

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					2018						
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue
1. CALL CENTRE																											
1.1a		Total inbound calls	Number of calls placed / received		number	1868	1722	1632	1,678	1585	1832	1672	1686	1684	1680	1743	1635	1685	1,494	1554	1577	1570	1504	1,504	1591	1685	1643
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	851	823	780	836	755	832	801	834	836	813	830	758	775	734	745	732	739	782	774	770	825	800
1.2		Total calls answered	Number of calls answered		number	1,840	1,705	1,617	1,655	1,567	1,787	1,642	1,668	1,663	1,667	1,707	1,600	1,657	1,465	1,509	1,558	1,558	1,490	1,489	1,572	1,647	1,619
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	1.5%	1.0%	0.9%	1.4%	1.1%	2.5%	1.8%	1.1%	1.3%	0.8%	2.1%	2.1%	1.7%	1.9%	2.9%	1.2%	0.8%	0.9%	1.0%	1.2%	2.3%	1.5%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	0.4%	0.4%	0.3%	1.4%	0.4%	1.6%	0.9%	0.4%	0.5%	0.3%	0.4%	0.3%	0.4%	0.8%	0.9%	0.1%	0.3%	0.5%	0.3%	0.3%	1.1%	0.9%
1.4		Results calls	Number of calls requesting test results		number	851	823	780	836	755	832	801	834	836	813	830	758	775	734	745	732	739	782	774	770	825	800
1.5		% results calls	1.4 divided by 1.2		percent	45.6%	47.8%	47.8%	49.8%	47.6%	45.4%	47.9%	49.5%	49.6%	48.4%	47.6%	46.4%	46.0%	49.1%	47.9%	46.4%	47.1%	52.0%	51.5%	48.4%	49.0%	48.7%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	29	19	26	37	34	45	42	25	26	31	30	39	34	37	53	34	28	23	50	22	17	38
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	61	22	35	50	53	72	78	20	29	45	62	72	65	55	93	75	30	24	32	32	105	62
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	3.3%	1.3%	2.1%	3.0%	3.3%	3.9%	4.7%	1.2%	1.7%	2.7%	3.6%	4.4%	3.9%	3.7%	6.0%	4.8%	1.9%	1.6%	2.2%	2.0%	6.2%	3.8%
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	18	16	16	15	15	22	15	16	11	16	19	16	14	12	15	19	14	13	11	12	14	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	11	13	9	12	10	11	11	8	8	11	8	10	9	10	10	11	9	8	10	8	9	9
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	14	11	11	11	11	13	10	9	9	10	9	10	9	9	9	11	9	10	9	9	11	9
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,958	3,685	3,379	3,395	3,393	3,882	2,872	2,671	2,820	2,764	2,660	2,914	2,630	2,532	2,716	2,941	2,713	2,513	2,594	2,597	2,830	2,805
2.5		Long waits	Number of people waiting over 30 minutes		number	428	452	257	320	366	416	246	233	122	214	216	262	122	141	170	275	171	111	102	101	192	78
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	10.8%	12.3%	7.6%	9.4%	10.8%	10.7%	8.6%	8.7%	4.3%	7.7%	8.1%	9.0%	4.6%	5.6%	6.3%	9.4%	6.3%	4.4%	3.9%	3.9%	6.8%	2.8%
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	125	155	148	141	132	193	139	140	81	81	108	136	78	195	122	104	130	100	145	135	84	83
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	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	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	585	529	516	511	507	648	551	575	519	517	543	538	578	457	474	519	523	558	453	491	541	547
3.2		Home visits attended	Number of home visits attended for the day		number	575	503	508	503	497	634	542	567	505	504	531	527	572	453	469	514	512	552	445	479	533	543
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	98.3%	95.1%	98.4%	98.4%	98.0%	97.7%	98.4%	98.6%	97.3%	97.5%	97.8%	98.0%	99.0%	99.1%	98.9%	99.0%	97.9%	98.9%	98.2%	97.6%	98.5%	99.3%
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	35	26	41	36	53	39	38	29	32	26	28	36	50	29	22	26	44	27	31	22	54
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	21	35	26	41	36	53	39	38	29	32	26	28	36	50	29	22	26	44	27	31	22	54
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%	100.0%	100.0%	100.0%
4. LAB																											
4.1		Patient episodes	Total number of patient episodes		number	12,601	12,254	11,369	10,724	10,884	12,442	11,843	11,391	10,832	10,704	11,761	11,883	10,721	10,554	10,533	12,353	11,336	10,851	10,087	10,168	11,419	10,413
4.2		Patient tests	Total number of patient tests performed		number	48,760	48,299	45,394	44,211	43,059	48,650	47,281	45,274	43,252	42,530	44,660	47,080	43,246	41,700	42,595	46,433	44,390	41,824	39,215	40,603	44,311	42,570
4.3		Urgent tests	Total number of urgent tests		number	439	492	431	445	425	413	445	412	416	375	463	456	362	389	454	404	445	384	443	430	372	446
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%	percent	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	50	45	56	49	64	56	60	55	51	61	55	36	48	46	52	39	44	53	50	58	45
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	59	50	45	56	49	64	56	60	55	51	61	55	36	48	45	51	39	44	53	50	58	45
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%	98%	100%	100%	100%	100%	100%	98%	98%	100%	100%	100%	100%	100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	23	12	14	24	18	11	34	15	50	27	47	24	26	268	52	19	52	15	32	44	22	47
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%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.6%	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%	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																						
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																											

Item	Contract	Indicator	Definition	Target	Unit	Mon					Tue					Wed					Thu					Fri				
						2/03/15	3/03/15	4/03/15	5/03/15	6/03/15	9/03/15	10/03/15	11/03/15	12/03/15	13/03/15	16/03/15	17/03/15	18/03/15	19/03/15	20/03/15	23/03/15	24/03/15	25/03/15	26/03/15	27/03/15	30/03/15	31/03/15			
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	8:01	5:45	5:38	5:17	5:15	5:48	5:02	5:19	5:24	5:12	5:04	5:12	5:17	4:47	5:00	5:26	4:55	4:46	4:43	4:48	5:25	5:00		
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	1:06	0:58	1:00	1:14	0:55	1:05	0:59	1:16	1:06	0:55	0:52	1:01	1:16	0:56	0:53	1:14	1:07	0:57	0:55	0:59	1:07	1:09		
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	10:00	9:00	9:00	10:00	8:00	10:00	8:00	8:00	8:00	8:00	8:00	7:00	8:00	7:00	7:00	9:00	7:00	7:00	7:00	7:00	8:00	7:00		
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:41	6:31	6:20	5:44	5:37	6:00	6:00	5:38	5:48	5:28	5:26	6:04	5:40	5:15	5:30	6:02	6:29	4:57	5:11	5:31	5:43	5:10		
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:41	1:39	1:37	1:40	1:14	1:12	1:55	1:32	1:30	1:06	1:10	1:50	1:40	1:21	1:18	1:47	2:36	1:06	1:19	1:40	1:21	1:16		
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	10:00	10:00	10:00	9:00	9:00	10:00	10:00	8:00	9:00	8:00	9:00	9:00	9:00	8:00	7:00	7:00	9:00	10:00	7:00	7:00	8:00	8:00	7:00	
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:14	6:32	6:35	5:58	5:19	6:31	6:10	5:47	6:20	5:10	5:59	6:37	6:02	5:23	5:57	5:45	6:39	5:11	5:11	5:58	5:58	5:28		
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:49	2:07	2:15	2:30	1:38	2:07	2:26	2:00	2:28	1:23	2:04	2:46	2:11	1:47	2:15	1:58	3:05	1:34	1:43	2:16	1:59	2:06		
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	4:00	7:00	7:00	6:00	5:00	5:00	4:00	5:00	5:00	4:00	5:00	5:00	7:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	4:00		
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:42	6:38	6:24	5:49	5:43	6:07	6:06	5:39	5:53	5:31	5:28	6:10	5:49	5:17	4:53	6:02	6:27	5:03	4:46	5:32	5:43	5:13		
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:44	1:45	1:44	1:45	1:21	1:18	2:00	1:36	1:35	1:14	1:15	1:56	1:47	1:23	1:25	1:49	2:37	1:15	1:25	1:42	1:23	1:21		
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	10:00	10:00	10:00	9:00	9:00	10:00	10:00	8:00	9:00	8:00	8:00	9:00	9:00	9:00	7:00	8:00	9:00	10:00	7:00	7:00	8:00	8:00	7:00	
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 98th 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	14:53	18:04	17:23	17:23		16:26	15:45	17:06	17:13		14:00	16:25	16:16	15:39		15:26	16:11	18:03	17:16		15:43			
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	11:02	14:42	14:58	14:17		12:39	13:17	14:13	13:44		10:47	13:36	13:30	13:03		11:58	13:19	15:11	14:07		12:25			
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	1.5	1.7	1.5		1.3	1.3	1.3	1.5		1.0	1.3	1.3	1.3		1.3	1.3	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	99.9%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	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	4:02	3:51	3:55	3:44	3:51	3:51	3:46	3:50	3:47	3:40	3:46	3:46	3:46	3:41	3:44	3:54	3:46	4:09	3:37	3:38	3:51	3:35		
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:40	0:36	0:38	0:41	0:39	0:43	0:39	0:37	0:37	0:35	0:37	0:38	0:38	0:38	0:40	0:45	0:44	1:02	0:39	0:42	0:47	0:38		
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	6:00	6:00	5:30	6:00	6:00	6:00	6:00	6:00	5:00	6:00	6:00	6:00	5:00	5:00	6:00	6:00	6:00	6:00	5:00	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	3:53	3:48	3:56	3:51	4:00	3:46	3:44	3:45	3:51	3:47	3:28	3:44	3:37	3:58	3:47	3:34	4:01	3:54	3:40	3:36	3:59	3:51		
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:54	1:00	1:13	1:01	1:00	1:00	0:56	1:07	1:06	1:01	1:01	0:59	1:03	1:02	1:03	0:56	1:11	1:19	0:55	0:59	0:59	1:05		
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	6:00	5:00	6:00	5:00	6:00	4:00	4:00	5:00	5:00	5:00	4:00	6:00	4:00	6:00	5:00	4:00	6:00	4:00	4:00	5:00	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	99.4%	98.7%	99.4%	98.3%	98.3%	99.7%	98.6%	98.5%	98.8%	100.0%	99.2%	98.4%	99.0%	99.1%	98.9%	97.7%	98.6%	99.1%	98.3%	98.4%	99.7%	98.3%		
6. RECOLLECTS																														
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	7,617	7,152	6,638	6,579	6,491	7,635	7,071	6,766	6,608	6,522	7,200	7,230	6,487	6,350	6,580	7,485	6,750	6,211	6,154	6,191	7,112	6,576		
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	25	22	25	12	14	20	23	27	19	15	13	19	14	14	12	9	13	21	14	15	16	18		
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.3%	0.4%	0.2%	0.2%	0.3%	0.3%	0.4%	0.3%	0.2%	0.2%	0.3%	0.2%	0.2%	0.1%	0.2%	0.3%	0.2%	0.2%	0.2%	0.2%	0.3%		
7. QUALITY IMPROVEMENT 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					6					6											18			
7.5		Complaints closed	Number of complaints closed year to date			number					6					6											18			
7.6		New complaints	Number of new complaints received this week			number					1					-											12			
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number					1					-											12			
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days			number					6					6											18			
7.9		% events/issues closed	7.2 divided by 7.1	greater than	75%	percent																								

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	Tue
						2/03/15	3/03/15	4/03/15	5/03/15	6/03/15	9/03/15	10/03/15	11/03/15	12/03/15	13/03/15	16/03/15	17/03/15	18/03/15	19/03/15	20/03/15	23/03/15	24/03/15	25/03/15	26/03/15	27/03/15	30/03/15	31/03/15
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%												