

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	
						2/09/13	3/09/13	4/09/13	5/09/13	6/09/13	9/09/13	10/09/13	11/09/13	12/09/13	13/09/13	16/09/13	17/09/13	18/09/13	19/09/13	20/09/13	23/09/13	24/09/13	25/09/13	26/09/13	27/09/13	30/09/13	
7.4		Total Complaints	Number of complaints received year to date		number					37					38						40					40	
7.5		Complaints closed	Number of complaints closed year to date		number					37					38											40	
7.6		New complaints	Number of new complaints received this week		number					0					1						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					1						2					0	
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number					37					37											40	
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%					97.4%						95.0%					100.0%	