

Lab Tests Auckland Pathology Service KPI Reporting 2016
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	2016					2017					2018									
						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		1792	1540	1441	1412	1554	1572	1515	1,483	1498	1538	1559	1542	1,477	1479	1611	1593	1680	1,614	1548
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number		652	643	633	593	613	720	705	709	611	656	694	727	716	691	700	772	814	748	748
1.2		Total calls answered	Number of calls answered		number		1,764	1,531	1,427	1,388	1,540	1,561	1,508	1,459	1,463	1,532	1,517	1,477	1,411	1,440	1,556	1,536	1,625	1,572	1,537
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%		1.6%	0.6%	1.0%	1.7%	0.9%	0.7%	0.5%	1.6%	2.3%	2.3%	2.7%	4.2%	4.5%	2.6%	3.4%	3.6%	3.3%	2.6%	0.7%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%		0.5%	0.2%	0.3%	0.3%	0.2%	0.4%	0.0%	0.3%	1.2%	0.3%	0.1%	1.5%	1.5%	0.4%	1.9%	0.8%	1.0%	0.7%	0.4%
1.4		Results calls	Number of calls requesting test results		number		652	643	633	593	613	720	705	709	611	656	694	727	716	691	700	772	814	748	748
1.5		% results calls	1.4 divided by 1.2		percent		36.4%	41.8%	43.9%	42.0%	39.5%	45.8%	46.5%	47.8%	40.8%	42.7%	44.5%	47.2%	48.5%	46.7%	43.5%	48.5%	48.5%	46.3%	48.3%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds		28	18	20	36	22	22	17	32	42	24	29	37	51	31	35	36	47	30	19
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number		76	22	37	69	39	38	17	69	60	58	87	107	117	53	85	90	115	67	29
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent		4.2%	1.4%	2.6%	4.9%	2.5%	2.4%	1.1%	4.7%	4.0%	3.8%	5.6%	6.9%	7.9%	3.6%	5.3%	5.7%	6.9%	4.2%	1.9%
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		24	18	12	12	12	20	12	10	8	14	14	11	13	9	14	14	10	9	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		13	10	7	7	11	11	10	9	11	13	10	12	9	11	13	12	11	11	12
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		22	18	16	15	11	13	11	10	11	16	12	12	13	11	10	10	9	10	11
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number		2,673	2,560	2,368	2,434	2,693	2,837	2,755	2,604	2,686	2,850	2,954	2,798	2,664	2,713	2,878	2,963	2,781	2,569	2,656
2.5		Long waits	Number of people waiting over 30 minutes		number		707	413	224	190	270	333	185	126	166	352	274	207	210	164	255	254	124	155	230
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	#DIV/0!	26.4%	16.1%	9.5%	7.8%	10.0%	11.7%	6.7%	4.8%	6.2%	12.4%	9.3%	7.4%	7.9%	6.0%	8.9%	8.6%	4.5%	6.0%	8.7%
2.7		Long waits	Maximum wait time (incl GTT's)		minutes		97	151	76	85	95	106	124	85	126	146	76	134	88	126	125	83	101	146	106
2.8		Time from collection to lab	80th percentile for time from collection to lab (hrs: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
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
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		654	632	483	501	494	550	556	512	469	509	510	479	470	461	501	469	555	553	566
3.2		Home visits attended	Number of home visits attended for the day		number		644	624	476	498	491	548	554	509	464	506	506	475	464	457	496	465	548	550	560
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	#DIV/0!	98.5%	98.7%	98.6%	99.4%	99.4%	99.6%	99.6%	99.4%	98.9%	99.4%	99.2%	99.2%	98.7%	99.1%	99.0%	99.1%	98.7%	99.5%	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		21	17	24	24	28	15	28	27	25	20	26	25	16	33	30	33	15	23	48
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number		21	17	24	24	28	15	28	27	25	20	26	25	16	33	30	33	15	23	48
3.6	yes	Urgent home visit timeliness	% urgent home visits completed for the day, 3.5 divided by 3.4	greater than	99%	#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%
4. LAB																									
4.1		Patient episodes	Total number of patient episodes		number		10,106	9,758	8,913	8,650	10,298	10,251	9,932	9,339	9,318	10,252	10,291	9,926	9,631	9,541	10,362	10,434	9,783	9,502	9,781
4.2		Patient tests	Total number of patient tests performed		number		40,844	41,723	39,492	38,133	45,239	44,985	44,541	41,164	41,973	44,495	44,651	44,054	41,996	41,327	44,447	45,335	42,917	41,156	42,464
4.3		Urgent tests	Total number of urgent tests		number		457	359	270	374	432	381	372	390	345	498	398	392	412	438	399	471	415	351	447
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%	
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%
4.6		Critical results	Number of critical test results		number		73	74	58	51	80	76	49	42	44	61	69	55	58	50	63	53	64	56	48
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		73	74	57	51	80	76	49	42	44	61	69	55	58	50	63	53	64	56	48
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%	#DIV/0!	100%	100%	98%	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		8	6	11	16	11	12	22	23	16	12	11	9	13	11	19	17	14	14	17
4.12		% Amended Results	Percentage of results changed after original result was reported to referrer. 4.11 divided by 4.2	less than	1%	#DIV/0!	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	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																				

						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	Public Holiday	5/01/16	6/01/16	7/01/16	8/01/16	11/01/16	12/01/16	13/01/16	14/01/16	15/01/16	18/01/16	19/01/16	20/01/16	21/01/16	22/01/16	25/01/16	26/01/16	27/01/16	28/01/16	29/01/16		
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																					
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		5:52	5:46	5:02	5:06	5:26	4:58	5:09	4:49	5:05	5:37	5:31	5:23	5:00	5:30	5:47	6:02	5:38	5:40	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		1:11	1:36	1:02	1:08	1:26	1:03	1:00	0:53	1:03	1:11	1:18	1:18	1:06	1:12	1:00	0:54	0:57	1:03	0:54	
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		10:00	10:00	8:00	7:00	9:00	8:00	8:00	7:00	8:00	10:00	9:00	9:00	8:00	8:00	10:00	10:00	9:00	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		5:55	5:24	5:06	5:15	5:50	5:30	5:47	6:14	6:44	6:16	5:57	6:30	5:45	5:35	6:46	7:04	6:07	6:27	6:01	
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	1:12	1:02	1:13	1:44	1:31	1:32	2:21	2:39	1:45	1:39	2:22	1:47	1:17	1:59	1:54	1:21	1:39	1:17	
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		10:00	8:00	7:00	7:00	10:00	8:00	10:00	10:00	12:00	10:00	10:00	11:00	10:00	8:00	10:00	10:00	10:00	10:00	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		6:15	5:30	5:51	5:29	6:10	5:30	6:08	6:41	6:12	6:57	6:37	6:53	6:16	6:22	6:52	7:01	6:23	6:25	6:26	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		2:01	1:46	1:50	1:55	2:22	1:55	2:04	3:03	2:28	2:39	2:49	3:03	2:28	2:43	2:24	2:23	1:47	2:11	2:46	
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		7:00	6:00	6:00	6:00	7:00	6:00	6:00	8:00	12:00	6:00	8:00	7:00	7:00	6:00	6:00	8:00	8:00	6:00	6:00	
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes		5:56	5:25	5:11	5:20	5:46	5:33	5:47	6:20	6:56	6:18	6:01	6:37	5:47	5:46	6:54	7:09	6:12	6:35	6:15	
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	1:15	1:09	1:21	1:45	1:36	1:35	2:31	2:54	1:50	1:45	2:28	1:49	1:25	2:07	1:58	1:28	1:54	1:29	
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		10:00	8:00	7:00	7:00	10:00	8:00	10:00	10:00	12:00	10:00	10:00	11:00	10:00	8:00	10:00	10:00	10:00	10:00	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																					
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			14:06	16:44	17:23		14:01	15:14	15:38	16:18		14:55	14:42	16:49	15:35		15:24	16:29	17:31	14:40	
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			10:30	13:47	13:57		10:47	12:32	12:38	12:34		11:38	11:45	14:04	12:25		10:20	12:15	13:19	11:09	
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		1.0	1.3	1.3	1.3		1.0	1.3	1.3	1.3		1.0	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%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	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		3:55	3:53	3:48	3:48	3:52	3:52	3:39	3:43	3:45	3:47	3:52	3:46	3:42	3:47	3:58	3:52	3:55	3:53	3:55	
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	0:45	0:49	0:46	0:53	0:49	0:43	0:43	0:52	0:40	0:41	0:46	0:40	0:44	0:50	0:42	0:45	0:43	0:43	
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	5:00	6:00	6:00	5:00	5:00	5:00	6:00	6:00	6:00	6:00	6:00	5:00	6:00	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		3:29	3:47	3:25	3:43	3:37	3:35	3:53	4:08	3:42	4:09	3:25	4:11	3:35	3:38	3:32	3:22	4:06	3:53	4:07	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes		0:59	1:01	0:59	0:57	1:02	1:05	1:06	1:23	0:57	1:07	0:59	1:23	0:58	1:00	1:00	0:59	1:14	1:01	1:07	
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		4:00	5:00	5:00	6:00	4:00	6:00	4:00	6:00	5:00	6:00	4:00	4:00	4:00	5:00	6:00	4:00	12:00	5:00	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		100.0%	97.5%	100.0%	99.3%	99.1%	98.7%	98.3%	95.9%	99.6%	97.6%	98.8%	95.0%	98.1%	97.2%	98.1%	97.4%	99.4%	99.3%	98.6%	
6. RECOLLECTS																											
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number		6,880	6,549	6,056	5,764	7,025	6,914	6,585	6,311	6,255	7,082	6,950	6,644	6,411	6,357	6,986	6,947	6,506	6,235	6,335		
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number		17	12	15	17	16	16	24	10	18	9	17	16	16	16	17	19	13	20	19		
6.5	yes	6.5% recollects	6.2 divided by 6.1	less than	1.0%	percent	#DIV/0!	0.2%	0.2%	0.2%	0.3%	0.2%	0.2%	0.4%	0.2%	0.3%	0.1%	0.2%	0.2%	0.2%	0.3%	0.2%	0.3%	0.2%	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
						Public Holiday	5/01/16	6/01/16	7/01/16	8/01/16	11/01/16	12/01/16	13/01/16	14/01/16	15/01/16	18/01/16	19/01/16	20/01/16	21/01/16	22/01/16	25/01/16	26/01/16	27/01/16	28/01/16	29/01/16
7.4		Total Complaints	Number of complaints received year to date		number					-					1						1				1
7.5		Complaints closed	Number of complaints closed year to date		number					-					-						1				1
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					-					-						1				1
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%										0.0%									100.0%	100.0%