

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	Unit	Target	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
						1/08/16	2/08/16	3/08/16	4/08/16	5/08/16	8/08/16	9/08/16	10/08/16	11/08/16	12/08/16	15/08/16	16/08/16	17/08/16	18/08/16	19/08/16	22/08/16	23/08/16	24/08/16	25/08/16	26/08/16	29/08/16	30/08/16	31/08/16		
1. CALL CENTRE																														
1.1a		Total inbound calls	Number of calls placed / received	number		1506	1469	1519	1501	1383	1551	1530	1428	1465	1444	1539	1543	1498	1434	1455	1555	1622	1476	1420	1465	1643	1531	1497		
1.1b		Total inbound calls - results line	Number of calls placed / received on results line	number		661	663	729	740	693	700	717	673	663	694	686	689	718	724	732	659	778	730	689	662	703	679	737		
1.2		Total calls answered	Number of calls answered	number		1,496	1,459	1,506	1,497	1,371	1,519	1,506	1,406	1,455	1,432	1,525	1,525	1,463	1,426	1,445	1,537	1,606	1,470	1,424	1,462	1,612	1,517	1,476		
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	0.8%	0.7%	0.9%	0.3%	0.9%	2.1%	1.6%	1.5%	0.8%	0.7%	0.9%	1.2%	2.3%	0.6%	0.7%	1.2%	1.0%	0.4%	0.4%	0.2%	1.9%	0.9%	1.4%		
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	0.3%	0.3%	0.0%	0.0%	0.6%	0.6%	0.1%	1.0%	0.5%	0.0%	0.2%	1.0%	0.8%	0.3%	0.1%	0.5%	0.3%	0.3%	0.2%	0.0%	0.9%	0.3%	1.8%		
1.4		Results calls	Number of calls requesting test results	number		661	663	729	740	693	700	717	673	663	694	686	689	718	724	732	659	778	730	689	662	703	679	737		
1.5		% results calls	1.4 divided by 1.2	percent		43.9%	45.1%	48.0%	49.3%	50.1%	45.1%	46.9%	47.1%	45.3%	48.1%	44.6%	45.2%	47.9%	50.5%	50.3%	42.4%	48.0%	49.5%	48.2%	45.2%	42.8%	44.4%	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	15	14	12	10	17	25	19	21	10	13	14	19	29	10	16	27	21	18	6	9	33	23	20		
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds	number		21	23	28	10	19	40	40	37	14	13	5	13	11	11	18	60	27	20	6	6	52	39	27		
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	1.4%	1.6%	1.8%	0.7%	1.4%	2.6%	2.6%	2.6%	1.0%	0.9%	0.3%	0.8%	0.7%	0.8%	1.2%	3.9%	1.7%	1.4%	0.4%	0.4%	3.2%	2.6%	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	11	9	8	8	10	11	8	8	9	11	11	10	10	10	10	11	10	8	8	9	12	13	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	8	7	6	7	7	6	6	5	6	6	8	8	7	7	7	7	7	7	6	9	9	7	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	8	8	7	11	12	8	8	10	9	14	11	10	11	9	12	10	9	8	10	13	11	10		
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am	number		2,725	2,763	2,551	2,298	2,521	2,508	2,447	2,275	2,317	2,418	2,744	2,614	2,436	2,449	2,492	2,712	2,550	2,438	2,098	2,463	2,718	2,681	2,438		
2.5		Long waits	Number of people waiting over 30 minutes	number		217	69	36	47	119	156	63	35	124	136	243	138	103	132	91	184	104	127	59	137	255	199	163		
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	8.0%	2.5%	1.4%	2.0%	4.7%	6.2%	2.6%	1.5%	5.4%	5.6%	8.9%	5.3%	4.2%	5.4%	3.7%	6.8%	4.1%	5.2%	2.8%	5.6%	9.4%	7.4%	6.7%		
2.7		Long waits	Maximum wait time (incl G T T's)	minutes		126	69	124	143	91	134	67	84	80	153	75	128	106	79	63	120	132	146	133	132	152	108	95		
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	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		565	467	603	510	515	541	555	599	501	537	552	573	487	469	552	514	503	540	496	526	554	513	530		
3.2		Home visits attended	Number of home visits attended for the day	number		561	464	599	506	511	538	550	593	498	537	544	570	481	464	546	506	500	534	488	518	551	508	527		
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	99.3%	99.4%	99.3%	99.2%	99.2%	99.4%	99.1%	99.0%	99.4%	100.0%	98.6%	99.5%	98.8%	98.9%	98.9%	98.4%	99.4%	98.9%	98.4%	98.5%	99.5%	99.0%	99.4%		
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		33	11	33	5	38	21	20	16	11	15	17	10	15	31	21	20	18	22	22	16	12	32	17		
3.5		Urgent home visits completed	Number of urgent home visits completed for the day	number		33	11	33	5	38	21	20	16	11	15	17	10	15	31	21	20	18	22	22	16	12	32	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%	100.0%		
4. LAB																														
4.1		Patient episodes	Total number of patient episodes	number		11,702	11,351	10,845	10,276	10,206	11,469	10,903	10,203	10,365	10,329	11,928	11,645	10,760	10,581	10,419	11,986	11,400	10,665	10,074	10,438	11,949	11,572	10,797		
4.2		Patient tests	Total number of patient tests performed	number		44,820	43,724	41,706	39,516	41,096	42,896	40,806	38,840	38,985	40,574	45,197	44,225	42,049	39,864	40,551	45,406	44,212	41,681	37,513	40,400	44,659	44,331	42,504		
4.3		Urgent tests	Total number of urgent tests	number		410	363	394	368	392	414	367	361	363	394	469	388	365	362	388	428	381	372	375	366	412	463	459		
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		40	31	48	34	50	53	50	37	55	49	52	55	47	37	50	61	55	49	37	35	48	44	47		
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		40	31	49	34	50	53	50	37	55	49	52	55	47	37	50	61	55	49	37	35	49	44	47		
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	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		36	28	36	41	24	50	27	27	26	29	29	16	39	39	34	34	14	29	26	47	38	30	31		
4.12		% Amended Results	Percentage of results changed after original result was reported to referrer. 4.11 divided by 4.2	less than	1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	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																									
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%																									
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	5:35	5:00	4:41	4:29	4:52	5:35	4:37	5:01	5:25	5:17	5:20	4:55	4:53	5:07	5:17	5:32	4:59	5:12	5:11	5:18	5:28	5:09	5:17		
5.1b		Lab TAT Complete blood count	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	1:24	1:11	0:53	0:43	0:47	1:35	0:52	0:50	1:06	0:49	1:10	1:02	0:54	0:58	0:56	1:01	1:01	0:56	1:24	0:55	1:17	1:15	1:09		

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	Wed			
						1/08/16	2/08/16	3/08/16	4/08/16	5/08/16	8/08/16	9/08/16	10/08/16	11/08/16	12/08/16	15/08/16	16/08/16	17/08/16	18/08/16	19/08/16	22/08/16	23/08/16	24/08/16	25/08/16	26/08/16	29/08/16	30/08/16	31/08/16			
5.1c	yes	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	9:00	7:00	7:00	7:00	7:00	9:00	7:00	7:00	9:00	8:00	8:00	7:00	8:00	8:00	9:00	7:00	7:00	8:00	8:00	9:00	8:00	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	5:51	5:48	5:14	4:58	5:25	5:16	5:19	5:13	5:16	5:25	6:05	5:55	5:52	5:51	5:54	6:12	5:51	5:51	6:00	5:30	5:44	5:39	5:22		
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:36	1:55	1:23	1:10	1:17	1:14	1:32	0:58	0:55	0:59	1:54	1:58	1:52	1:42	1:29	1:40	1:30	1:34	2:25	1:05	1:28	1:43	1:10		
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	9:00	9:00	7:00	7:00	7:00	8:00	7:00	7:00	8:00	10:00	10:00	9:00	9:00	9:00	10:00	8:00	9:00	10:00	8:00	9:00	9:00	9:00	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	7:10	6:01	5:40	5:48	5:20	6:14	5:16	5:19	5:12	6:12	6:10	5:54	5:53	5:41	5:55	6:00	5:55	5:56	6:22	5:33	6:18	6:31	5:46		
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	3:19	2:28	2:06	2:28	1:40	2:28	1:52	1:20	1:08	2:04	2:26	2:22	2:13	1:50	2:02	1:53	2:18	1:58	2:21	1:43	2:23	2:45	2:04		
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	7:00	6:00	5:00	5:00	5:00	6:00	5:00	5:00	5:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	8:00	5:00	6:00	5:00	7:00	6:00	5:00		
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:55	5:47	5:16	5:03	5:26	5:18	5:22	5:16	5:14	5:28	6:09	5:57	5:55	5:53	6:01	6:13	5:38	5:55	6:02	5:34	5:48	5:43	5:24		
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:43	1:56	1:27	1:15	1:20	1:17	1:34	1:04	0:57	1:02	2:02	2:01	1:52	1:43	1:36	1:42	1:34	1:34	2:32	1:09	1:34	1:46	1:15		
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	9:00	9:00	7:00	7:00	8:00	8:00	8:00	7:00	7:00	8:00	10:00	10:00	9:00	9:00	9:00	10:00	8:00	9:00	10:00	8:00	9:00	9:00	7:00		
5.6a	Yes	Total TAT Histology - Biopsies	Turnaround time for 90th 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 90th 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		15:05	15:15	15:39	14:43		13:55	14:30	15:22	15:02		14:06	15:07	15:06	15:25		14:15	14:25	14:56	15:11		14:17	18:15		
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		11:53	13:01	12:29	12:31		10:47	11:39	11:59	11:58		10:47	12:47	12:19	12:30		11:17	11:33	11:10	12:14		11:14	14:43		
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		1.0	1.3	1.3	1.3		1.0	1.3	1.3	1.3		1.0	1.0	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	99.8%	100.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	100.0%	99.8%	99.9%	100.0%	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	3:55	3:43	3:43	3:51	3:51	3:45	3:43	3:52	3:37	3:45		3:52	3:50	4:20	3:45	4:08		3:49	3:50	4:02	3:56	3:33	3:46	3:49	3:44
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:41	0:37	0:38	0:41	0:39	0:39	0:40	0:40	0:39	0:41	0:38	0:41	0:40	0:39	0:56	0:39	0:37	0:37	0:36	0:35	0:36	0:36	0:35	0:36	0:35
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	5:00	6:00	6:00	6:00	6:00	6:00	6:00	5:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	5:00	6:00	6:00	5:00	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	4:09	3:44	3:43	3:48	3:53	3:46	4:05	3:59	3:25	3:38	3:55	3:39	3:42	3:49	3:43	4:02	3:51	4:04	3:53	4:00	3:36	4:23	3:55		
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	1:00	1:06	1:01	1:04	1:04	1:16	1:00	0:52	1:05	1:03	0:59	1:00	1:07	0:59	1:04	1:04	1:05	0:57	0:58	1:01	1:05	1:04		
5.10c	yes	Total TAT Troponin 98% 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	5:00	6:00	6:00	5:00	5:00	6:00	4:00	4:00	4:00	6:00	5:00	5:00	4:00	4:00	6:00	6:00	4:00	6:00	4:00	6:00	6:00	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	98.1%	97.3%	99.7%	99.3%	98.7%	96.9%	97.9%	99.7%	97.9%	99.4%	98.9%	98.7%	96.5%	99.0%	99.4%	99.1%	98.1%	97.5%	99.3%	99.7%	96.9%	98.4%	98.9%		
6. RECOLLECTS																															
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number		6,967	6,505	6,182	5,832	6,185	6,680	6,114	5,727	5,922	5,997	6,963	6,549	6,132	5,996	6,087	6,913	6,448	5,985	5,488	6,036	6,824	6,578	6,112		
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number		17	13	16	15	18	16	15	15	16	9	15	16	15	23	16	14	13	11	14	15	21	22	17		
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.3%	0.3%	0.3%	0.2%	0.2%	0.3%	0.3%	0.2%	0.2%	0.2%	0.2%	0.4%	0.3%	0.2%	0.2%	0.2%	0.3%	0.2%	0.3%	0.3%	0.3%		
7. QUALITY IMPROVEMENT <small>note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"</small>																															
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						16					16													17		
7.5		Complaints closed	Number of complaints closed year to date		number						16					16													17		
7.6		New complaints	Number of new complaints received this week		number						-					-													1		
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						16					16													17		
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%		