

Lab Tests Auckland Pathology Service KPI Reporting 2016
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	2016					2015					2014					2013						
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri		
1. CALL CENTRE																											
1.1a		Total inbound calls	Number of calls placed / received		number	1,663	1,648	1,571	1,683	1,545	1,585	1,561	1,507	1,653	1,509	1,733	1,469	1,448	1,537	1,521	1,543	1,608	1,476	1,482	1,560	1,560	1,528
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	768	814	773	767	748	758	751	735	843	801	846	686	729	739	700	729	784	720	719	771	700	751
1.2		Total calls answered	Number of calls answered		number	1,647	1,615	1,551	1,659	1,517	1,564	1,544	1,496	1,608	1,499	1,707	1,449	1,441	1,528	1,502	1,536	1,599	1,471	1,468	1,540	1,544	1,517
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	1.0%	2.0%	1.3%	1.4%	1.8%	1.3%	1.1%	0.7%	2.7%	0.7%	1.5%	1.4%	0.5%	0.6%	1.3%	0.5%	0.6%	0.3%	0.9%	1.3%	1.0%	0.7%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	0.1%	1.2%	0.5%	0.3%	1.2%	1.1%	1.1%	0.5%	2.7%	0.4%	1.3%	0.9%	0.8%	0.4%	1.4%	0.1%	0.4%	0.4%	0.4%	1.2%	0.4%	0.3%
1.4		Results calls	Number of calls requesting test results		number	768	814	773	767	748	758	751	735	843	801	846	686	729	739	700	729	784	720	719	771	700	751
1.5		% results calls	1.4 divided by 1.2		percent	46.2%	49.4%	49.2%	45.6%	48.4%	47.8%	48.1%	48.8%	51.0%	53.1%	48.8%	46.7%	50.4%	48.1%	46.0%	47.3%	48.8%	48.8%	48.5%	49.4%	44.9%	49.2%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds	25	45	28	23	36	35	27	26	44	16	45	22	20	27	35	27	23	16	23	25	14	20
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	51	82	62	59	48	61	56	33	95	10	75	33	11	38	40	19	39	28	30	46	30	27
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	3.1%	5.0%	4.0%	3.5%	3.1%	3.9%	3.6%	2.2%	5.8%	0.7%	4.3%	2.3%	0.8%	2.5%	2.6%	1.2%	2.4%	1.9%	2.0%	3.0%	1.9%	1.8%
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	14	14	11	9	11	13	11	11	12	12	16	14	12	9	10	10	8	9	7	10	10	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	12	13	10	9	11	9	9	8	8	7	11	8	9	7	7	8	8	8	7	7	8	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	12	12	11	10	10	11	11	11	9	10	13	10	9	9	11	10	9	8	7	7	10	9
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	2,896	2,907	2,666	2,587	2,712	2,694	2,708	2,632	2,505	2,643	2,848	2,827	2,663	2,519	2,645	2,703	2,663	2,574	2,362	2,572	2,688	2,547
2.5		Long waits	Number of people waiting over 30 minutes		number	224	310	184	130	158	146	100	137	113	119	309	201	150	50	89	146	83	84	35	72	88	67
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	7.7%	10.7%	6.9%	5.0%	5.8%	5.4%	3.7%	5.2%	4.5%	4.5%	10.8%	7.1%	5.6%	2.0%	3.4%	5.4%	3.1%	3.3%	1.5%	2.8%	3.3%	2.6%
2.7		Long waits	Maximum wait time (incl GTPs)		minutes	100	107	147	66	88	135	133	77	85	120	121	109	83	79	95	133	70	126	76	133	90	117
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	4:30	4:00	4:30	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	513	408	535	467	462	424	467	497	528	498	486	472	490	507	480	459	510	524	424	472	513	441
3.2		Home visits attended	Number of home visits attended for the day		number	509	402	530	464	456	416	463	492	521	492	479	463	486	501	473	455	503	521	422	467	509	437
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	99.2%	98.5%	99.1%	99.4%	98.7%	98.1%	99.1%	99.0%	98.7%	98.8%	98.6%	98.1%	99.2%	98.8%	98.5%	99.1%	98.6%	99.4%	99.5%	98.9%	99.2%	99.1%
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	24	23	23	25	13	19	39	32	40	27	35	35	19	18	25	24	26	21	27	18	17
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	35	24	23	23	25	13	19	39	32	40	27	35	35	19	18	25	24	26	21	27	18	17
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%
4. LAB																											
4.1		Patient episodes	Total number of patient episodes		number	11,830	11,757	11,026	10,638	10,531	11,451	11,482	10,905	10,951	10,517	11,867	11,614	10,669	10,969	10,810	11,437	11,214	10,701	10,454	10,257	11,864	11,041
4.2		Patient tests	Total number of patient tests performed		number	47,962	47,660	43,853	42,691	43,967	45,440	46,001	43,794	42,969	42,621	46,720	45,979	42,856	42,424	43,132	43,718	43,029	41,300	40,259	41,168	45,378	43,093
4.3		Urgent tests	Total number of urgent tests		number	406	468	398	403	420	453	432	387	458	372	455	447	404	422	400	409	442	357	374	404	397	465
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%
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%
4.6		Critical results	Number of critical test results		number	73	56	47	46	49	45	47	48	52	48	55	46	46	49	35	43	38	46	46	51	74	58
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	73	56	47	46	49	45	47	48	52	48	55	46	46	49	35	43	38	46	46	51	73	58
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%	100%	100%	99%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	19	19	19	24	56	18	16	18	18	16	19	24	15	32	13	27	28	47	16	43	38	23
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%	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%	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																						
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 referral/hospital (assumes mutually agreed and clinically appropriate booking)	greater than	95%																						
5. TURNAROUND TIME 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	6:06	6:15	5:51	5:24	5:40	5:45	5:37	5:18	5:37	5:37	5:51	5:34	5:22	5:10	5:06	5:23	5:45	5:36	5:13	5:04	5:17	5:29

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	
Item	Contract	Indicator	Description	Target	Unit	2/05/16	3/05/16	4/05/16	5/05/16	6/05/16	9/05/16	10/05/16	11/05/16	12/05/16	13/05/16	16/05/16	17/05/16	18/05/16	19/05/16	20/05/16	23/05/16	24/05/16	25/05/16	26/05/16	27/05/16	30/05/16	31/05/16	
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	1:18	1:46	1:15	1:05	1:02	1:17	1:33	1:05	1:03	0:59	1:04	0:54	1:19	1:01	0:56	0:57	0:55	0:59	0:52	0:53	0:53	0:54	
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	10:00	10:00	8:00	9:00	10:00	9:00	8:00	8:00	9:00	11:00	9:00	8:00	8:00	8:00	8:00	9:00	10:00	9:00	8:00	8:00	9:00	8:00
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00 hours:minutes	6:56	6:32	6:51	6:02	6:39	6:08	5:39	6:17	5:48	5:43	6:42	6:17	5:42	6:11	5:35	5:30	6:13	5:44	5:54	5:12	5:39	5:57	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00 hours:minutes	2:03	2:01	2:06	1:45	1:58	1:37	1:32	2:00	1:08	1:03	1:51	1:33	1:36	2:05	1:22	1:03	1:19	1:03	1:29	1:00	1:09	1:15	
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	11:00	10:00	11:00	10:00	11:00	11:00	9:00	10:00	8:00	9:00	11:00	11:00	9:00	10:00	8:00	9:00	10:00	9:00	10:00	7:00	9:00	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	6:54	6:24	7:06	6:15	6:30	6:54	5:50	6:37	6:32	6:21	6:30	6:45	5:53	6:13	6:13	5:32	6:28	5:54	6:20	5:25	5:53	6:04	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00 hours:minutes	2:29	2:10	2:47	2:12	2:37	3:01	2:09	2:46	2:13	2:18	2:18	2:15	2:07	2:27	2:22	1:34	1:48	1:44	2:16	1:37	1:47	1:51	
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	6:00	9:00	8:00	8:00	7:00	7:00	6:00	7:00	6:00	6:00	6:00	11:00	6:00	6:00	6:00	6:00	7:00	6:00	7:00	7:00	6:00	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	6:22	6:36	6:53	6:11	6:45	6:13	5:44	5:48	5:52	5:59	6:46	6:24	5:48	6:20	5:36	5:31	6:19	5:49	6:00	5:16	5:41	5:58	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00 hours:minutes	2:09	2:06	2:09	1:53	2:07	1:44	1:37	2:05	1:12	1:05	1:58	1:39	1:44	2:14	1:23	1:04	1:24	1:09	1:36	1:05	1:14	1:19	
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	11:00	10:00	11:00	10:00	11:00	11:00	9:00	10:00	8:00	9:00	11:00	11:00	9:00	10:00	9:00	9:00	10:00	9:00	10:00	7:00	9:00	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		14:52	15:25	16:41	16:32		13:44	17:15	16:21	16:24		14:43	16:02	14:52	14:30		13:33	17:52	17:39	16:14		14:28	
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		11:35	13:21	12:50	12:37		10:46	14:45	13:05	13:13		12:01	13:17	12:14	11:27		10:05	14:11	14:22	12:03		11:13	
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		1.3	1.3	1.3	1.3		1.0	1.5	1.3	1.3		1.3	1.3	1.3	1.3		1.0	1.5	1.3	1.3		1.0	
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%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	100.0%	100.0%	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	4:03	3:47	3:52	3:42	5:08	3:57	3:51	3:51	3:54	3:49	3:47	3:50	3:50	3:56	3:45	3:48	3:42	3:49	3:54	3:37	3:47	3:46	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00 hours:minutes	0:49	0:46	0:44	0:42	0:46	0:44	0:46	0:42	0:48	0:47	0:46	0:47	0:47	0:46	0:47	0:43	0:42	0:43	0:40	0:42	0:45	0:42	
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	5:00	5:00	6:00	7:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	5:00	5:00	5:00	6:00	5:00	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	3:55	3:40	3:52	3:33	4:11	3:54	3:36	3:36	4:04	3:36	3:41	3:59	3:47	4:07	3:53	3:58	3:34	3:41	3:51	3:29	3:43	3:48	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00 hours:minutes	1:14	1:03	1:04	1:01	1:32	0:59	1:00	1:02	0:59	0:58	0:59	1:00	1:05	1:24	0:59	0:57	0:58	1:00	1:00	0:50	1:00	1:03	
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	5:00	6:00	6:00	5:00	6:00	6:00	4:00	4:00	5:00	4:00	5:00	6:00	6:00	5:00	6:00	6:00	5:00	4:00	6:00	5:00	4:00	4:00	
5.11		Lab TAT - Urgent Biochem and Haem	Percentage of biochem & haem (as nominated clinically urgent by the referer) with TAT (from receipt of test in lab to communication of results) less than 3 hours	greater than	95% percent	97.9%	99.2%	98.8%	99.7%	96.2%	98.6%	99.7%	98.3%	98.3%	98.6%	99.2%	99.2%	98.8%	97.4%	99.4%	99.1%	98.6%	99.6%	96.6%	98.8%	99.4%	98.7%	
6. RECOLLECTS																												
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	7,367	7,096	6,518	6,331	6,559	7,010	6,986	6,496	6,374	6,402	7,100	6,870	6,349	6,231	6,424	6,695	6,514	6,093	5,985	6,256	6,860	6,368	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	18	26	23	20	18	18	17	21	20	18	17	12	21	27	17	20	17	25	20	21	13	12	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0% percent	0.2%	0.4%	0.4%	0.3%	0.3%	0.3%	0.2%	0.3%	0.3%	0.3%	0.2%	0.2%	0.3%	0.4%	0.3%	0.3%	0.3%	0.4%	0.3%	0.3%	0.2%	0.2%	
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					14					14									14				
7.5		Complaints closed	Number of complaints closed year to date		number					10					10									14				
7.6		New complaints	Number of new complaints received this week		number					4					-													
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					4					-													
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number					10					10								14			14		
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																							

