

Lab Tests Auckland Pathology Service KPI Reporting 2015
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	2015					2016					2017					2018							
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri			
1. CALL CENTRE																												
1.1a		Total inbound calls	Number of calls placed / received		number		1694	1619	1,656	1,564	1,612	1,687	1,529	1,477	1,499	1,579	1,593	1,412	1,539	1,568	1,634	1,554	1,502	1,404	1,539	1,593	1,598	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number		790	754	767	784	687	769	751	753	710	745	783	735	786	729	725	749	725	673	708	754	827	
1.2		Total calls answered	Number of calls answered		number		1,643	1,592	1,623	1,523	1,593	1,662	1,500	1,454	1,475	1,572	1,578	1,403	1,502	1,558	1,608	1,516	1,485	1,397	1,507	1,558	1,562	
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent		3.0%	1.7%	2.0%	2.6%	1.2%	1.5%	1.9%	1.6%	1.6%	0.4%	0.9%	0.6%	2.4%	0.6%	1.6%	2.5%	1.1%	0.5%	2.1%	1.6%	
1.3b		% calls unanswered for results line	Also known as "abandonment". 1- (1.4 divided by 1.1b)	less than	3.0%	percent		1.0%	0.9%	1.0%	0.9%	0.4%	0.3%	1.1%	0.3%	0.7%	0.4%	0.3%	0.1%	1.2%	0.1%	0.6%	0.7%	0.3%	0.5%	1.1%	0.7%	0.5%
1.4		Results calls	Number of calls requesting test results		number		790	754	767	784	687	769	751	753	710	745	783	725	786	729	725	749	725	673	708	754	827	
1.5		% results calls	1.4 divided by 1.2		percent		46.6%	46.6%	46.3%	50.1%	42.6%	45.6%	48.1%	51.0%	47.4%	47.2%	49.2%	52.1%	51.1%	46.5%	44.4%	48.2%	48.3%	47.9%	46.0%	47.3%	52.1%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds		41	29	32	41	20	28	33	31	32	22	20	19	37	20	30	37	24	10	28	43	31
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number		88	25	52	72	27	42	54	65	38	29	37	19	65	29	55	78	30	8	52	88	64	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent		5.2%	1.5%	3.1%	4.6%	1.7%	2.5%	3.5%	4.4%	2.5%	1.8%	2.3%	1.4%	4.2%	1.9%	3.4%	5.0%	2.0%	0.6%	3.4%	5.5%	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		12	10	9	8	10	13	8	8	9	10	9	7	7	9	8	8	6	7	7	11	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		11	8	9	8	9	9	7	7	6	9	8	7	6	7	8	7	6	7	8	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		14	9	7	9	10	8	8	8	7	8	8	7	6	7	11	6	7	7	9	6	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number		3,104	2,718	2,487	2,780	2,813	2,737	2,571	2,542	2,536	2,749	2,694	2,378	2,301	2,497	2,662	2,398	2,178	2,229	2,424	2,737	2,495	
2.5		Long waits	Number of people waiting over 30 minutes		number		212	97	66	63	101	152	56	45	42	63	62	26	26	42	102	35	21	34	49	55	55	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	#DIV/0!	6.8%	3.6%	2.7%	3.6%	5.6%	2.2%	1.8%	1.7%	2.3%	2.3%	1.1%	1.1%	1.7%	3.8%	1.5%	1.0%	1.5%	2.0%	2.0%	2.2%	
2.7		Long waits	Maximum wait time (incl GTTs)		minutes		82	137	106	134	182	84	127	140	88	136	72	74	86	113	135	120	62	141	129	133	76	
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)	less than		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		640	611	581	481	550	504	503	432	468	525	495	540	416	408	535	523	536	509	491	567	505	
3.2		Home visits attended	Number of home visits attended for the day		number		636	607	579	477	550	504	500	428	465	522	495	538	416	408	533	523	534	507	481	564	501	
3.3	Yes	% Home visit timeliness	% home visits completed for the day. 3.2 divided by 3.1	greater than	90%	percent	#DIV/0!	99.4%	99.3%	99.7%	99.2%	100.0%	100.0%	99.4%	99.1%	99.4%	99.4%	99.4%	100.0%	99.6%	100.0%	99.6%	99.6%	98.0%	99.5%	99.2%		
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		32	34	23	35	40	26	23	15	28	31	33	28	32	23	26	21	34	29	20	31	36	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number		32	34	23	35	40	26	23	15	28	31	33	28	32	23	26	21	34	29	20	31	36	
3.6	Yes	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	greater than	99%	percent	#DIV/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		12,602	11,937	10,903	10,932	12,376	11,600	11,183	10,934	10,492	11,983	11,768	10,574	10,594	10,763	12,011	10,899	10,162	10,072	10,207	11,648	10,677	
4.2		Patient tests	Total number of patient tests performed		number		46,943	44,896	41,755	43,107	45,586	43,799	42,543	41,206	39,833	44,204	44,785	40,547	39,293	40,100	43,996	40,750	38,101	37,107	38,440	43,007	41,402	
4.3		Urgent tests	Total number of urgent tests		number		492	411	348	463	466	439	408	430	416	420	477	382	403	440	450	460	352	355	410	483	500	
4.4		% urgent tests	4.3 divided by 4.2		percent	#DIV/0!	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%	
4.6		Critical results	Number of critical test results		number		71	58	59	48	58	34	49	48	46	51	51	61	42	39	55	63	50	48	51	53	60	
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		71	58	59	48	58	34	49	48	46	51	51	61	42	39	55	61	48	48	51	53	60	
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	#DIV/0!	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97%	96%	100%	100%	100%	100%		
4.11		Amended Results	Number of results changed after original result was reported to referrer		number		35	24	34	28	26	19	14	30	26	16	33	29	20	25	35	14	13	13	15	16	10	
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	#DIV/0!	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
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 referral/hospital (assumes mutually agreed and clinically appropriate booking)	greater than	95%	percent																						
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		5:29	5:19	5:10	4:58	4:58	4:44	4:40	4:34	4:41	5:17	4:57	4:53	4:48	4:47	5:09	4:46	4:56	4:31	4:38	4:53	4:29

Item	Contract	Indicator	Definition	Target	Unit	2015					2016					2017					2018								
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue		
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		1:08	1:01	0:51	0:49	0:58	0:51	0:50	0:45	0:48	1:06	1:01	0:53	0:45	0:49	0:50	1:00	0:56	0:48	0:47	0:56	0:45	
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		9:00	8:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	8:00	7:00	8:00	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		5:46	5:47	5:34	5:26	5:53	4:54	4:57	4:55	4:57	5:36	5:04	5:07	4:58	5:00	5:24	4:48	5:02	4:45	4:48	5:18	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		1:21	1:23	1:11	1:12	1:48	0:58	1:03	1:03	1:03	1:18	1:07	1:02	0:57	1:00	0:58	1:00	0:59	0:59	0:55	1:18	1:19	
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		9:00	9:00	8:00	8:00	10:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	8:00	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		5:41	5:39	5:45	6:01	5:58	4:52	5:34	5:04	4:47	5:27	5:23	5:15	6:22	4:50	5:34	5:44	5:41	5:20	5:20	5:52	5:06	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		1:43	1:38	1:48	2:12	2:09	1:27	1:51	1:24	1:20	1:30	1:41	1:30	2:30	1:27	1:41	2:09	1:52	1:50	1:58	2:14	1:29	
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		4:00	4:00	5:00	5:00	5:00	5:00	5:00	5:00	4:00	5:00	5:00	5:00	8:00	5:00	4:00	5:00	5:00	5:00	5:00	5:00	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		5:50	5:48	5:37	5:28	5:55	4:59	5:02	4:55	5:04	5:35	5:07	5:09	5:09	5:04	5:18	5:00	4:55	4:48	4:58	5:08	5:14	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		1:26	1:24	1:18	1:17	1:54	1:04	1:10	1:06	1:03	1:22	1:11	1:08	1:05	1:04	1:01	1:10	1:03	1:04	1:06	1:23	1:27	
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	8:00	10:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	8:00	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																							
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																							
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																							
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			13:39	16:15	15:46		14:06	16:23	16:03	15:34		15:11	16:39	15:45	16:14		15:56	16:19	17:39	15:11		13:42	
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			9:31	13:37	13:22		10:25	13:32	13:02	12:41		11:48	13:23	13:22	12:31		11:54	14:33	14:23	13:02		10:48	
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			1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.3	1.3	1.3	1.5		1.0	1.3	1.3	1.3		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%	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%	99.9%	100.0%	100.0%	99.9%	99.9%	99.9%	99.9%	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		4:09	3:52	3:51	3:49	3:55	3:38	3:44	3:45	3:45	3:49	3:46	3:54	3:44	3:39	3:53	3:58	4:03	3:36	3:56	3:43	3:49	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes		0:52	0:46	0:40	0:38	0:50	0:39	0:40	0:43	0:44	0:46	0:43	0:40	0:39	0:37	0:42	0:52	0:42	0:37	0:43	0:41	1:27	
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	6:00	6:00	6:00	6:00	5:00	6:00	6:00	6:00	6:00	5:00	6:00	6:00	6:00	6:00	6:00	6:00	5:00	6:00	6:00	6:00	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes		3:53	3:52	3:51	3:58	3:55	4:01	3:23	3:40	3:47	3:46	4:08	3:42	3:14	3:46	3:48	3:51	3:48	4:04	3:53	3:47	3:31	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes		1:06	1:05	0:54	1:08	1:04	0:56	0:58	0:59	0:56	0:59	1:10	0:59	0:55	0:54	0:52	1:02	1:02	1:04	1:07	0:59	0:54	
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	6:00	5:00	6:00	4:00	5:00	6:00	4:00	8:00	4:00	4:00	4:00	4:00	5:00	4:00	4:00	6:00	4:00	5:00	
5.11		Lab TAT - Urgent Biochem and Haem	Percentage of biochem & haem (as nominated clinically urgent by the referer) with TAT (from receipt of test in lab to communication of results) less than 3 hours	greater than	95%	percent		98.2%	98.0%	100.0%	99.7%	99.7%	100.0%	100.0%	99.7%	100.0%	99.1%	98.4%	99.1%	99.4%	99.2%	99.7%	99.2%	98.9%	98.9%	99.4%	99.8%	99.8%	
6. RECOLLECTS																													
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number		7,643	6,607	6,164	6,164	7,104	7,109	6,380	6,237	6,205	6,953	6,676	6,060	5,878	6,193	6,918	6,143	5,722	5,750	5,947	6,815	6,262		
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number		13	13	9	19	14	16	19	9	11	15	15	14	15	9	14	23	12	13	16	17	10		
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	#DIV/0!	0.2%	0.2%	0.1%	0.3%	0.2%	0.2%	0.3%	0.1%	0.2%	0.2%	0.2%	0.3%	0.1%	0.2%	0.4%	0.2%	0.2%	0.3%	0.2%	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					30						31										31			
7.5		Complaints closed	Number of complaints closed year to date		number					29						31										31			
7.6		New complaints	Number of new complaints received this week		number					2						1													
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					2						1													
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number					29						31										31			
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																							

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	Tue
						Public Holiday	2/06/15	3/06/15	4/06/15	5/06/15	8/06/15	9/06/15	10/06/15	11/06/15	12/06/15	15/06/15	16/06/15	17/06/15	18/06/15	19/06/15	22/06/15	23/06/15	24/06/15	25/06/15	26/06/15	29/06/15	30/06/15
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	percent				96.7%					100.0%												