

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					2012					2011									
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri					
<b>1. CALL CENTRE</b>																									
1.1a		Total inbound calls	Number of calls placed / received		number	public hol	1598	1396	1,393	1361	1531	1430	1393	1,433	1417	1527	1444	1398	1,274	1287	1377	1343	1413	1,234	1327
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number		707	607	630	614	668	599	602	653	613	672	618	613	591	580	588	605	593	542	573
1.2		Total calls answered	Number of calls answered		number		1,570	1,381	1,362	1,324	1,483	1,402	1,371	1,407	1,375	1,474	1,384	1,385	1,249	1,271	1,363	1,329	1,390	1,229	1,299
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	1.8%	1.1%	2.2%	2.7%	3.1%	2.0%	1.6%	2.5%	3.0%	3.5%	4.2%	0.9%	2.0%	1.2%	1.0%	1.0%	1.6%	0.4%	2.1%
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%	0.3%	1.4%	1.6%	2.7%	1.5%	1.5%	2.8%	1.5%	3.0%	3.7%	1.0%	0.9%	1.7%	1.0%	1.0%	0.7%	0.2%	0.9%
1.4		Results calls	Number of calls requesting test results		number		700	605	621	604	650	590	593	635	604	652	595	607	586	570	582	599	589	541	568
1.5		% results calls	1.4 divided by 1.2		percent		44.2%	43.5%	45.2%	45.1%	43.6%	41.9%	43.2%	45.3%	43.3%	44.0%	42.8%	43.9%	46.4%	45.1%	42.7%	45.1%	42.0%	43.9%	43.6%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	17	21	30	34	18	29	30	34	34	43	43	18	23	25	19	18	17	12	21
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number		42	48	48	36	95	41	33	35	60	49	69	13	15	14	30	14	23	5	32
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	2.6%	3.4%	3.5%	2.7%	6.2%	2.9%	2.4%	2.4%	4.2%	3.2%	4.8%	0.9%	1.2%	1.1%	2.2%	1.0%	1.6%	0.4%	2.4%
<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	16	13	12	11	18	10	11	9	11	11	11	9	9	9	12	9	9	8	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	9	9	11	10	10	9	8	8	7	9	9	8	7	8	7	7	7	7	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	15	11	14	12	11	11	10	10	10	12	12	15	8	9	11	11	9	8	10
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number		3,512	3,298	3,160	3,195	3,341	3,282	3,153	3,098	3,034	3,243	3,263	2,961	2,818	2,794	3,117	3,056	2,893	2,901	2,903
2.5		Long waits	Number of people waiting over 30 minutes		number		95	35	64	51	58	32	29	29	26	53	47	21	24	27	34	23	16	22	22
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	2.7%	1.1%	2.0%	1.6%	1.7%	1.0%	0.9%	0.9%	0.9%	1.6%	1.4%	0.7%	0.9%	1.0%	1.1%	0.8%	0.6%	0.8%	0.8%
2.7		Long waits	Maximum wait time (incl GTT's)		minutes		136	91	116	100	103	71	101	89	122	105	127	90	91	99	95	123	99	73	85
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
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
<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		317	299	279	228	228	265	237	260	210	253	246	245	220	240	242	259	239	245	247
3.2		Home visits attended	Number of home visits attended for the day		number		317	299	279	228	228	265	237	260	210	253	246	245	220	240	242	259	239	245	247
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%	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%
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		23	14	17	12	11	9	12	6	14	15	9	12	22	10	16	14	17	17	18
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number		23	14	17	12	11	9	12	6	14	15	9	12	22	10	16	14	17	17	18
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%
<b>4. LAB</b>																									
4.1		Patient episodes	Total number of patient episodes		number		9,848	9,685	9,674	9,070	10,009	9,653	9,015	8,935	8,767	9,662	9,544	8,857	8,289	8,411	9,463	9,106	8,911	8,552	8,671
4.2		Patient tests	Total number of patient tests performed		number		36,781	37,539	37,564	35,614	37,851	37,181	35,053	34,285	33,795	36,267	37,632	33,904	31,852	32,203	34,917	34,691	33,525	32,155	33,222
4.3		Urgent tests	Total number of urgent tests		number		357	323	263	321	330	270	279	292	309	328	294	252	313	285	301	258	256	259	257
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%
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%
4.6		Critical results	Number of critical test results		number		42	32	21	38	44	38	23	21	24	30	20	25	15	16	25	19	20	28	10
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		42	32	21	38	44	38	23	21	24	30	20	25	15	16	25	19	20	28	10
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%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number		75	43	25	36	60	53	49	41	67	34	59	38	46	35	28	65	33	50	42
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	0.2%	0.1%	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%	0.2%	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	0.2%	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																			

						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	3/06/13	4/06/13	5/06/13	6/06/13	7/06/13	10/06/13	11/06/13	12/06/13	13/06/13	14/06/13	17/06/13	18/06/13	19/06/13	20/06/13	21/06/13	24/06/13	25/06/13	26/06/13	27/06/13	28/06/13		
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%		
<b>5. TURNAROUND TIME</b>																											
<b>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		5:25	5:09	6:20	5:11	5:24	5:06	5:04	5:08	5:03	5:03	5:32	5:00	4:51	4:23	5:21	5:09	5:13	4:48	5:07	
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		1:12	1:12	2:12	1:23	1:13	1:18	1:18	1:11	1:03	1:31	0:59	0:55	0:49	1:34	1:08	1:23	1:00	1:00		
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		9:00	7:00	11:00	7:00	9:00	7:00	7:00	7:00	7:00	9:00	9:00	7:00	7:00	7:00	9:00	8:00	9:00	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		5:23	5:13	6:21	5:12	5:29	5:24	5:23	6:36	5:12	5:33	5:17	5:15	5:02	4:54	5:11	5:21	5:01	5:00	5:45	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		1:03	1:11	2:07	1:15	1:15	1:30	1:30	2:38	1:18	1:24	1:13	1:11	1:00	0:56	1:17	1:15	1:08	1:11	1:35	
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		9:00	7:00	11:00	7:00	7:00	8:00	7:00	10:00	7:00	9:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	10:00	
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes		6:03	5:38	6:17	5:40	6:00	5:50	6:07	8:00	5:47	5:37	5:24	5:30	5:46	5:16	5:09	5:31	5:40	6:33	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		1:55	1:46	2:21	2:07	2:01	2:11	2:09	4:00	2:07	1:45	1:37	1:35	2:30	1:40	1:35	1:44	1:43	2:55	1:49	
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	5:00	6:00	3:00	5:00	3:00	5:00	6:00	5:00	5:00	3:00	5:00	7:00	3:00	3:00	3:00	5:00	8:00	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		5:20	5:12	6:22	5:10	5:29	5:23	5:20	6:35	5:13	5:38	5:16	5:20	5:02	4:56	5:08	5:19	5:03	4:59	5:47	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		1:06	1:13	2:09	1:18	1:16	1:30	1:33	2:40	1:19	1:34	1:15	1:14	1:04	1:01	1:19	1:16	1:14	1:11	1:39	
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	7:00	10:00	7:00	8:00	8:00	7:00	11:00	7:00	9:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	10:00	
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	
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	
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	6.0	6.0	4.0	3.0	4.5	7.0	2.5	4.0	4.5	5.0	5.0	6.0	2.0	5.0	5.5	4.0	2.3	2.3	
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		24:40	23:37	23:28		22:49	23:42	23:43	23:27		23:36	23:23	24:14	25:24		22:35	23:29	25:42	22:31		
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		20:40	20:23	20:43		18:56	20:44	20:34	19:31		19:04	19:45	20:25	23:11		19:23	19:28	24:49	19:06		
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		1.0	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		99.9%	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	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		3:52	3:21	3:30	3:26	3:38	3:24	3:17	3:32	3:24	3:23	3:27	3:32	3:28	3:31	3:34	3:26	3:31	3:25	3:36	
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	0:36	0:43	0:45	0:55	0:38	0:32	0:42	0:37	0:36	0:36	0:34	0:33	0:37	0:41	0:33	0:37	0:36	0:34	
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		6:00	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		3:35	3:40	4:27	3:26	3:26	3:30	3:36	4:07	3:43	3:28	3:33	3:16	3:17	3:21	3:24	3:27	3:07	3:39	3:28	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes		0:56	1:10	1:53	1:10	1:14	0:57	1:05	1:33	1:16	0:56	0:58	0:55	0:45	0:51	0:54	0:52	0:50	1:10	0:53	
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		3:00	5:00	6:00	6:00	5:00	5:00	5:00	6:00	4:00	5:00	5:00	2:00	4:00	6:00	3:00	3:00	5:00	5:00	3:00	
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		98.7%	97.3%	95.2%	96.5%	98.5%	100.0%	97.3%	96.7%	97.9%	97.7%	97.5%	99.5%	98.0%	99.1%	98.7%	98.1%	98.5%	96.8%	99.5%	
<b>6. RECOLLECTS</b>																											
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number		6,490	6,207	5,986	5,896	6,525	6,027	5,696	5,629	5,569	6,226	5,996	5,366	5,127	5,335	6,010	5,630	5,426	5,255	5,365	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number		9	13	17	17	18	20	15	12	19	14	16	18	7	28	19	29	9	14	19	
6.5	yes	6.5% recollects	6.2 divided by 6.1	less than	1.0%	percent		0.1%	0.2%	0.3%	0.3%	0.3%	0.3%	0.3%	0.2%	0.3%	0.2%	0.3%	0.3%	0.1%	0.5%	0.3%	0.5%	0.2%	0.3%	0.4%	
<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																					

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
						3/06/13	4/06/13	5/06/13	6/06/13	7/06/13	10/06/13	11/06/13	12/06/13	13/06/13	14/06/13	17/06/13	18/06/13	19/06/13	20/06/13	21/06/13	24/06/13	25/06/13	26/06/13	27/06/13	28/06/13
7.4		Total Complaints	Number of complaints received year to date		number					23					24						26				26
7.5		Complaints closed	Number of complaints closed year to date		number					20					22						26				26
7.6		New complaints	Number of new complaints received this week		number					3					1						2				0
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					3					1						2				0
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number					20					22						26				26
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%					87.0%					91.7%						100.0%				100.0%