

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					
						1/08/14	4/08/14	5/08/14	6/08/14	7/08/14	8/08/14	11/08/14	12/08/14	13/08/14	14/08/14	15/08/14	18/08/14	19/08/14	20/08/14	21/08/14	22/08/14	25/08/14	26/08/14	27/08/14	28/08/14	29/08/14
1. CALL CENTRE																										
1.1a		Total inbound calls	Number of calls placed / received		number	1520	1697	1627	1580	1,716	1667	1725	1734	1759	1,654	1644	1803	1709	1706	1,660	1661	1685	1631	1638	1,588	1690
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	725	816	824	823	832	831	789	844	830	802	751	825	748	779	831	790	794	751	820	745	808
1.2		Total calls answered	Number of calls answered		number	1,484	1,639	1,591	1,496	1,673	1,623	1,631	1,676	1,684	1,575	1,588	1,748	1,638	1,672	1,589	1,602	1,640	1,573	1,593	1,560	1,652
1.3a		% calls unanswered	Also known as "abandonment". 1: (1.2 divided by 1.1a)	less than	7.0% percent	2.4%	3.4%	2.2%	5.3%	2.5%	2.6%	5.5%	3.3%	4.3%	4.8%	3.4%	3.1%	4.2%	2.0%	4.3%	3.6%	2.7%	3.6%	2.8%	1.8%	2.3%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1: (1.4 divided by 1.1b)	less than	3.0% percent	1.8%	2.8%	1.7%	2.7%	1.9%	1.8%	2.7%	2.3%	2.8%	2.5%	1.3%	1.3%	1.3%	1.0%	2.3%	2.8%	1.1%	1.6%	0.9%	0.4%	0.7%
1.4		Results calls	Number of calls requesting test results		number	725	816	824	823	832	831	789	844	830	802	751	825	748	779	831	790	794	751	820	745	808
1.5		% results calls	1.4 divided by 1.2		percent	47.7%	48.1%	50.7%	52.1%	48.5%	49.9%	45.7%	48.7%	47.2%	48.5%	45.7%	45.8%	43.8%	45.7%	50.1%	47.6%	47.1%	46.1%	50.1%	46.9%	47.8%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds	28	44	16	48	40	32	40	21	21	35	27	27	20	23	46	18	32	41	32	13	26
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	54	91	76	119	72	68	101	80	90	72	54	62	72	11	86	76	54	96	38	18	31
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	3.6%	5.4%	4.7%	3.0%	4.2%	4.1%	5.9%	4.6%	5.1%	4.4%	3.3%	3.4%	4.2%	0.6%	5.2%	4.6%	3.2%	5.9%	2.3%	1.1%	1.8%
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	12	14	14	11	11	12	15	12	10	9	12	13	12	13	12	16	13	14	14	11	14
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	8	7	7	8	6	7	7	6	6	6	6	6	6	6	7	7	7	7	6	8
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	13	9	14	9	9	10	7	8	7	8	10	7	7	7	9	11	9	7	8	8
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,210	3,519	3,322	3,192	3,040	3,175	3,372	3,239	2,970	3,053	3,120	3,480	3,289	3,043	3,104	3,136	3,481	3,309	3,230	3,043	3,292
2.5		Long waits	Number of people waiting over 30 minutes		number	153	244	217	89	158	99	151	69	55	58	85	136	107	110	124	199	204	236	148	102	152
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10% percent	4.8%	6.9%	6.5%	2.8%	5.2%	3.1%	4.5%	2.1%	1.9%	1.9%	3.9%	3.3%	3.6%	4.0%	6.3%	5.9%	7.1%	4.6%	3.4%	4.6%	
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	115	163	94	146	132	135	177	133	161	116	141	83	120	141	180	74	98	173	84	127	79
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
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	443	537	576	560	561	494	389	540	537	459	484	507	426	518	491	522	512	524	488	534	471
3.2		Home visits attended	Number of home visits attended for the day		number	432	523	564	552	546	478	381	532	519	450	475	487	412	508	482	511	500	520	480	523	466
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90% percent	97.5%	97.4%	97.9%	98.6%	97.3%	96.8%	97.9%	98.5%	96.6%	98.0%	98.1%	96.1%	96.7%	98.1%	98.2%	97.9%	97.7%	99.2%	98.4%	97.9%	98.9%
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	47	41	49	58	57	47	37	48	41	53	48	29	34	33	44	64	36	36	33	54	29
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	47	41	49	58	57	47	37	48	41	53	48	29	34	33	44	64	36	36	33	54	29
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	10,659	12,323	11,455	11,042	10,876	10,805	12,338	11,571	10,959	10,628	10,663	12,400	11,546	10,874	10,971	10,650	12,227	11,546	11,101	10,534	10,635
4.2		Patient tests	Total number of patient tests performed		number	39,565	43,869	42,904	40,428	38,564	39,723	43,097	41,805	39,740	38,388	38,451	43,531	41,645	39,157	38,871	38,935	42,366	41,745	39,853	37,324	38,601
4.3		Urgent tests	Total number of urgent tests		number	457	467	406	426	425	493	454	474	437	477	438	501	458	416	459	536	426	492	409	380	374
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	72	61	68	62	45	59	73	71	65	48	65	84	65	62	50	64	84	75	60	62	49
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	71	61	68	62	45	59	73	71	65	48	65	84	65	62	50	64	84	75	60	62	49
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	99%	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	27	55	45	43	37	34	78	35	50	40	29	39	55	71	49	40	72	29	30	50	47
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%	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	0.1%	0.2%	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																					

						Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri			
Item	Comment	Indicator	Definition	Target	Unit	1/08/14	4/08/14	5/08/14	6/08/14	7/08/14	8/08/14	11/08/14	12/08/14	13/08/14	14/08/14	15/08/14	18/08/14	19/08/14	20/08/14	21/08/14	22/08/14	25/08/14	26/08/14	27/08/14	28/08/14	29/08/14			
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%	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	5:16	6:12	5:28	5:06	5:02	5:02	5:25	5:01	4:49	5:06	5:07	5:34	5:22	5:09	5:15	5:26	5:28	5:03	5:10	4:51	5:21			
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	0:47	1:19	1:09	1:17	1:25	0:47	1:05	1:00	1:02	0:55	0:48	1:16	0:48	0:51	1:01	0:52	0:56	0:57	0:57	0:58	0:54			
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	8:00	10:00	9:00	8:00	8:00	7:00	9:00	8:00	7:00	8:00	8:00	9:00	9:00	8:00	9:00	9:00	9:00	8:00	8:00	7:00	7:00	8:00		
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours: minutes	5:38	6:32	6:02	5:24	5:10	5:47	5:40	5:30	5:19	5:49	5:26	5:46	5:46	5:29	5:30	5:46	5:49	5:23	5:53	5:07	5:47			
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	1:34	1:37	1:32	1:47	1:28	1:13	1:21	1:27	1:37	1:05	1:23	1:08	1:05	1:08	1:07	1:15	1:09	1:32	1:09	1:14			
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	8:00	10:00	10:00	8:00	7:00	9:00	9:00	8:00	8:00	9:00	8:00	8:00	9:00	9:00	8:00	9:00	9:00	9:00	7:00	9:00	7:00	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	5:23	6:27	6:03	5:57	5:22	5:28	5:45	5:29	5:34	5:35	5:46	5:40	6:44	5:43	5:39	5:43	5:42	5:24	5:49	5:22	5:41			
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes	1:30	1:48	2:07	2:20	1:39	1:59	1:48	1:41	1:58	1:38	1:50	1:42	2:29	1:47	1:42	1:54	1:33	1:33	1:50	1:47	1:41			
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	6:00	5:00	5:00	6:00	4:00	5:00	5:00	4:00	4:00	6:00	5:00	4:00	6:00	5:00	4:00	5:00	4:00	4:00			
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours: minutes	5:42	6:36	6:05	5:28	5:17	5:56	5:50	5:31	5:27	5:51	5:32	5:46	5:49	5:29	5:36	5:45	6:01	5:28	5:57	5:14	5:53			
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes	1:11	1:42	1:40	1:38	1:10	1:37	1:23	1:25	1:35	1:39	1:10	1:25	1:12	1:12	1:13	1:08	1:26	1:13	1:39	1:14	1:23			
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	9:00	10:00	10:00	8:00	7:00	9:00	9:00	8:00	8:00	9:00	8:00	9:00	9:00	9:00	8:00	9:00	9:00	8:00	9:00	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	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	5.0	7.0	5.0	7.0	6.0	10.0	4.0	5.0	7.0	7.0	4.0	6.0	6.0	7.0	7.0	4.0	7.0	7.0	6.0	6.0	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	16:05		14:04	15:32	16:09	16:02		15:27	14:59	15:53	15:55		14:49	15:51	14:43	15:12		15:06	16:07	15:14	16:09			
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	11:21		10:22	12:43	12:36	12:10		11:56	11:53	12:13	11:51		11:09	12:20	11:15	11:46		11:59	12:48	12:07	11:46			
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	1.3		1.0	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.0	1.3	1.0	1.3		1.3	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	100.0%	99.9%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	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	3:29	4:06	3:37	3:33	3:33	3:31	3:38	3:38	3:44	3:45	3:37	3:46	3:29	3:34	3:44	3:41	3:39	3:33	3:37	3:27	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	0:37	0:45	0:36	0:33	0:38	0:35	0:38	0:42	0:41	0:45	0:39	0:44	0:38	0:40	0:42	0:41	0:39	0:40	0:42	0:39	0:43			
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	6:00	6:00	6:00	5:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	5:00	5:00	5:00	6:00	5:00	6:00	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	3:46	3:50	3:31	3:37	3:20	3:23	3:33	3:30	4:22	3:31	3:58	3:20	3:51	3:58	3:46	3:46	3:53	3:39	3:45	3:37	3:47			
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours: minutes	1:23	1:09	1:01	1:02	0:57	1:00	0:55	1:00	1:47	1:01	1:18	1:04	1:05	1:08	1:00	0:58	1:08	1:03	0:59	1:07	1:12			
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	6:00	6:00	6:00	6:00	4:00	4:00	5:00	4:00	6:00	4:00	6:00	4:00	6:00	6:00	6:00	6:00	6:00	4:00	4:00	6:00	4:00			
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	99.7%	97.3%	98.2%	98.8%	99.4%	99.2%	99.4%	99.5%	98.6%	98.7%	98.4%	99.2%	99.5%	97.8%	98.9%	98.6%	99.1%	99.0%	99.4%	98.7%	99.7%			
6. RECOLLECTS																													
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	6,779	7,030	6,455	6,050	5,858	6,160	6,790	6,388	5,967	5,870	6,014	6,954	6,256	5,877	5,981	5,995	6,792	6,323	5,971	5,721	6,121			
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	9	22	13	15	15	26	15	15	25	16	19	14	19	11	27	15	21	19	9	15	9			
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than 1.0%	percent	0.1%	0.3%	0.2%	0.2%	0.3%	0.4%	0.2%	0.2%	0.4%	0.3%	0.3%	0.2%	0.3%	0.2%	0.5%	0.3%	0.3%	0.3%	0.2%	0.3%	0.1%			
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	35					39					39					42					42			

						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	1/08/14	4/08/14	5/08/14	6/08/14	7/08/14	8/08/14	11/08/14	12/08/14	13/08/14	14/08/14	15/08/14	18/08/14	19/08/14	20/08/14	21/08/14	22/08/14	25/08/14	26/08/14	27/08/14	28/08/14	29/08/14
7.5		Complaints closed	Number of complaints closed year to date		number	33					34					37					42					42
7.6		New complaints	Number of new complaints received this week		number	2					4					-					3					-
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number	2					4					-					3					-
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number	33					34					37					42					42
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	94.3%				87.2%					94.9%					100.0%					100.0%