

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					2014					2015					2016							
						1/01/13	2/01/13	3/01/13	4/01/13	7/01/13	8/01/13	9/01/13	10/01/13	11/01/13	14/01/13	15/01/13	16/01/13	17/01/13	18/01/13	21/01/13	22/01/13	23/01/13	24/01/13	25/01/13	28/01/13	29/01/13	30/01/13	31/01/13
<b>1. CALL CENTRE</b>																												
1.1a		Total inbound calls	Number of calls placed / received		number	public hol	public hol	1,433	1272	1558	1308	1323	1,397	1328	1479	1454	1412	1,488	1476	1510	1452	1434	1,380	1335	public hol	1659	1598	1,533
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number			544	474	592	538	567	593	575	595	620	608	646	672	603	569	627	619	583		746	675	695
1.2		Total calls answered	Number of calls answered		number			1,382	1,232	1,492	1,279	1,272	1,360	1,286	1,430	1,432	1,379	1,457	1,435	1,468	1,406	1,381	1,350	1,298		1,606	1,542	1,497
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent			3.6%	3.1%	4.2%	2.2%	3.9%	2.7%	3.2%	3.3%	1.5%	2.3%	2.1%	2.8%	2.8%	3.2%	3.7%	2.2%	2.8%		3.2%	3.5%	2.4%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent			3.5%	2.7%	1.9%	1.5%	2.8%	1.0%	1.6%	1.9%	0.8%	1.5%	1.6%	1.9%	1.3%	1.9%	1.0%	1.2%	2.2%		1.2%	1.5%	1.0%
1.4		Results calls	Number of calls requesting test results		number			525	461	581	530	551	587	566	584	615	599	636	561	595	558	621	609	570		737	665	688
1.5		% results calls	1.4 divided by 1.1b		percent			38.0%	37.3%	38.0%	41.1%	42.9%	42.5%	43.3%	40.2%	42.6%	43.1%	43.4%	38.8%	39.9%	39.2%	43.7%	44.9%	43.7%		45.0%	42.2%	45.3%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds			20	31	23	25	36	28	29	26	19	21	19	29	23	24	26	22	27		28	33	17
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number			13	34	72	27	88	53	67	52	17	22	21	44	55	42	36	27	33		72	62	27
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent			0.9%	2.7%	4.6%	2.1%	6.7%	3.8%	5.1%	3.5%	1.2%	1.6%	1.4%	3.0%	3.6%	2.9%	2.5%	2.0%	2.5%		4.3%	3.9%	1.8%
<b>2. COLLECTION CENTRES</b>																												
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			11	11	17	16	14	15	11	17	15	12	13	13	15	12	10	12	12		16	14	13
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	10	9	8	10	9	11	10	8	9	13	11	11	9	10	11		11	11	10
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			11	13	15	13	11	12	13	13	12	11	13	12	13	11	11	11	12		16	10	10
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number			2,632	2,706	3,412	3,215	3,190	3,237	3,205	3,273	3,376	3,259	3,297	3,336	3,588	3,332	3,200	3,274	3,359		3,763	3,537	3,504
2.5		Long waits	Number of people waiting over 30 minutes		number			36	64	109	95	80	83	67	107	79	64	49	84	132	66	59	32	69		129	93	73
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent			1.4%	2.4%	3.2%	3.0%	2.5%	2.6%	2.1%	3.3%	2.3%	2.0%	1.5%	2.5%	3.7%	1.7%	1.8%	1.0%	2.1%		3.4%	2.6%	2.1%
2.7		Long waits	Maximum wait time (incl GTTs)		minutes			134	182	266	310	290	173	114	118	253	115	134	177	145	151	123	98	148		126	130	117
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
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
<b>3. HOME VISITS</b>																												
3.1		Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not home)		number			300	302	272	227	220	260	260	263	251	219	224	264	260	262	228	245	237		296	266	185
3.2		Home visits attended	Number of home visits attended for the day		number			300	302	272	227	219	260	257	260	249	215	222	262	257	260	226	244	236		294	266	182
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%	99.5%	100.0%	98.9%	98.9%	99.2%	98.2%	99.1%	99.2%	98.9%	99.2%	99.1%	99.6%	99.6%		99.3%	100.0%	98.4%
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			2	14	17	17	11	12	11	11	13	11	15	17	13	19	10	13	12		15	13	16
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number			2	14	17	17	11	12	11	11	13	11	15	17	13	19	10	13	12		15	13	16
3.6	Yes	% Urgent home visit timeliness	% urgent home visits completed for the day 3.5 divided by 3.4	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%
<b>4. LAB</b>																												
4.1		Patient episodes	Total number of patient episodes		number			7,357	7,120	8,884	8,425	7,949	8,109	8,114	8,757	8,636	8,323	8,233	8,333	9,102	8,424	8,137	8,113	8,217		9,531	8,810	8,627
4.2		Patient tests	Total number of patient tests performed		number			27,917	29,153	36,097	36,789	34,556	34,031	34,093	35,571	37,517	35,731	34,378	34,855	37,924	36,617	34,529	34,499	34,532		38,797	37,472	36,585
4.3		Urgent tests	Total number of urgent tests		number			287	257	263	222	229	293	250	325	234	269	246	248	349	299	235	265	292		332	249	319
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%
4.5		Data for HealthPac	Percentage of completed test episodes provided to HealthPac within agreed timeframes (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			57	35	57	26	29	31	15	40	35	30	33	30	35	36	34	29	31		44	34	21
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			57	35	57	26	29	31	15	40	35	30	33	30	35	36	34	29	31		44	34	21
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%
4.11		Amended Results	Number of results changed after original result was reported to referer		number			39	22	33	42	53	40	33	55	35	30	52	38	43	31	35	32	26		61	43	49
4.12		% Amended Results	Percentage of results changed after original result was reported to referer. 4.11 divided by 4.2	less than 1%	percent			0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	0.1%	0.2%	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%		0.2%	0.1%	0.1%	
4.13	Yes	Timeliness of Send aways	80th 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 referers/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%
<b>5. TURNAROUND TIME NON-URGENT</b>																												
5.1a		Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes			4:38	4:36	5:04	4:43	4:41	4:46	4:50	4:40	4:55	4:56	4:48	5:10	5:16	4:58	5:09	4:45	4:57		5:48	5:47	5:49
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			1:00	1:04	1:10	1:03	0:52	1:14	1:09	1:00	1:13	1:06	1:07	1:03	1:12	0:57	1:09	1:04	1:02		1:16	1:21	1:32
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			7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	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			4:51	4:50	5:11	4:52	5:11	6:41	5:33	5:31	6:17	5:57	5:29	5:28	5:40	5:26	5:32	6:45	5:10		6:39	7:32	5:33
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes			1:05	1:17	1:10	1:10	1:19	3:06	1:43	1:58	2:33	2:00	1:45	1:19	1:29	1:16	1:25	2:46	1:13		1:59	2:59	1:11
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	7:00	7:00	7:00	11:00	10:00	11:00	11:00	10:00	9:00	7:00	9:00	7:00	7:00	10:00	7:00		11:00	11:00	9:00

						Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	
Item	Context	Indicator	Definition	Target	Unit	1/01/13	2/01/13	3/01/13	4/01/13	7/01/13	8/01/13	9/01/13	10/01/13	11/01/13	14/01/13	15/01/13	16/01/13	17/01/13	18/01/13	21/01/13	22/01/13	23/01/13	24/01/13	25/01/13	28/01/13	29/01/13	30/01/13	31/01/13	
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes			4:46	5:20	5:20	5:10	5:25	6:46	5:07	7:13	4:22	6:12	5:35	5:33	6:40	5:30	5:56	6:42	5:33		7:32	8:00	6:33	
5.3b		Total TAT HCG Quantification	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes			1:29	1:53	1:39	1:37	1:57	3:27	1:40	3:47	0:50	2:25	2:01	1:31	2:43	1:46	2:02	2:54	1:43		3:19	3:38	2:22	
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			3:00	5:00	5:00	3:00	3:00	5:00	3:00	3:00	5:00	5:00	4:00	3:00	5:00	3:00	3:00	3:00	4:00		5:00	11:00	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			4:51	4:51	5:24	5:06	5:11	6:43	5:25	5:32	6:42	6:03	5:39	5:28	5:41	5:25	5:33	6:49	5:08		6:38	7:33	5:36	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes			1:09	1:20	1:27	1:13	1:23	3:07	1:39	1:57	2:55	2:08	1:56	1:19	1:31	1:17	1:25	2:50	1:12		2:02	3:05	1:14	
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			7:00	7:00	7:00	7:00	7:00	7:00	7:00	11:00	11:00	10:00	10:00	9:00	10:00	7:00	7:00	10:00	7:00		11:00	11:00	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	1:8	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	
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			5:0	5:0	3:0	5:5	2:0	2:7	2:7	4:0	4:5	4:0	4:0	2:5	5:5	4:5	4:0	3:0	2:3		6:5	6:5	2:0	
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				23:11		22:56	24:09	23:58	23:46		24:10	23:53	24:39	22:56		30:06	23:27	24:31	24:29			23:09	24:54	
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			18:51		18:57	20:58	20:31	20:17		24:31	20:23	21:27	19:34			27:39	19:27	20:58	20:41			18:35	21:50	
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			1:2		1:2	1:2	1:2	1:2	1:2		1:2	1:2	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			100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	99.9%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%		99.9%	100.0%	100.0%	
<b>URGENT</b>																													
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours:minutes			3:36	3:16	3:29	3:17	3:19	3:24	3:19	3:30	3:08	3:08	3:33	3:22		3:31	3:24	3:21	3:33	3:10		3:37	3:30	3:26
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes			0:57	0:41	0:49	0:33	0:37	0:38	0:37	0:45	0:34	0:35	0:57	0:47		0:53	0:37	0:41	0:39	0:38		0:44	0:42	0:45
5.9c	yes	Lab 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			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			3:21	3:21	3:29	3:35	4:04	3:52	3:33	3:45	3:18	3:17	3:29	3:10		3:19	3:25	3:19	3:30	3:06		3:41	3:20	3:42
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes			1:00	0:53	0:59	1:06	1:42	1:21	1:01	1:16	0:56	0:55	1:13	0:54		1:02	0:58	0:57	0:59	0:49		1:10	1:03	1:20
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	3:00	3:00	4:00	3:00	3:00	3:00	5:00	6:00	3:00		6:00	5:00	4:00	3:00	5:00		3:00	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			96.9%	99.0%	99.5%	98.9%	97.5%	95.5%	99.0%	97.2%	99.5%	96.8%	96.5%	98.5%		98.2%	99.1%	97.9%	96.2%	98.3%		99.6%	96.5%	97.2%
<b>RECOLLECTS</b>																													
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number			7,357	7,120	6,437	5,992	5,747	5,965	5,761	6,347	6,128	5,974	5,952	5,937		6,658	6,007	5,738	5,859	5,927		6,954	6,255	6,183
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel state error code summary) (excluding self collects)		number			6	17	14	18	16	21	12	29	23	24	11	22		15	10	16	20	21		7	13	20
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than 1.0%	percent			0.1%	0.2%	0.2%	0.3%	0.3%	0.4%	0.2%	0.5%	0.4%	0.4%	0.2%	0.4%		0.2%	0.2%	0.3%	0.3%	0.4%		0.1%	0.2%	0.3%
<b>7. QUALITY IMPROVEMENT</b>																													
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			0						0												1			
7.5		Complaints closed	Number of complaints closed year to date		number			0						0												1			
7.6		New complaints	Number of new complaints received this week		number			0						0												1			
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number			0						0												1			
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number			0						0												1			
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			100.0%						100.0%												100.0%			