

Lab Tests Auckland Pathology Service KPI Reporting 2014
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	2014					2015					2016					2017							
						Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu
1. CALL CENTRE																												
1.1a		Total inbound calls	Number of calls placed / received		number	1543	1543	1553	1533	1619	1491	1581	1487	1532	1568	1478	1514	1456	1430	1712	1546	1570	1461	1631	1551	1636	1657	1595
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	733	747	771	738	735	760	759	694	700	692	700	695	675	667	790	731	766	720	812	697	829	856	808
1.2		Total calls answered	Number of calls answered		number	1,502	1,509	1,510	1,490	1,583	1,451	1,540	1,431	1,507	1,536	1,449	1,482	1,430	1,416	1,651	1,524	1,542	1,403	1,612	1,528	1,569	1,588	1,536
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	2.7%	2.2%	2.8%	2.8%	2.2%	2.7%	2.6%	2.5%	1.6%	2.0%	2.0%	2.1%	1.8%	4.0%	3.6%	1.4%	1.8%	4.0%	1.2%	1.5%	4.1%	4.2%	3.7%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1- (1.4 divided by 1.1b)	less than	3.0%	1.9%	0.7%	1.6%	1.9%	1.8%	1.7%	1.8%	0.7%	0.9%	0.9%	1.3%	1.2%	1.6%	2.1%	1.9%	1.1%	1.3%	1.8%	0.9%	0.4%	2.1%	2.1%	2.2%
1.4		Results calls	Number of calls requesting test results		number	733	747	771	738	735	760	759	694	700	692	700	695	675	667	790	731	766	720	812	697	829	856	808
1.5		% results calls	1.4 divided by 1.2		percent	47.5%	48.4%	49.7%	48.1%	45.4%	51.0%	48.0%	47.3%	45.7%	44.1%	47.4%	45.9%	46.4%	46.6%	46.1%	47.3%	48.8%	49.3%	49.8%	44.9%	50.7%	51.7%	50.7%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds	26	29	30	39	33	27	22	27	19	29	35	27	27	27	21	25	26	34	23	18	41	44	37
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	25	22	43	51	62	29	54	46	19	42	42	39	31	113	93	19	49	66	31	19	87	82	64
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	1.6%	1.4%	2.8%	3.3%	3.8%	2.0%	3.4%	3.1%	1.2%	2.7%	2.8%	2.6%	2.1%	7.9%	5.4%	1.2%	3.1%	4.5%	1.9%	1.2%	5.3%	5.0%	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	10	8	9	10	14	13	8	7	10	10	12	10	9	8	14	13	10	11	12	17	11	11	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	8	6	6	6	7	6	5	6	6	7	6	6	7	7	7	8	6	7	6	7	6	6	6
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	9	8	7	9	11	8	7	7	9	7	9	10	9	11	20	8	8	6	7	10	8	9	12
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,281	2,952	2,854	2,990	3,288	3,054	2,449	2,741	2,974	2,997	3,087	2,868	2,868	2,977	3,344	3,104	2,822	2,882	2,989	3,252	3,146	3,030	3,061
2.5		Long waits	Number of people waiting over 30 minutes		number	93	47	52	73	162	95	32	45	106	102	113	109	81	118	177	154	62	97	97	197	65	66	58
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	2.8%	1.6%	1.8%	2.4%	4.9%	3.1%	1.3%	1.6%	3.6%	3.4%	3.7%	3.8%	2.8%	4.0%	5.3%	5.0%	2.2%	3.4%	3.2%	6.1%	2.1%	2.2%	1.9%
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	93	80	131	202	97	136	160	98	175	80	131	79	144	129	143	137	160	148	104	103	104	101	170
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	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	442	531	444	450	523	547	488	538	477	442	424	523	482	426	423	386	464	464	513	446	530	509	426
3.2		Home visits attended	Number of home visits attended for the day		number	433	523	436	445	505	535	478	528	475	428	415	514	478	417	414	384	455	456	504	437	520	496	415
3.3	Yes	% Home visit timeliness	% home visits completed for the day. 3.2 divided by 3.1	greater than	90%	98.0%	98.5%	98.2%	98.9%	96.6%	97.8%	98.0%	98.1%	99.6%	96.8%	97.9%	98.3%	99.2%	97.9%	97.9%	99.5%	98.1%	98.3%	98.2%	98.0%	98.1%	97.4%	97.4%
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	30	51	38	24	35	37	46	51	40	37	24	26	43	57	36	34	39	29	53	28	37	47	36
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	30	51	38	24	35	37	46	51	40	37	24	26	43	57	36	34	39	29	53	28	37	47	36
3.6	Yes	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	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	11,322	10,423	10,133	9,881	10,390	9,592	8,407	8,860	9,217	9,829	9,489	9,059	8,978	9,136	11,313	11,206	10,449	10,386	10,440	11,555	11,162	11,223	10,800
4.2		Patient tests	Total number of patient tests performed		number	41,552	38,522	36,310	37,784	40,149	38,223	32,836	34,480	36,286	38,303	37,987	36,496	35,535	36,442	40,161	40,190	37,303	36,391	37,975	40,084	40,096	40,682	39,522
4.3		Urgent tests	Total number of urgent tests		number	474	408	379	425	394	383	384	385	456	432	396	344	381	399	444	434	399	436	450	454	439	446	438
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%	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%	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	68	52	58	44	85	55	46	55	61	82	55	57	41	74	87	68	78	64	58	64	60	70	53
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	68	52	58	44	84	55	46	55	61	82	55	57	41	74	87	68	78	64	58	63	60	70	52
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%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	100%	98%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	75	45	43	47	41	47	43	32	45	45	56	50	29	36	61	54	46	36	33	52	59	40	49
4.12		% Amended Results	Percentage of results changed after original result was reported to referrer. 4.11 divided by 4.2	less than	1%	0.2%	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%	0.2%	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																							
4.14	Yes	Timely attendance frozen sections and booked cytology for FNAs for the private referer/hospital (assumes mutually agreed and clinically appropriate booking)	% of timely attendance for booked frozen sections and booked cytology for FNAs for the private referer/hospital (assumes mutually agreed and clinically appropriate booking)	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	less than	8:00 hours:minutes	5:13	5:10	5:03	4:43	5:31	5:13	4:44	4:51	5:19	4:51	5:17	4:56	5:13	5:29	5:29	6:05	5:06	5:06	5:30	4:56	4:50	5:20	5:21

Item	Contract	Indicator	Definition	Target	Unit	2017/18					2018/19					2019/20					2020/21									
						Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu		
5.1b	yes	Lab TAT Complete blood count	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	10:07/14	2:07/14	3:07/14	4:07/14	7:07/14	8:07/14	9:07/14	10:07/14	11:07/14	14:07/14	15:07/14	16:07/14	17:07/14	18:07/14	21:07/14	22:07/14	23:07/14	24:07/14	25:07/14	28:07/14	29:07/14	30:07/14	31:07/14	
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	8:00	8:00	7:00	8:00	8:00	7:00	7:00	8:00	7:00	8:00	7:00	8:00	9:00	9:00	8:00	8:00	7:00	10:00	7:00	7:00	9:00	9:00	
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:36	5:35	5:23	5:16	5:30	5:28	5:01	5:12	5:36	5:09	6:05	5:16	5:44	6:04	6:00	7:10	5:35	5:37	6:05	5:18	5:28	5:44	5:52	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:09	1:11	1:47	1:18	1:16	1:03	1:07	1:03	1:02	1:04	1:31	1:14	1:16	1:19	1:20	1:16	1:21	1:11	1:16	1:08	1:21	1:16	1:26	
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	8:00	8:00	7:00	8:00	8:00	7:00	7:00	8:00	7:00	10:00	7:00	9:00	10:00	9:00	9:00	8:00	8:00	10:00	7:00	8:00	9:00	9:00	
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:06	5:31	6:05	4:55	5:18	5:20	5:53	6:08	5:18	4:51	5:31	5:21	5:43	6:16	5:44	5:25	5:49	5:51	5:31	5:48	5:28	6:16	5:51	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:53	1:38	2:32	1:30	1:44	1:31	1:07	2:30	1:32	1:18	1:37	1:36	1:45	2:22	1:27	1:42	1:43	1:44	1:35	1:53	1:45	1:55	2:09	
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	5:00	4:00	7:00	4:00	4:00	4:00	5:00	6:00	4:00	5:00	4:00	5:00	6:00	4:00	5:00	5:00	4:00	5:00	5:00	5:00	4:00	6:00	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	5:41	5:39	5:26	5:11	5:30	5:31	5:04	5:15	5:39	5:11	6:06	5:21	5:50	6:12	6:03	7:09	5:41	5:38	6:03	5:24	5:29	5:54	6:04	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:14	1:17	1:49	1:20	1:19	1:09	1:10	1:11	1:05	1:12	1:33	1:19	1:21	1:27	1:26	1:28	1:25	1:15	1:15	1:19	1:25	1:26	1:40	
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	9:00	8:00	7:00	8:00	8:00	7:00	7:00	8:00	7:00	10:00	7:00	9:00	10:00	10:00	9:00	9:00	8:00	10:00	7:00	8:00	9:00	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	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 98% percentile	Turnaround time for 98th centile from collection to report, expressed in working days	less than	10.0	working days	7.0	5.0	3.0	6.0	7.0	6.0	6.0	3.0	4.0	6.0	6.0	6.0	4.0	6.0	10.0	6.0	6.0	4.0	4.0	8.0	5.0	8.0	10.0	
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	16:16	16:11	17:22	17:07		16:12	17:37	16:07	14:56		15:52	16:24	18:27	16:31		14:44	17:06	17:04	16:11		15:20	15:28	17:16	
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	13:50	13:11	15:21	14:20		12:29	13:58	13:56	11:43		12:56	13:23	15:06	13:25		11:24	13:03	12:54	12:47		11:34	12:18	13:08	
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	1.0	1.3	1.5	1.3		1.3	1.7	1.5	1.3		1.3	1.3	1.5	1.3		1.3	1.3	1.3	1.3		1.0	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	100.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	99.9%	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	3:47	3:41	3:32	3:26	3:51	3:40	3:41	3:38	3:31	3:40	3:54	3:37	3:46	3:37	3:43	3:39	3:43	3:51	3:50	3:41	3:37	3:35	3:37	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:45	0:39	0:42	0:40	0:40	0:40	0:37	0:36	0:42	0:41	0:44	0:41	0:45	0:42	0:38	0:38	0:40	0:38	0:36	0:40	0:38	0:37	0:38	
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	5:00	6:00	5:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	5:00	5:00	6:00	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:38	3:42	3:47	3:44	3:51	3:32	4:24	3:39	3:25	3:47	3:32	3:52	3:45	4:13	3:41	3:56	3:25	4:05	3:26	3:27	3:44	3:57	4:41	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:02	0:58	1:07	1:20	1:01	0:59	1:23	1:09	1:01	1:57	0:57	1:08	1:04	1:28	1:04	1:02	1:05	1:13	1:01	0:57	1:12	1:56	1:47	
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	6:00	6:00	6:00	4:00	12:00	6:00	5:00	6:00	5:00	6:00	6:00	6:00	4:00	6:00	4:00	5:00	4:00	4:00	4:00	4:00	6:00	
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	98.4%	99.1%	98.7%	98.8%	98.7%	99.1%	98.0%	99.4%	99.7%	98.9%	99.4%	97.1%	99.3%	98.8%	99.2%	99.2%	98.7%	99.7%	98.9%	98.6%	98.9%	98.9%	98.3%	
6. RECOLLECTS																														
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	6,415	5,765	5,625	5,910	6,634	6,007	5,099	5,474	5,812	6,331	6,095	5,714	5,693	5,891	6,605	6,080	5,656	5,638	5,867	6,463	6,080	6,018	6,094		
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	21	14	24	22	16	21	20	13	15	17	10	14	18	21	13	18	11	13	15	17	19	16	11		
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.2%	0.4%	0.2%	0.3%	0.4%	0.2%	0.3%	0.3%	0.2%	0.2%	0.3%	0.4%	0.2%	0.3%	0.2%	0.2%	0.3%	0.3%	0.3%	0.3%	0.2%		
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				29															29						
7.5		Complaints closed	Number of complaints closed year to date		number				27															29						
7.6		New complaints	Number of new complaints received this week		number				1																					
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number				1																					
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number				27																					
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																								

							Tue	Wed	Thu	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		1/07/14	2/07/14	3/07/14	4/07/14	7/07/14	8/07/14	9/07/14	10/07/14	11/07/14	14/07/14	15/07/14	16/07/14	17/07/14	18/07/14	21/07/14	22/07/14	23/07/14	24/07/14	25/07/14	28/07/14	29/07/14	30/07/14	31/07/14	
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	percent				93.1%					93.1%					100.0%										