

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	Comment	Indicator	Definition	Target	Unit	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
						1/07/15	2/07/15	3/07/15	6/07/15	7/07/15	8/07/15	9/07/15	10/07/15	13/07/15	14/07/15	15/07/15	16/07/15	17/07/15	20/07/15	21/07/15	22/07/15	23/07/15	24/07/15	27/07/15	28/07/15	29/07/15	30/07/15	31/07/15	
<b>1. CALL CENTRE</b>																													
1.1a		Total inbound calls	Number of calls placed / received		number	1493	1466	1461	1790	1511	1425	1465	1434	1505	1339	1456	1474	1495	1490	1432	1389	1441	1489	1579	1530	1515	1525	1422	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	744	707	688	701	711	699	679	649	661	638	697	704	677	677	679	684	724	664	719	731	765	719	689	
1.2		Total calls answered	Number of calls answered		number	1467	1449	1448	1751	1492	1416	1443	1404	1490	1327	1432	1462	1456	1450	1396	1370	1415	1458	1537	1491	1499	1494	1397	
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1)	less than	7.0%	1.7%	1.2%	0.9%	2.2%	1.3%	0.6%	1.5%	2.1%	1.0%	0.9%	1.7%	0.8%	2.6%	2.7%	2.5%	1.4%	1.8%	2.1%	2.7%	2.6%	1.1%	2.0%	1.8%	
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	0.9%	0.3%	0.4%	0.6%	0.3%	0.3%	0.3%	1.2%	0.2%	0.2%	1.6%	0.4%	0.9%	1.8%	1.0%	0.9%	0.6%	0.9%	1.3%	1.5%	0.7%	1.5%	0.9%	
1.4		Results calls	Number of calls requesting test results		number	744	707	688	701	711	699	679	649	661	638	697	704	677	677	679	684	724	664	719	731	765	719	689	
1.5		% results calls	1.4 divided by 1.2		percent	49.8%	48.2%	47.1%	39.2%	47.1%	49.1%	46.4%	45.3%	43.9%	47.7%	47.9%	47.8%	45.3%	45.4%	47.4%	49.2%	50.2%	44.6%	45.5%	47.8%	50.5%	47.2%	48.5%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds	27	23	30	33	23	29	24	40	18	18	42	33	39	46	43	29	33	33	52	49	41	43	34	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	28	41	36	76	41	22	23	59	22	25	76	51	99	100	73	35	51	54	117	92	55	70	51	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	1.9%	2.8%	2.5%	4.3%	2.7%	1.5%	1.6%	4.0%	1.5%	1.9%	5.2%	3.5%	6.6%	6.7%	5.1%	2.5%	3.5%	3.6%	7.4%	6.0%	3.6%	4.6%	3.6%	
<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	9	7	8	12	9	9	7	8	9	9	8	8	9	12	9	9	9	10	10	10	10	8	8	
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	6	7	7	8	7	7	6	8	8	7	6	6	11	8	7	7	7	8	10	9	7	5	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	7	6	8	8	8	6	6	7	8	8	8	7	9	10	6	7	7	7	9	7	7	6	7	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	2,420	2,384	2,508	2,590	2,534	2,324	2,156	2,364	2,549	2,646	2,412	2,389	2,554	2,752	2,626	2,486	2,398	2,545	2,719	2,632	2,577	2,406	2,512	
2.5		Long waits	Number of people waiting over 30 minutes		number	35	33	44	88	32	41	16	50	64	35	44	51	111	134	50	36	28	51	105	94	67	22	58	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	1.4%	1.4%	1.8%	3.4%	1.3%	1.8%	0.7%	2.1%	2.5%	1.3%	1.8%	2.1%	4.3%	4.9%	1.9%	1.4%	1.2%	2.0%	3.9%	3.6%	2.6%	0.9%	2.3%	
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	95	131	74	131	76	84	116	79	128	120	67	51	80	108	63	98	134	129	126	99	128	70	123	
2.8		Time from collection to lab	80th percentile for time from collection to lab (hrs:minutes)	less than	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	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	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	549	520	515	579	548	542	495	504	590	520	528	431	444	553	519	559	506	495	543	553	512	493	435	
3.2		Home visits attended	Number of home visits attended for the day		number	541	509	510	573	542	539	487	496	583	515	527	428	437	546	514	557	505	488	540	551	506	489	429	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	98.5%	97.9%	99.0%	99.0%	98.9%	99.4%	98.4%	98.4%	98.8%	99.0%	99.8%	99.3%	98.4%	98.7%	99.0%	99.6%	99.8%	98.6%	99.4%	99.6%	98.8%	99.2%	98.6%	
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	25	23	25	29	33	30	23	19	26	24	25	20	21	19	27	31	50	37	32	27	32	32	29	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	25	23	25	29	33	30	23	19	26	24	25	20	21	19	27	31	50	37	32	27	32	32	29	
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%	100.0%	100.0%	
<b>4. LAB</b>																													
4.1		Patient episodes	Total number of patient episodes		number	10,243	9,860	9,666	10,500	9,756	9,070	8,725	9,030	9,912	9,714	9,068	9,167	9,494	11,358	10,906	10,445	10,206	10,298	11,933	11,226	10,778	10,575	10,545	
4.2		Patient tests	Total number of patient tests performed		number	40,010	38,722	37,863	42,590	40,344	37,131	35,801	36,741	39,611	39,473	36,929	37,410	39,047	43,341	42,044	40,353	38,554	39,834	43,380	43,501	41,347	39,067	39,638	
4.3		Urgent tests	Total number of urgent tests		number	352	344	425	503	455	417	352	352	414	427	334	371	394	482	415	402	420	414	488	468	435	400	452	
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%	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%	100%	100%	
4.6		Critical results	Number of critical test results		number	41	46	53	56	42	52	44	48	50	46	51	48	47	46	46	58	54	59	70	63	61	61	48	
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	41	46	53	56	42	52	44	48	50	46	51	48	47	46	46	58	54	59	69	63	61	61	48	
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	18	30	28	33	27	24	27	33	16	28	20	29	22	23	56	46	28	30	35	28	30	13	25	
4.12		% Amended Results	Percentage of results changed after original result was reported to referrer. 4.11 divided by 4.2	less than	1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	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																								
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%																								
<b>5. TURNAROUND TIME NON-URGENT</b>																													
5.1a		Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hours:minutes	less than	8:00	4:42	4:28	4:32	5:11	5:01	4:57	4:49	5:01	4:58	4:52	5:02	4:45	5:07	5:13	5:00	4:43	4:45	4:59	5:13	5:04	4:57	4:55	5:04	
5.1b		Lab TAT Complete blood count	Turnaround time from 90th centile receipt to report, expressed in hours:minutes	less than	4:00	0:53	0:46	0:47	1:02	3:02	0:56	0:47	0:50	0:58	0:50	0:50	0:47	0:58	1:05	1:03	0:54	0:58	0:56	1:09	1:03	0:54	0:54	0:51	

Item	Contract	Indicator	Definition	Target	Unit	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
						1/07/15	2/07/15	3/07/15	6/07/15	7/07/15	8/07/15	9/07/15	10/07/15	13/07/15	14/07/15	15/07/15	16/07/15	17/07/15	20/07/15	21/07/15	22/07/15	23/07/15	24/07/15	27/07/15	28/07/15	29/07/15	30/07/15	31/07/15	
5.1c	yes	Total TAT HCG Complete blood count 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	9:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	8:00	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	5:06	4:48	4:58	5:21	5:15	5:05	4:58	5:13	5:32	5:16	5:22	5:14	5:14	5:45	5:22	5:02	4:48	5:15	5:19	5:19	5:23	5:48	5:19	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes	1:10	1:05	1:09	1:09	2:47	1:01	0:53	1:00	1:29	1:10	1:06	1:11	1:02	1:35	1:22	1:09	1:00	1:08	1:12	1:11	1:18	1:40	1:02	
5.2c	yes	Total TAT Electrolytes 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	8:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	10:00	8:00	7:00	7:00	7:00	8:00	8:00	7:00	10:00	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	5:20	5:16	5:07	5:14	5:42	5:27	5:08	5:25	5:27	5:42	5:38	5:28	5:14	6:12	5:21	5:42	5:07	5:12	5:27	6:09	6:00	5:47	5:22	
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	1:52	1:42	1:40	1:52	1:54	1:35	1:36	1:42	1:54	1:51	1:50	1:43	2:13	1:47	2:13	1:34	1:28	1:32	2:21	2:17	2:02	1:36	
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	4:00	5:00	5:00	5:00	5:00	6:00	5:00	5:00	5:00	4:00	5:00	5:00	4:00	5:00	5:00	6:00	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	5:05	4:47	5:00	5:20	5:20	5:07	5:03	5:15	5:42	5:18	6:25	5:14	5:14	5:41	5:22	5:03	4:52	5:11	5:29	5:20	5:25	5:46	5:21	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes	1:13	1:07	1:15	1:10	2:47	1:06	0:58	1:03	1:38	1:15	1:10	1:15	1:03	1:33	1:22	1:13	1:03	1:06	1:22	1:16	1:19	1:44	1:05	
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	8:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	10:00	8:00	7:00	7:00	7:00	9:00	8:00	7:00	10:00	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 98% 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	16:14	16:17	15:08		14:42	16:18	17:09	14:32		14:29	16:19	15:44	15:16		14:48	15:43	16:01	16:13		14:44	16:09	15:54	15:20	
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	13:36	13:38	12:21		10:42	13:37	13:40	11:43		11:06	13:40	12:25	12:45		11:35	12:45	12:52	13:35		10:55	12:48	12:37	12:30	
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	1.3	1.3	1.3		1.3	1.5	1.3	1.3		1.3	1.3	1.3	1.3		1.0	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	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	99.8%	99.9%	100.0%	100.0%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	
<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	3:51	3:44	3:50	3:59	3:46	3:49	3:49	4:01	4:43	3:52	3:50	3:55	3:50		3:52	3:55	3:47	3:48	3:50		3:47	3:49	3:50	3:39
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours: minutes	0:47	0:48	0:44	0:52	0:39	0:46	0:39	0:50	1:34	0:54	0:43	0:40	0:42		0:39	0:40	0:39	0:42	0:48		0:39	0:38	0:40	0:38
5.9c	yes	Total 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	6:00	6:00	6:00	6:00	6:00	6:00	6:00	7:00	5:00	5:00	6:00	6:00		6:00	6:00	6:00	5:00	6:00		6:00	6:00	6:00	5:00
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours: minutes	3:41	3:42	3:40	3:42	4:09	3:35	4:15	3:55	3:41	3:48	3:47	3:40	3:54		3:39	3:36	4:03	4:04	3:55		3:52	3:32	3:46	3:43
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours: minutes	0:52	0:58	0:59	0:58	1:05	1:10	0:54	1:02	1:10	0:59	1:07	0:56	0:56		0:59	1:02	1:11	1:04	1:12		1:01	0:54	1:04	1:06
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	5:00	5:00	6:00	6:00	5:00	4:00	4:00	6:00	5:00	5:00	4:00	4:00	6:00		4:00	4:00	4:00	5:00	4:00		6:00	4:00	6:00	5:00
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	100.0%	99.3%	98.8%	99.3%	98.7%	99.7%	99.6%	99.7%	99.1%	99.7%	98.5%	100.0%	99.7%		99.2%	98.3%	98.2%	99.2%	99.2%		98.7%	99.2%	98.0%	98.5%
<b>6. RECOLLECTS</b>																													
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	5,998	5,891	6,022	6,745	6,148	5,645	5,611	5,769	6,419	6,269	5,767	5,888	6,196		6,956	6,350	5,988	5,845	6,016		6,629	6,370	6,011	5,812
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	14	12	12	15	17	18	18	23	23	16	13	12	16		14	16	9	13	18		15	18	18	13
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than 1.0%	percent	0.2%	0.2%	0.2%	0.2%	0.3%	0.3%	0.3%	0.4%	0.4%	0.3%	0.2%	0.2%	0.3%		0.2%	0.3%	0.2%	0.2%	0.3%		0.2%	0.3%	0.3%	0.2%
<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			31					31															31	
7.5		Complaints closed	Number of complaints closed year to date		number			31					31															31	
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			31					31															31	
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%	