

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											
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri							
						2/02/15	3/02/15	4/02/15	5/02/15	Public Holiday	9/02/15	10/02/15	11/02/15	12/02/15	13/02/15	16/02/15	17/02/15	18/02/15	19/02/15	20/02/15	23/02/15	24/02/15	25/02/15	26/02/15	27/02/15		
<b>1. CALL CENTRE</b>																											
1.1a		Total inbound calls	Number of calls placed / received		number	1705	1722	1736	1933		1770	1707	1699	1626	1496	1767	1646	1610	1650	1440		1662	1530	1656	1580	1626	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	740	837	872	946		824	831	857	856	728	816	790	786	810	695		789	734	830	771	780	
1.2		Total calls answered	Number of calls answered		number	1,688	1,706	1,710	1,909		1,750	1,689	1,673	1,618	1,485	1,740	1,628	1,602	1,626	1,422		1,646	1,502	1,646	1,576	1,606	
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	1.0%	0.9%	1.5%	1.2%	1.1%	1.1%	1.5%	0.5%	0.7%	1.5%	1.1%	0.5%	1.5%	1.3%		1.0%	0.5%	0.7%	0.3%	1.2%	
1.3b		% calls unanswered for results line	Also known as "abandonment". 1- (1.4 divided by 1.1b)	less than	3.0%	percent	0.3%	0.2%	0.5%	0.5%	0.1%	0.2%	0.5%	0.2%	0.4%	0.5%	0.1%	0.1%	0.4%	0.3%		0.3%	0.0%	0.6%	0.1%	0.9%	
1.4		Results calls	Number of calls requesting test results		number	740	837	872	946		824	831	857	856	728	816	790	786	810	695		789	734	830	771	780	
1.5		% results calls	1.4 divided by 1.2		percent	43.4%	48.6%	50.2%	48.9%		46.6%	48.7%	50.4%	52.6%	48.7%	46.2%	48.0%	48.8%	49.1%	48.3%		47.5%	48.6%	50.1%	48.8%	48.0%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	26	21	32	31	25	24	29	15	25	26	15	12	25	21		21	15	19	10	27	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	42	27	45	60		52	44	52	15	23	45	27	13	38	28		38	13	12	6	25	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	2.5%	1.6%	2.6%	3.1%	2.9%	2.6%	3.1%	0.9%	1.5%	2.6%	1.6%	0.8%	2.3%	1.9%		2.3%	0.9%	0.7%	0.4%	1.5%	
<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	20	18	14	20	20	21	13	14	16	19	19	14	13	13		19	17	15	15	14	
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	10	10	9	12	11	12	9	10	8	10	10	8	9	10		11	7	10	12	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	13	12	12	12	14	12	10	9	11	14	10	9	8	10		11	12	12	9	11	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,861	3,678	3,536	3,612		4,059	3,837	3,513	3,273	3,428	3,838	3,475	3,286	3,114	3,288		3,775	3,612	3,401	3,284	3,535	
2.5		Long waits	Number of people waiting over 30 minutes		number	315	380	187	337		440	533	203	204	217	480	392	174	144	160		334	249	306	324	217	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	8.2%	10.3%	5.3%	9.3%	#DIV/0!	10.8%	13.9%	5.8%	6.2%	12.5%	11.3%	5.3%	4.6%	4.9%		8.8%	6.9%	9.0%	9.9%	6.1%	
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	125	180	158	158		157	163	136	180	130	140	136	117	152	145		157	125	162	169	78	
2.8		Time from collection to lab	90th 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	
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	583	589	616	636		679	535	591	506	547	566	561	560	512	457		547	537	455	446	466	
3.2		Home visits attended	Number of home visits attended for the day		number	571	584	611	624		673	526	587	491	537	559	558	554	500	450		536	530	450	443	464	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	97.9%	99.2%	99.2%	98.1%	#DIV/0!	99.1%	98.3%	99.3%	97.0%	98.2%	98.8%	99.5%	98.9%	97.7%	98.5%	98.0%	98.7%	98.9%	99.3%	99.6%	
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	35	47	42	42		34	39	32	40	44	33	43	45	49	34		34	46	24	36	28	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	35	47	42	42		34	39	32	40	44	33	43	45	49	34		34	46	24	36	28	
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%	#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%	
<b>4. LAB</b>																											
4.1		Patient episodes	Total number of patient episodes		number	11,057	10,735	10,644	10,930		12,357	11,947	11,022	10,534	10,577	12,312	11,342	10,745	10,426	10,290		12,344	11,616	10,986	10,873	10,694	
4.2		Patient tests	Total number of patient tests performed		number	46,541	45,928	45,031	45,425		49,021	49,004	45,080	42,277	43,338	46,484	45,756	43,156	40,068	41,578		47,029	46,442	44,602	43,269	43,351	
4.3		Urgent tests	Total number of urgent tests		number	537	463	416	518		450	457	377	362	436	412	385	406	391	416		456	497	398	385	409	
4.4		% urgent tests	4.3 divided by 4.2		percent	1%	1%	1%	1%	#DIV/0!	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%	
4.6		Critical results	Number of critical test results		number	60	55	61	56		63	47	65	59	51	66	43	48	50	47		50	56	57	54	41	
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	60	55	61	55		63	47	64	59	51	66	43	48	50	47		50	56	57	54	41	
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%	98%	#DIV/0!	100%	100%	98%	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	23	25	18	12		53	21	34	9	16	23	24	17	27	28		34	55	17	18	48	
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	0.0%	0.1%	0.0%	0.0%	#DIV/0!	0.1%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%		0.1%	0.1%	0.0%	0.0%	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																					



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						2/02/15	3/02/15	4/02/15	5/02/15	Public Holiday	9/02/15	10/02/15	11/02/15	12/02/15	13/02/15	16/02/15	17/02/15	18/02/15	19/02/15	20/02/15	23/02/15	24/02/15	25/02/15	26/02/15	27/02/15
7.4		Total Complaints	Number of complaints received year to date		number					5					5					5					5
7.5		Complaints closed	Number of complaints closed year to date		number					5					5					5					5
7.6		New complaints	Number of new complaints received this week		number					-					-					-					-
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					-					-					-					-
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number					5					5					5					5
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%					100.0%					100.0%					100.0%					100.0%