

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	Colour coding of cells															Public Holiday							
						Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri		
						1/12/17	4/12/17	5/12/17	6/12/17	7/12/17	8/12/17	11/12/17	12/12/17	13/12/17	14/12/17	15/12/17	18/12/17	19/12/17	20/12/17	21/12/17	22/12/17	27/12/17	28/12/17	29/12/17				
1. CALL CENTRE																												
1.1a		Total inbound calls	Number of calls placed / received		number	1516	1645	1581	1586	1,522	1500	1677	1533	1523	1,572	1576	1631	1605	1663	1,569	1534				1307	1,106	1075	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	670	647	679	735	678	640	678	710	691	634		640	682	748	665	643				424	348	398	
1.2		Total calls answered	Number of calls answered		number	1,463	1,584	1,555	1,557	1,482	1,468	1,649	1,504	1,495	1,531	1,549	1,587	1,570	1,630	1,535	1,494				1,272	1,075	1,044	
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	3.5%	3.7%	1.6%	1.8%	2.6%	2.1%	1.7%	1.9%	1.8%	2.6%	1.7%	2.7%	2.2%	2.0%	2.2%	2.6%				2.7%	2.8%	2.9%	
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	0.5%	1.9%	0.7%	0.8%	2.1%	1.4%	0.4%	0.3%	1.2%	1.4%	0.5%	0.9%	1.0%	1.5%	0.9%	1.4%				1.9%	0.9%	0.8%	
1.4		Results calls	Number of calls requesting test results		number	670	647	679	735	678	640	678	710	691	634		640	682	748	665	643				424	348	398	
1.5		% results calls	1.4 divided by 1.2		percent	44.2%	39.3%	43.0%	46.3%	44.6%	42.7%	40.4%	46.3%	45.4%	45.4%	40.2%	39.2%	42.5%	45.0%	42.4%	41.9%				32.4%	31.5%	37.0%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	42	48	37	44	39	39	34	40	44	37	38	25	50	63	74	72				44	43	37	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	72	80	56	71	66	59	83	75	75	65	76	79	56	64	77	73				56	48	48	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	4.8%	4.9%	3.5%	4.5%	4.3%	3.9%	5.0%	4.9%	4.9%	4.1%	4.8%	4.8%	3.5%	3.9%	4.9%	4.8%				4.3%	4.3%	4.5%	
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	10	11	11	9	8	7	9	10	9	7	8	11	8	6	5	4				6	5	6	
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	9	9	11	8	8	7	8	9	7	9	7	7	8	6	5	5				5	3	3	
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	9	12	10	9	7	7	10	7	8	8	8	10	9	9	7	7				6	4	5	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,048	3,443	3,366	3,276	3,115	3,128	3,506	3,311	3,173	3,147	3,110	3,456	3,223	2,990	2,790	2,454				1,728	1,537	1,563	
2.5		Long waits	Number of people waiting over 30 minutes		number	144	335	287	182	138	74	153	121	136	107	122	274	141	101	52	87				43	3	13	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	4.7%	9.7%	8.5%	5.6%	4.4%	2.4%	4.4%	3.7%	4.3%	3.9%	7.9%	4.4%	3.4%	1.9%	3.5%			#DIV/0!	#DIV/0!	2.5%	0.2%	0.8%	
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	56	59	57	59	57	52	57	59	59	57	59	58	56	58	49	57				52	37	59	
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	
2.9		Time from collection to lab - max	Maximum time from collection to lab (hrs:minutes)	less than	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	
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	443	435	380	453	485	458	508	436	508	506	468	493	407	517	488	448				469	410	392	
3.2		Home visits attended	Number of home visits attended for the day		number	431	415	369	440	475	438	496	422	495	497	462	481	400	508	481	440				453	405	384	
3.3	Yes	% Home visit timeliness	% home visits completed for the day. 3.2 divided by 3.1	greater than 90%	percent	97.3%	95.4%	97.1%	97.1%	97.9%	95.6%	97.6%	96.8%	97.4%	98.2%	98.7%	97.6%	98.3%	98.3%	98.6%	98.2%			#DIV/0!	#DIV/0!	96.6%	98.8%	98.0%
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	34	31	30	34	32	37	47	32	33	31	28	45	26	38	43	47				29	35	18	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	34	31	30	34	32	37	47	32	33	31	28	45	26	38	43	47				29	35	18	
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%			#DIV/0!	#DIV/0!	100.0%	100.0%	100.0%
4. LAB																												
4.1		Patient episodes	Total number of patient episodes		number	10,568	11,986	11,397	10,852	10,141	10,244	11,494	10,793	10,293	10,056	9,681	10,899	10,234	9,761	9,072	7,925				5,872	5,495	5,437	
4.2		Patient tests	Total number of patient tests performed		number	42,036	46,326	44,909	42,577	39,985	41,305	45,426	43,891	42,642	40,191	39,150	42,589	40,811	38,492	34,446	30,419				20,668	20,762	20,679	
4.3		Urgent tests	Total number of urgent tests		number	346	328	388	342	325	405	404	321	328	405	347	351	326	379	394	346				226	247	227	
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%			#DIV/0!	#DIV/0!	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%	
4.6		Critical results	Number of critical test results		number	39	53	42	40	41	30	56	37	38	30	35	40	34	53	43	40				49	35	36	
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	39	53	42	40	41	30	56	37	38	30	35	40	34	53	43	40				49	35	36	
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%	percent	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			#DIV/0!	#DIV/0!	100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	19	31	10	26	19	13	21	10	38	18	20	28	10	26	20	16				10	6	19	
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%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%			#DIV/0!	#DIV/0!	0.0%	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	hours:minutes																							

						Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
Item	Contract	Indicator	Definition	Target	Unit	1/12/17	4/12/17	5/12/17	6/12/17	7/12/17	8/12/17	11/12/17	12/12/17	13/12/17	14/12/17	15/12/17	18/12/17	19/12/17	20/12/17	21/12/17	22/12/17	Public Holiday	Public Holiday	27/12/17	28/12/17	29/12/17	
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																					
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	4:28	4:47	4:26	4:33	4:37	4:40	5:01	4:57	4:47	4:36	5:01	4:49	4:34	4:30	4:38	4:45			4:27	4:00	4:02
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	0:46	1:12	0:49	0:50	0:59	0:47	1:21	1:12	0:54	0:50	1:04	1:03	0:59	1:00	1:04	1:00			0:49	0:47	0:39
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	8:00	8:00	7:00	7:00	7:00	7:00	12:00	7:00	8:00	7:00	7:00	8:00	8:00	7:00	8:00	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	4:46	5:33	5:03	4:49	4:52	5:29	5:15	5:09	5:16	5:01	5:53	5:30	4:59	4:31	4:41	4:49			4:30	4:02	4:16
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:03	1:58	1:29	1:06	1:16	1:37	1:35	1:26	1:21	1:15	1:57	1:42	1:22	0:55	0:47	1:02			0:41	0:43	0:52
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	7:00	9:00	7:00	7:00	7:00	8:00	12:00	8:00	9:00	7:00	10:00	8:00	7:00	7:00	7:00	7:00			7:00	7:00	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	5:08	6:34	5:30	5:11	5:17	6:33	5:22	5:22	5:50	5:30	6:29	5:05	5:05	4:53	4:53	4:42			4:34	4:32	4:46
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:48	3:14	1:56	1:40	1:49	1:44	2:02	1:53	2:26	1:57	2:43	1:46	1:45	1:37	1:26	1:21			1:10	1:18	1:41
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	7:00	5:00	5:00	5:00	8:00	12:00	6:00	6:00	6:00	7:00	5:00	5:00	5:00	5:00	6:00			5:00	5:00	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	4:46	5:36	5:09	4:53	4:58	5:32	5:19	5:10	5:23	5:12	6:08	5:31	5:12	4:30	4:41	4:59			4:09	4:01	4:19
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:06	2:03	1:33	1:11	1:19	1:41	1:38	1:26	1:27	1:22	2:09	1:43	1:34	0:56	0:50	1:14			0:43	0:45	0:55
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	7:00	9:00	8:00	7:00	7:00	8:00	12:00	8:00	9:00	7:00	10:00	8:00	7:00	7:00	7:00	7:00			7:00	7:00	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 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	14:46		13:10	14:43	15:00	14:00		15:00	13:37	16:06	15:11		14:07	14:09	15:43	16:50			14:09	16:21	
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	11:20		9:38	11:40	12:02	11:20		11:40	10:59	12:30	11:24		10:25	11:21	12:44	13:34			11:32	12:45	
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		1.0	1.3	1.3	1.3		1.3	1.3	1.3	1.5		1.0	1.0	1.3	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	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%			100.0%	100.0%	99.9%
URGENT																											
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:53	4:00	3:42	3:55	3:51	3:59	4:01	3:54	4:07	3:55	4:02	4:20	3:52	3:57	4:05	4:01			3:46	3:49	3:45
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:33	0:41	0:28	0:31	0:35	0:24	0:35	0:30	0:33	0:33	0:32	0:38	0:35	0:38	0:43	0:35			0:48	0:38	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	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			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	4:06	3:59	4:06	3:35	4:02	3:53	3:57	3:56	4:22	4:17	4:08	3:51	3:54	4:01	4:01	4:11			3:41	4:05	3:50
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:03	1:04	1:03	1:00	1:02	1:08	0:59	1:02	1:00	1:05	1:03	0:56	0:56	0:58	0:52	0:58			0:52	0:57	1:01
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	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
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	97.5%	96.8%	99.3%	98.1%	97.6%	98.2%	99.9%	95.2%	98.8%	99.4%	98.9%	97.1%	99.2%	99.3%	98.4%	98.9%			98.4%	97.8%	98.4%
6. RECOLLECTS																											
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	6,459	7,466	6,990	6,668	6,284	6,432	7,504	6,953	6,664	6,511	6,276	7,195	6,692	6,198	5,721	4,920				3,589	3,369	3,257
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	24	20	19	21	22	20	12	20	16	20	20	19	13	23	18	15				7	9	14
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.4%	0.3%	0.3%	0.3%	0.3%	0.2%	0.3%	0.2%	0.3%	0.3%	0.3%	0.2%	0.4%	0.3%	0.3%	#DIV/0!	#DIV/0!	0.2%	0.3%	0.4%	
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	21					21					21								22			23
7.5		Complaints closed	Number of complaints closed year to date		number	20					21					21								22			23
7.6		New complaints	Number of new complaints received this week		number	-					-					-							1				1

						Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Item	Contract	Indicator	Definition	Target	Unit	1/12/17	4/12/17	5/12/17	6/12/17	7/12/17	8/12/17	11/12/17	12/12/17	13/12/17	14/12/17	15/12/17	18/12/17	19/12/17	20/12/17	21/12/17	22/12/17	Public Holiday	Public Holiday	27/12/17	28/12/17	29/12/17
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number	-					-					-					1					1
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number	20					21					21					22					23
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	95.0%				100.0%					100.0%					100.0%					100.0%