

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					2013					2012					2011					
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon
<b>1. CALL CENTRE</b>																										
1.1a		Total inbound calls	Number of calls placed / received		number	1749	1727	1689	1,617	1606	1846	1744	1683	1,710	1664	1836	1751	1733	1,707	1721	1815	1708	1647	1604	1660	1837
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	809	849	836	745	726	793	865	839	835	742	921	831	862	849	849	868	800	833	802	797	847
1.2		Total calls answered	Number of calls answered		number	1,698	1,636	1,665	1,579	1,563	1,757	1,669	1,639	1,660	1,603	1,794	1,649	1,701	1,662	1,672	1,746	1,653	1,621	1,574	1,635	1,769
1.3a		% calls unanswered	Also known as "abandonment". 1: (1.2 divided by 1.1a)	less than	7.0%	2.9%	5.3%	1.4%	2.4%	2.7%	4.8%	4.3%	2.6%	2.9%	3.7%	2.3%	5.8%	1.9%	2.6%	2.9%	3.8%	3.2%	1.6%	1.9%	1.5%	3.7%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1: (1.4 divided by 1.1b)	less than	3.0%	2.2%	2.7%	1.6%	1.5%	1.9%	4.0%	2.9%	1.8%	1.7%	1.6%	2.3%	2.3%	0.9%	2.0%	2.8%	2.9%	2.5%	0.8%	1.4%	1.4%	2.5%
1.4		Results calls	Number of calls requesting test results		number	809	849	836	745	726	793	865	839	835	742	921	831	862	849	849	868	800	833	802	797	847
1.5		% results calls	1.4 divided by 1.2		percent	46.3%	49.2%	49.5%	46.1%	45.2%	43.0%	49.6%	34.6%	48.8%	44.6%	50.2%	47.5%	49.7%	49.7%	49.3%	47.8%	46.8%	50.8%	50.0%	48.0%	46.1%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds	42	20	34	36	14	25	22	35	16	22	37	44	33	51	19	50	47	24	21	23	40
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	104	147	48	72	48	185	122	58	122	85	54	123	52	93	89	111	92	40	26	24	132
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	6.0%	8.5%	2.8%	2.2%	3.0%	10.0%	7.0%	3.5%	7.1%	5.1%	2.9%	7.0%	3.0%	5.5%	5.2%	6.1%	5.4%	2.4%	1.6%	1.5%	7.2%
<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	15	10	10	10	13	12	10	9	12	9	15	11	8	11	8	11	10	9	7	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	7	8	7	9	9	8	9	8	6	8	9	9	7	8	9	9	8	8	7	9	7
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	17	11	9	9	10	11	9	7	8	8	11	9	9	8	8	8	7	7	7	7	9
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,959	3,705	3,362	3,313	3,550	3,973	3,734	3,415	3,297	3,614	3,924	3,712	3,361	3,368	3,459	3,835	3,468	3,152	3,131	3,353	3,754
2.5		Long waits	Number of people waiting over 30 minutes		number	202	159	87	81	150	155	101	66	112	74	206	159	58	104	97	89	115	51	34	53	110
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	5.1%	4.3%	2.6%	2.4%	4.2%	3.9%	2.7%	1.9%	3.4%	2.0%	5.2%	4.2%	1.7%	3.1%	2.8%	2.3%	3.3%	1.6%	1.1%	1.6%	2.9%
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	230	172	83	153	150	177	142	178	75	85	175	85	139	151	139	163	76	146	120	192	158
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
<b>3. HOME VISITS</b>																										
3.1		Home visits booked	Number of home visits booked for the day (exclude home visits where the patient is not home)		number	528	553	553	544	473	559	551	518	553	542	448	521	575	472	523	511	586	540	445	468	452
3.2		Home visits attended	Number of home visits attended for the day		number	519	545	545	538	465	550	542	509	549	532	442	516	570	458	517	501	578	531	432	467	446
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	98.3%	98.6%	98.6%	98.9%	98.3%	98.4%	98.4%	98.3%	99.3%	98.2%	98.7%	99.0%	99.1%	97.0%	98.9%	98.0%	98.6%	98.3%	97.1%	99.8%	98.7%
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	30	27	43	30	27	24	29	32	32	38	15	22	36	41	23	22	27	34	21	28	24
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	30	27	43	30	27	24	29	32	32	38	15	22	36	41	23	22	27	34	21	28	24
3.6	Yes	Urgent home visit timeliness	% urgent home visits completed for the day 3.5 divided by 3.4	greater than	99%	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%
<b>4. LAB</b>																										
4.1		Patient episodes	Total number of patient episodes		number	11,782	11,262	10,569	10,306	10,557	12,177	11,242	10,643	10,262	10,537	11,917	11,123	10,646	10,256	10,325	11,537	11,057	10,247	9,922	10,093	11,413
4.2		Patient tests	Total number of patient tests performed		number	45,019	44,522	42,888	40,489	41,724	46,628	44,478	42,106	40,218	41,562	45,982	44,952	42,612	40,338	40,279	44,462	44,158	39,993	39,277	39,953	43,916
4.3		Urgent tests	Total number of urgent tests		number	444	403	478	459	423	414	476	418	420	400	506	438	402	432	422	428	502	477	328	525	528
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%	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	59	43	33	44	42	40	34	42	37	38	42	34	39	33	22	51	39	30	28	32	42
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	59	43	33	44	42	40	34	42	37	38	42	34	39	33	22	50	39	30	28	32	42
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	36	37	39	32	44	61	44	31	41	38	70	44	60	31	41	63	44	40	32	70	45
4.12		% Amended Results	Percentage of results changed after original result was reported to referrer. 4.11 divided by 4.2	less than	1%	0.1%	0.1%	0.1%	0.1%	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%	0.1%	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																					



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
						3/03/14	4/03/14	5/03/14	6/03/14	7/03/14	10/03/14	11/03/14	12/03/14	13/03/14	14/03/14	17/03/14	18/03/14	19/03/14	20/03/14	21/03/14	24/03/14	25/03/14	26/03/14	27/03/14	28/03/14	31/03/14
7.5		Complaints closed	Number of complaints closed year to date		number					10					12						13					17
7.6		New complaints	Number of new complaints received this week		number					2					1						2					2
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					2					1						2					2
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number					10					12						13					17
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%					83.3%					92.3%						86.7%					100.0%