

Lab Tests Auckland Pathology Service KPI Reporting 2015  
KPI definition - Template version 3

Colour coding of cells

Yellow	yellow cells have conditional formatting and a target
Green	green cells contain values that do meet target
Orange	orange cells contain a value that does not meet target
Blue	blue cells indicate contracted KPIs

Item	Contract	Indicator	Definition	Target	Unit	2015					2014					2013					2012						
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	
						3/08/15	4/08/15	5/08/15	6/08/15	7/08/15	10/08/15	11/08/15	12/08/15	13/08/15	14/08/15	17/08/15	18/08/15	19/08/15	20/08/15	21/08/15	24/08/15	25/08/15	26/08/15	27/08/15	28/08/15	31/08/15	
<b>1. CALL CENTRE</b>																											
1.1a		Total inbound calls	Number of calls placed / received		number	1596	1479	1516	1,533	1505	1570	1481	1458	1,512	1480	1611	1443	1573	1,602	1456	1583	1468	1578	1,447	1563	1,608	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	718	704	742	743	738	721	695	728	755	731	737	678	766	770	681	739	715	748	662	736	755	
1.2		Total calls answered	Number of calls answered		number	1,564	1,465	1,499	1,505	1,478	1,558	1,463	1,447	1,498	1,455	1,594	1,430	1,547	1,575	1,424	1,548	1,458	1,546	1,421	1,541	1,570	
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0% percent	2.0%	1.0%	1.1%	1.8%	1.8%	0.8%	1.2%	0.8%	0.9%	1.7%	1.1%	0.9%	1.7%	1.7%	2.2%	2.2%	0.7%	2.0%	1.8%	1.4%	2.4%	
1.3b		% calls unanswered for results line	1- (1.4 divided by 1.1b)	less than	3.0% percent	1.3%	0.6%	0.3%	1.4%	1.2%	0.4%	1.2%	0.7%	0.4%	0.4%	0.4%	0.6%	0.8%	0.8%	0.3%	0.8%	0.6%	0.7%	1.2%	1.5%	1.2%	
1.4		Results calls	Number of calls requesting test results		number	718	704	742	743	738	721	695	728	755	731	737	678	766	770	681	739	715	748	662	736	755	
1.5		% results calls	1.4 divided by 1.2		percent	45.0%	47.6%	49.0%	48.5%	49.0%	45.9%	46.9%	49.9%	49.9%	49.4%	45.8%	47.0%	48.7%	48.1%	46.8%	46.7%	48.7%	47.4%	45.8%	47.1%	47.0%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds	30	24	21	27	43	28	33	15	31	31	26	29	23	28	43	32	25	48	40	41	40	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	77	38	26	64	94	57	40	13	44	44	44	49	32	44	70	73	22	77	46	58	80	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	4.8%	2.6%	1.7%	4.2%	6.3%	3.6%	2.7%	0.9%	2.9%	3.0%	2.7%	3.4%	2.0%	2.8%	4.8%	4.6%	1.5%	4.9%	3.2%	3.7%	5.0%	
<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	14	12	7	9	10	10	9	9	9	9	11	11	9	8	10	10	9	8	8	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	11	9	6	7	8	9	8	9	8	7	10	9	7	9	8	9	9	8	9	8	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	10	7	7	8	7	8	7	8	7	7	10	8	8	7	8	9	8	6	6	8	9	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	2,946	2,741	2,309	2,544	2,665	2,822	2,503	2,405	2,398	2,617	2,817	2,669	2,480	2,558	2,651	2,769	2,597	2,461	2,554	2,578	2,783	
2.5		Long waits	Number of people waiting over 30 minutes		number	139	139	38	61	80	67	61	65	59	46	160	135	47	54	54	83	69	62	90	58	107	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10% percent	4.7%	5.1%	1.6%	2.4%	3.0%	2.4%	2.4%	2.7%	2.5%	1.8%	5.7%	5.1%	1.9%	2.1%	2.0%	3.0%	2.7%	2.5%	3.5%	2.2%	3.8%	
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	83	123	73	149	101	127	122	91	65	117	130	118	142	62	102	75	67	68	124	64	98	
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 was not home)		number	588	556	620	531	508	574	504	518	519	490	548	526	590	510	504	519	527	565	490	485	518	
3.2		Home visits attended	Number of home visits attended for the day		number	579	552	614	524	500	572	499	510	516	487	545	518	566	506	495	508	516	556	489	479	506	
3.3	Yes	% Home visit timeliness	% home visits completed for the day. 3.2 divided by 3.1	greater than	90% percent	98.5%	99.3%	99.0%	98.7%	98.4%	99.7%	99.0%	98.5%	99.4%	99.4%	99.5%	98.5%	99.3%	99.2%	98.2%	97.9%	97.9%	98.4%	99.8%	98.8%	97.7%	
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	26	20	36	30	26	33	39	29	43	35	52	26	39	34	23	21	41	28	22	33	33	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	26	20	36	30	26	33	39	29	43	35	52	26	39	34	23	21	41	28	22	33	33	
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%	
<b>4. LAB</b>																											
4.1		Patient episodes	Total number of patient episodes		number	12,716	11,791	10,454	10,789	10,680	12,233	11,568	10,640	10,835	10,342	12,331	11,238	10,931	10,809	10,284	12,158	11,612	10,972	10,914	10,465	11,835	
4.2		Patient tests	Total number of patient tests performed		number	46,130	43,484	39,252	40,592	42,003	43,591	42,336	39,871	38,485	37,944	44,321	42,068	41,074	39,905	39,555	43,314	42,360	41,070	39,646	39,377	42,582	
4.3		Urgent tests	Total number of urgent tests		number	481	414	398	401	453	459	405	360	419	387	516	448	404	387	446	429	509	436	404	388	424	
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%	
4.6		Critical results	Number of critical test results		number	70	54	53	32	45	59	47	55	41	53	82	53	55	37	46	71	45	58	61	57	54	
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	70	54	53	32	45	59	47	55	41	53	81	53	55	37	46	71	45	58	58	57	52	
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% percent	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	95%	100%	96%	
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	15	31	22	25	41	34	27	27	31	45	35	17	23	28	28	18	23	17	29	22	39	
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%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%	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	Mon				
Item	Contract	Indicator	Definition	Target	Unit	3/08/15	4/08/15	5/08/15	6/08/15	7/08/15	10/08/15	11/08/15	12/08/15	13/08/15	14/08/15	17/08/15	18/08/15	19/08/15	20/08/15	21/08/15	24/08/15	25/08/15	26/08/15	27/08/15	28/08/15	31/08/15				
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																								
<b>5. TURNAROUND TIME 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	5:27	5:20	4:50	5:00	5:09		5:24	4:56	4:57	5:01	5:07		5:32	5:02	5:07	5:19	5:23		5:31	4:56	5:29	5:20	5:12	5:19
5.1b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:05	0:55	0:58	1:01	0:53		0:52	0:56	0:51	1:01	1:03		1:04	0:53	1:03	0:59	0:48		0:57	0:46	0:50	0:50	1:03	0:58
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	8:00	7:00	8:00	7:00		8:00	7:00	7:00	7:00	7:00		9:00	7:00	8:00	8:00	8:00		9:00	7:00	9:00	9:00	8:00	8:00
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:49	5:51	4:56	5:05	5:16		5:45	5:19	6:10	5:13	5:11		6:40	7:18	6:19	5:33	5:52		5:45	5:24	5:49	5:29	5:20	5:53
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:21	1:18	1:03	1:01	1:01		1:10	1:14	2:02	1:11	1:02		2:07	3:03	2:11	1:07	1:10		1:06	1:09	1:06	0:57	1:06	1:27
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	9:00	7:00	7:00	7:00		9:00	7:00	10:00	7:00	7:00		10:00	11:00	11:00	8:00	9:00		9:00	9:00	9:00	9:00	8:00	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	5:53	5:48	4:50	5:06	5:15		6:18	5:41	5:40	5:52	5:07		6:18	7:20	6:03	5:30	6:02		5:59	5:43	6:29	5:54	5:23	6:02
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:01	1:43	1:17	2:06	1:37		2:13	2:00	1:57	2:18	1:28		2:11	3:35	2:16	1:46	2:01		1:46	1:56	2:09	1:42	1:42	2:03
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	6:00	6:00	5:00	5:00		5:00	5:00	6:00	5:00	5:00		4:00	6:00	11:00	5:00	4:00		5:00	4:00	7:00	6:00	5:00	6:00
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:50	5:52	5:01	5:06	5:19		5:45	5:20	6:23	5:24	5:10		6:44	7:22	6:18	5:33	5:55		5:51	5:30	5:49	5:35	5:25	5:53
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:23	1:21	1:09	1:05	1:06		1:12	1:18	2:14	1:21	1:06		2:12	3:11	2:14	1:10	1:16		1:25	1:18	1:08	1:05	1:13	1:31
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	9:00	7:00	7:00	7:00		9:00	7:00	10:00	7:00	7:00		10:00	11:00	11:00	8:00	9:00		10:00	9:00	9:00	9:00	8:00	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																								
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		15:01	15:43	14:32	16:00		15:31	15:49	17:31	17:08			15:12	15:10	16:01	15:42				14:24	16:54	16:06	15:14	
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		11:31	12:22	12:10	13:07		11:49	12:53	14:00	13:48			11:31	12:12	13:32	12:42				10:44	13:17	12:54	12:24	
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	1.3	1.3	1.3		1.3	1.3	1.3	1.3			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%	100.0%		99.9%	100.0%	100.0%	99.9%	100.0%		99.9%	100.0%	100.0%	100.0%	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	3:46	3:37	3:55	3:46	3:42		3:41	3:38	3:41	3:43	3:43		3:54	4:01	3:53	3:49	3:43		3:49	3:47	3:53	3:59	3:43	3:53
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:38	0:37	0:42	0:39	0:40		0:34	0:39	0:38	0:37	0:41		0:46	0:48	0:44	0:38	0:42		0:40	0:41	0:39	0:52	0:44	0:41
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	5:00	5:00	6:00	6:00	5:00		5:00	5:00	6:00	5:00	6:00		6:00	6:00	6:00	6:00	6:00		6:00	6:00	6:00	6:00	5:00	6:00
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:41	3:55	3:53	3:50	3:50		3:59	3:36	4:00	3:40	3:43		3:49	4:11	3:59	3:55	4:02		3:53	4:09	3:48	3:48	3:41	3:49
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:58	1:01	1:02	0:58	1:09		0:59	1:00	1:08	0:57	0:55		1:03	1:15	1:10	1:06	1:12		1:05	1:22	1:20	1:03	1:03	1:09
5.10c	yes	Total TAT Troponin 98th centile in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours:minutes	4:00	4:00	5:00	4:00	4:00		6:00	5:00	6:00	4:00	5:00		6:00	4:00	4:00	4:00	6:00		6:00	6:00	6:00	6:00	4:00	4:00
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	99.5%	99.4%	99.4%	99.1%	98.3%		98.7%	98.8%	98.6%	99.7%	99.1%		99.0%	97.2%	98.2%	97.4%	95.0%		99.4%	98.5%	99.1%	98.5%	99.7%	98.5%
<b>6. RECOLLECTS</b>																														
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	7,156	6,548	5,639	6,089	6,172		6,728	6,120	5,882	5,871	5,787		6,920	6,253	5,984	5,969	6,084		6,786	6,223	5,921	6,059	6,002	6,664
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	11	14	11	21	19		15	20	15	20	16		12	22	14	17	12		17	17	15	21	16	16
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.2%	0.3%	0.3%		0.2%	0.3%	0.3%	0.3%	0.3%		0.2%	0.4%	0.2%	0.3%	0.2%		0.3%	0.3%	0.3%	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						32												32	
7.5		Complaints closed	Number of complaints closed year to date			number					31						31												32	
7.6		New complaints	Number of new complaints received this week			number					-					1												-		

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
						3/08/15	4/08/15	5/08/15	6/08/15	7/08/15	10/08/15	11/08/15	12/08/15	13/08/15	14/08/15	17/08/15	18/08/15	19/08/15	20/08/15	21/08/15	24/08/15	25/08/15	26/08/15	27/08/15	28/08/15	31/08/15
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number										1											
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number					31					31											32
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%					96.9%											100.0%