

Lab Tests Auckland Pathology Service KPI Reporting 2017  
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	Mon					Tue					Wed					Thu					Fri				
						3/07/17	4/07/17	5/07/17	6/07/17	7/07/17	10/07/17	11/07/17	12/07/17	13/07/17	14/07/17	17/07/17	18/07/17	19/07/17	20/07/17	21/07/17	24/07/17	25/07/17	26/07/17	27/07/17	28/07/17	31/07/17				
<b>1. CALL CENTRE</b>																														
1.1a		Total inbound calls	Number of calls placed / received		number	1539	1515	1486	1494	1458	1487	1539	1483	1446	1477	1557	1480	1512	1438	1454	1576	1522	1575	1486	1527	1622				
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	687	677	646	662	617	576	671	633	619	634	581	635	637	572	586	642	677	708	629	681	670				
1.2		Total calls answered	Number of calls answered		number	1,521	1,493	1,457	1,474	1,433	1,464	1,518	1,460	1,427	1,448	1,515	1,447	1,474	1,416	1,439	1,558	1,506	1,548	1,455	1,510	1,579				
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	1.1%	1.5%	2.0%	1.3%	1.7%	1.6%	1.4%	1.6%	1.3%	2.0%	2.7%	2.2%	2.5%	1.5%	1.0%	1.1%	1.1%	1.7%	2.1%	1.1%	2.7%				
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	0.4%	0.6%	0.6%	0.3%	0.3%	0.9%	0.2%	0.3%	0.8%	0.3%	0.9%	0.8%	0.9%	0.5%	0.0%	0.3%	0.4%	0.4%	0.6%	0.4%	0.8%				
1.4		Results calls	Number of calls requesting test results		number	687	677	646	662	617	576	671	633	619	634	581	635	637	572	586	642	677	708	629	681	670				
1.5		% results calls	1.4 divided by 1.2		percent	43.1%	44.7%	43.5%	44.3%	42.3%	38.7%	43.6%	42.7%	42.8%	42.9%	37.3%	42.9%	42.1%	39.8%	40.3%	40.7%	44.5%	45.0%	42.3%	44.6%	41.3%				
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds	24	32	23	19	22	24	26	29	25	28	45	43	40	40	28	34	20	23	30	25	35				
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	33	54	44	28	29	38	46	60	33	54	75	31	55	48	30	63	18	35	49	37	78				
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	2.1%	3.6%	3.0%	1.9%	2.0%	2.6%	3.0%	4.1%	2.3%	3.7%	4.8%	4.9%	3.6%	3.3%	2.1%	4.0%	1.2%	2.2%	3.3%	2.4%	4.8%				
<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	8	7	7	8	8	7	4	5	5	7	7	5	7	7	11	9	7	6	6	7				
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	7	5	5	4	6	8	5	4	6	5	6	6	5	4	5	7	7	7	5	5	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	8	8	6	6	6	8	5	6	5	5	9	5	5	6	8	9	5	7	6	6	7				
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	2,614	2,570	2,280	2,224	2,339	2,555	2,390	2,183	2,042	2,085	2,493	2,349	2,243	2,155	2,299	2,632	2,468	2,398	2,269	2,390	2,561				
2.5		Long waits	Number of people waiting over 30 minutes		number	64	40	12	14	42	62	18	16	18	20	46	15	14	22	36	82	48	31	12	17	70				
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	2.4%	1.6%	0.5%	0.6%	1.8%	2.4%	0.8%	0.7%	0.9%	1.0%	1.8%	0.6%	0.6%	1.0%	1.6%	3.1%	1.9%	1.3%	0.5%	0.7%	2.7%				
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	103	130	131	121	123	130	73	64	129	94	118	124	70	92	70	72	74	73	120	65	123				
2.8		Time from collection to lab	90th 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				
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	470	436	439	481	446	489	420	467	431	407	463	391	526	444	439	485	418	465	434	425	485				
3.2		Home visits attended	Number of home visits attended for the day		number	464	425	427	472	430	479	408	450	420	398	445	378	507	431	430	475	401	450	423	410	469				
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	98.7%	97.5%	97.3%	98.1%	96.4%	98.0%	97.1%	96.4%	97.4%	97.8%	96.1%	96.7%	96.4%	97.1%	97.9%	97.9%	95.9%	96.8%	97.5%	96.5%	96.7%				
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	30	29	35	46	27	31	26	33	31	29	42	28	40	44	46	45	33	41	36	45	39				
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	30	29	35	46	27	31	26	33	31	29	42	28	40	44	46	45	33	41	36	45	39				
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%				
<b>4. LAB</b>																														
4.1		Patient episodes	Total number of patient episodes		number	11,699	10,963	10,353	9,549	9,611	10,753	9,987	9,352	8,769	8,608	10,279	9,891	9,576	9,076	9,094	11,377	10,971	10,630	10,150	10,266	11,313				
4.2		Patient tests	Total number of patient tests performed		number	44,052	43,247	40,588	37,264	38,305	42,209	40,493	38,906	35,048	34,441	41,951	40,963	39,802	36,891	37,351	44,704	43,114	41,829	38,726	40,189	42,782				
4.3		Urgent tests	Total number of urgent tests		number	400	427	345	341	417	409	398	374	314	344	377	393	368	374	366	401	441	429	322	364	398				
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%	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	48	36	31	39	44	57	40	48	36	39	64	45	42	43	49	58	45	51	42	29	53				
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	48	36	31	39	44	57	40	48	36	39	64	45	42	43	49	58	45	51	42	29	53				
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%	100%				
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	31	44	35	30	39	31	45	25	17	45	26	33	40	34	22	55	30	33	51	42	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%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%				
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																									

						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	3/07/17	4/07/17	5/07/17	6/07/17	7/07/17	10/07/17	11/07/17	12/07/17	13/07/17	14/07/17	17/07/17	18/07/17	19/07/17	20/07/17	21/07/17	24/07/17	25/07/17	26/07/17	27/07/17	28/07/17	31/07/17		
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>6. TURNAROUND TIME</b>																												
<b>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	5:05	4:58	5:16	4:38	4:49	5:58	5:20	4:45	4:40	4:33	5:30	5:22	5:17	5:00	4:40	5:08	4:50	4:54	4:49	4:57	5:02	
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	0:50	0:44	0:44	0:40	0:42	0:49	0:40	0:44	0:42	0:41	0:45	0:38	0:41	0:38	0:40	0:53	0:45	0:50	0:44	0:46	0:45	
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	8:00	8:00	8:00	8:00	7:00	10:00	8:00	8:00	8:00	7:00	9:00	8:00	9:00	8:00	8:00	8:00	7:00	8:00	8:00	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	5:59	5:42	6:23	5:11	5:17	6:30	6:00	5:18	5:10	4:56	6:03	6:01	5:57	5:26	5:00	6:09	6:31	5:36	5:22	5:43	5:36	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:46	1:28	1:49	1:11	1:11	1:19	1:19	1:18	1:12	1:04	1:19	1:17	1:19	1:04	1:00	1:53	2:23	1:33	1:15	1:33	1:22	
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	10:00	9:00	10:00	8:00	7:00	10:00	10:00	8:00	8:00	7:00	10:00	10:00	9:00	8:00	8:00	10:00	10:00	8:00	8:00	8:00	9:00	
5.3a		Total TAT HCG Quantities	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:18	6:12	6:21	4:55	5:54	6:20	6:15	5:56	5:28	4:51	7:08	5:53	6:12	5:39	5:07	6:18	6:02	6:07	5:30	5:25	7:26	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:18	2:14	2:15	1:22	2:07	1:35	1:59	2:16	1:46	1:45	2:47	1:34	1:45	1:35	1:31	2:25	2:14	2:14	1:43	1:35	3:15	
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	6:00	5:00	6:00	7:00	6:00	6:00	6:00	5:00	7:00	6:00	6:00	8:00	6:00	6:00	6:00	6:00	6:00	6:00	8:00	
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:04	5:49	6:24	5:11	5:26	6:35	6:06	5:19	5:22	5:00	6:14	6:03	5:59	5:27	5:07	5:22	6:33	5:38	5:26	5:44	5:55	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:51	1:34	1:50	1:12	1:26	1:27	1:27	1:21	1:25	1:09	1:26	1:21	1:23	1:07	1:06	2:03	2:29	1:35	1:20	1:35	1:34	
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	10:00	9:00	10:00	8:00	7:00	10:00	10:00	8:00	8:00	7:00	10:00	10:00	9:00	8:00	8:00	10:00	10:00	8:00	8:00	6:00	9:00	
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		15:05	15:09	16:42	15:47		15:14	15:56	16:12	15:35		14:24	15:38	15:13	15:01		14:01	15:09	16:18	16:10		
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		11:11	12:19	12:47	13:00		10:20	12:53	12:53	12:18		11:30	12:47	12:26	12:13		10:43	11:56	13:24	13:00		
5.7c	yes	Total TAT Urine Micro & Culture - non-urgent 90% percentile	Turnaround time for 90th centile from collection to report, expressed in non-working days	less than	2.0	working days		1.3	1.3	1.3	1.3		1.0	1.0	1.3	1.3		1.3	1.3	1.3	1.3		1.0	1.3	1.0	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%	99.9%	99.9%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.8%	
<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	3:55	3:55	3:52	3:56	3:49	3:53	3:53	3:57	3:47	3:35	3:51	3:52	3:48	4:01	3:51	3:52	3:57	3:56	5:34	3:49	3:49	
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	0:40	0:37	0:38	0:40	0:40	0:39	0:37	0:37	0:34	0:40	0:38	0:38	0:39	0:40	0:40	0:46	0:46	0:40	0:39	0:43	
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	6:00	6:00	6:00	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	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	3:54	3:30	4:06	3:50	3:32	3:47	3:45	4:11	3:54	3:46	3:47	3:44	3:36	4:03	3:53	4:10	3:49	3:44	3:59	4:00	3:44	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:59	0:56	0:56	0:56	0:57	0:55	1:00	0:58	1:00	0:50	1:03	0:56	0:59	0:59	0:59	1:04	0:59	0:55	0:58	0:58	1:01	
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	4:00	6:00	6:00	6:00	4:00	4:00	6:00	4:00	6:00	5:00	4:00	6:00	4:00	4:00	4:00	6:00	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	97.4%	98.6%	100.0%	99.6%	97.6%	99.1%	99.3%	98.0%	97.2%	98.9%	97.6%	99.7%	99.3%	100.0%	98.7%	95.0%	98.1%	98.8%	95.8%	99.7%	98.7%	
<b>6. RECOLLECTS</b>																												
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	6,834	6,416	5,970	5,579	5,826	6,743	6,122	5,743	5,264	5,261	6,653	6,128	5,894	5,655	5,762	6,945	6,354	6,141	5,776	6,078	6,627	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	18	14	17	15	16	17	27	20	25	21	15	12	13	18	27	19	13	16	14	16	15	
6.5	yes	6.5% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.2%	0.3%	0.3%	0.3%	0.3%	0.4%	0.3%	0.5%	0.4%	0.2%	0.2%	0.2%	0.3%	0.5%	0.3%	0.2%	0.3%	0.2%	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																						

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
						3/07/17	4/07/17	5/07/17	6/07/17	7/07/17	10/07/17	11/07/17	12/07/17	13/07/17	14/07/17	17/07/17	18/07/17	19/07/17	20/07/17	21/07/17	24/07/17	25/07/17	26/07/17	27/07/17	28/07/17	29/07/17
7.4		Total Complaints	Number of complaints received year to date		number					9					11						13					13
7.5		Complaints closed	Number of complaints closed year to date		number					9					10						13					13
7.6		New complaints	Number of new complaints received this week		number					-					2						2					-
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					-					2						2					-
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number					9					10						13					13
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%					90.9%						100.0%					100.0%