

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	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
						1/03/17	2/03/17	3/03/17	6/03/17	7/03/17	8/03/17	9/03/17	10/03/17	13/03/17	14/03/17	15/03/17	16/03/17	17/03/17	20/03/17	21/03/17	22/03/17	23/03/17	24/03/17	27/03/17	28/03/17	29/03/17	30/03/17	31/03/17
1. CALL CENTRE																												
1.1a		Total inbound calls	Number of calls placed / received		number	1503	1,627	1568	1768	1631	1683	1,644	1516	1738	1597	1571	1,723	1496	1798	1637	1522	1,567	1590	1,684	1645	1528	1,539	1452
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	677	734	732	709	756	790	762	707	745	758	749	782	671	706	745	725	737	784	754	729	766	745	663
1.2		Total calls answered	Number of calls answered		number	1,489	1,612	1,545	1,749	1,617	1,663	1,627	1,502	1,705	1,571	1,555	1,697	1,469	1,759	1,626	1,508	1,553	1,560	1,671	1,618	1,512	1,523	1,418
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	0.9%	0.9%	1.5%	1.1%	0.9%	1.2%	1.0%	0.9%	1.9%	1.6%	1.0%	1.5%	1.8%	2.1%	0.7%	0.9%	0.9%	1.9%	0.8%	1.6%	1.1%	1.0%	2.3%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	0.4%	0.3%	0.4%	0.3%	0.5%	0.5%	0.5%	0.0%	0.5%	0.8%	0.1%	0.4%	0.8%	1.0%	0.3%	0.6%	0.5%	0.8%	0.3%	0.7%	0.8%	0.5%	0.8%
1.4		Results calls	Number of calls requesting test results		number	677	734	732	709	756	790	762	707	745	758	749	782	671	706	745	725	737	784	754	729	766	745	663
1.5		% results calls	1.4 divided by 1.2		percent	45.0%	45.1%	46.7%	40.1%	46.4%	46.9%	46.4%	46.6%	42.9%	47.5%	47.7%	45.4%	44.9%	39.3%	45.5%	47.6%	47.0%	49.3%	44.8%	44.3%	50.1%	48.4%	45.7%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	18	15	27	26	21	30	21	23	39	29	25	28	27	39	25	26	25	38	19	29	20	20	19
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	23	22	41	47	31	70	33	37	90	46	33	46	44	108	36	58	36	67	35	52	22	29	44
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	1.5%	1.4%	2.6%	2.7%	1.9%	4.2%	2.0%	2.4%	5.2%	2.9%	2.1%	2.7%	2.9%	6.0%	2.2%	3.8%	2.3%	4.2%	2.1%	3.2%	1.4%	1.9%	3.0%
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	10	13	13	11	8	11	11	10	10	9	11	9	11	11	10	10	10	9	10	6	7	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	6	7	8	9	8	6	6	11	6	6	7	7	7	7	7	7	5	6	5	6	5	6	5
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	11	10	12	14	11	10	9	6	11	10	11	10	9	9	10	8	6	8	10	8	5	7	8
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	2,691	2,729	2,757	2,821	2,836	2,494	2,630	2,734	2,821	2,804	2,707	2,610	2,616	2,790	2,730	2,710	2,484	2,548	2,709	2,657	2,291	2,577	2,637
2.5		Long waits	Number of people waiting over 30 minutes		number	136	163	214	270	116	131	72	174	122	104	110	99	85	137	141	92	47	82	98	87	10	40	41
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	5.1%	6.0%	7.8%	9.6%	4.1%	5.3%	2.7%	6.4%	4.3%	3.7%	4.1%	3.8%	3.2%	4.9%	5.2%	3.4%	1.9%	3.2%	3.6%	3.3%	0.4%	1.6%	1.6%
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	110	71	98	96	132	127	65	95	68	105	131	121	86	90	139	68	70	66	132	85	90	62	82
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	4:00	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
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	515	433	464	450	472	505	472	457	437	483	477	454	440	430	433	506	476	451	452	418	468	450	409
3.2		Home visits attended	Number of home visits attended for the day		number	499	425	457	439	455	490	464	441	422	477	463	445	431	418	424	501	473	449	438	411	458	432	399
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	96.9%	98.2%	98.5%	97.6%	96.4%	97.0%	98.3%	96.5%	96.6%	98.8%	97.1%	98.0%	98.0%	97.2%	97.9%	99.0%	99.4%	99.6%	96.9%	98.3%	97.9%	96.0%	97.6%
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	31	42	31	32	38	47	46	31	42	37	36	41	35	37	41	44	44	35	40	31	34	30
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	30	31	42	31	32	38	47	46	31	42	37	36	41	35	37	41	44	44	35	40	31	34	30
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%	100.0%	100.0%
4. LAB																												
4.1		Patient episodes	Total number of patient episodes		number	10,944	10,872	10,670	11,741	11,446	10,419	10,733	10,415	11,909	11,328	11,224	10,944	10,173	11,639	11,226	10,885	10,491	10,133	11,257	10,896	10,046	10,491	10,224
4.2		Patient tests	Total number of patient tests performed		number	46,373	44,614	44,174	48,051	47,679	43,920	44,537	42,894	49,241	47,080	45,975	43,583	42,593	46,789	46,072	44,727	41,665	41,400	45,974	46,090	45,913	42,016	42,214
4.3		Urgent tests	Total number of urgent tests		number	385	361	394	402	493	371	379	375	451	423	401	363	441	418	417	343	355	454	412	486	319	379	380
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%	percent	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	29	36	39	46	37	45	29	35	41	35	46	31	28	34	43	37	29	33	35	41	31	37	30
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	29	36	39	46	37	45	29	35	41	35	46	31	28	34	43	37	29	33	35	41	31	37	30
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%	100%	100%	100%	100%	100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	34	38	26	23	30	27	38	35	22	32	25	31	39	26	43	20	20	35	31	30	51	25	35
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	0.1%	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%	0.0%	0.0%	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	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 referers/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	5:27	5:44	5:14	5:29	5:26	5:20	5:21	5:02	5:41	5:26	5:22	5:22	5:07	5:20	4:58	5:35	5:15	5:05	5:22	5:09	5:10	5:07	4:55

						Wed	Thu	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	10/3/17	20/3/17	30/3/17	6/03/17	7/03/17	8/03/17	9/03/17	10/03/17	13/03/17	14/03/17	15/03/17	16/03/17	17/03/17	20/03/17	21/03/17	22/03/17	23/03/17	24/03/17	27/03/17	28/03/17	29/03/17	30/03/17	31/03/17	
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	0:53	1:13	0:55	1:06	1:16	1:05	0:48	0:52	1:27	1:12	0:54	1:07	0:51	0:59	1:00	1:01	1:11	0:58	1:24	1:06	0:53	1:02	0:56
5.1c	yes	Complete blood count 95th percentile - in zone	Turnaround time from 95th centile from collection to report, expressed in hour:minutes IN ZONE	less than	12:00	hours:minutes	8:00	10:00	8:00	10:00	9:00	8:00	9:00	10:00	10:00	8:00	8:00	7:00	8:00	7:00	9:00	9:00	9:00	8:00	9:00	8:00	8:00	8:00	7:00
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:54	6:01	5:36	5:51	5:42	5:22	5:56	5:30	5:49	5:19	5:52	5:29	5:21	5:44	5:18	5:52	5:45	5:33	5:55	5:42	5:27	5:30	5:30
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:20	1:29	1:13	1:36	1:31	1:05	1:26	1:22	1:33	1:06	1:20	1:14	1:07	1:21	1:20	1:19	1:41	1:26	1:54	1:39	1:10	1:25	1:31
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	10:00	8:00	10:00	10:00	8:00	10:00	8:00	10:00	8:00	10:00	8:00	7:00	9:00	7:00	9:00	10:00	8:00	9:00	8:00	8:00	7:00	8:00
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:11	7:15	5:37	7:30	6:31	6:07	6:25	5:31	6:32	5:53	6:23	5:47	6:24	6:08	5:41	6:44	6:38	6:02	6:12	5:58	6:55	5:58	6:06
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:59	2:57	1:33	3:27	2:27	1:52	2:04	1:54	2:30	1:33	2:11	1:42	2:25	1:56	2:00	2:12	2:29	2:10	2:19	1:59	2:40	2:07	2:08
5.3c	yes	Total TAT HCG 95th percentile - in zone	Turnaround time from 95th centile from collection to report, expressed in hour:minutes IN ZONE	less than	12:00	hours:minutes	6:00	8:00	6:00	8:00	7:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	7:00	6:00	6:00	6:00	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	5:57	5:59	5:40	6:08	5:48	5:24	6:01	5:36	5:49	5:27	5:50	5:28	5:26	5:45	5:22	6:00	5:45	5:48	5:55	5:50	5:29	5:33	5:39
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:24	1:29	1:16	1:41	1:37	1:07	1:29	1:27	1:37	1:14	1:23	1:17	1:13	1:28	1:22	1:25	1:43	1:37	1:56	1:49	1:13	1:27	1:41
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	9:00	10:00	8:00	10:00	10:00	8:00	10:00	8:00	10:00	8:00	10:00	8:00	7:00	9:00	8:00	9:00	10:00	8:00	9:00	8:00	8:00	8:00	8:00
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	15:09	15:32	15:09	13:50	17:17	15:25	14:43		14:10	14:56	17:44	15:17		14:31	14:54	16:05	14:39		13:39	17:04	15:15	15:33	
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	11:40	12:11	11:18	9:42	14:22	11:57	11:14		9:57	11:43	13:12	12:29		10:52	13:00	13:13	11:57		10:19	13:05	12:14	12:06	
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	1.0	1.5	1.3	1.3		1.0	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.0	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	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	99.9%	99.8%	99.9%	100.0%	99.9%	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	3:49	3:53	3:50	3:53	3:47	3:51	3:52	3:59	3:45	3:47	3:53	3:58	3:48	4:01	3:48	3:55	3:59	3:56	3:53	3:47	3:59	3:48	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	0:35	0:39	0:40	0:44	0:35	0:36	0:38	0:37	0:40	0:37	0:37	0:33	0:38	0:37	0:37	0:35	0:35	0:36	0:38	0:37	0:42	0:41	0:39
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	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	5:00	6:00	6:00	6:00	6:00	6:00	6:00	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	3:54	4:01	3:47	3:38	4:04	4:18	4:18	3:54	3:30	3:55	4:19	4:05	3:42	3:58	3:40	3:58	4:02	3:58	3:34	3:52	3:49	3:41	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	0:56	1:04	0:58	0:59	1:14	1:21	1:08	1:01	1:02	1:06	1:15	0:55	0:58	0:52	1:00	0:55	1:05	1:05	1:05	1:05	1:12	0:59	0:58
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	5:00	5:00	6:00	5:00	6:00	6:00	5:00	5:00	5:00	4:00	6:00	5:00	5:00	4:00	5:00	6:00	5:00	4:00	5:00	6:00	5:00	5:00	5:00
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	99.7%	95.0%	99.4%	99.3%	96.9%	97.3%	99.7%	97.4%	96.8%	99.1%	99.1%	95.0%	97.7%	97.8%	98.5%	99.7%	97.8%	95.6%	98.7%	99.5%	96.1%	95.9%	96.4%
6. RECOLLECTS																													
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	6,732	6,609	6,632	7,412	7,015	6,413	6,563	6,489	7,428	6,985	6,622	6,423	6,358	7,226	6,731	6,665	6,229	6,188	7,050	6,652	5,999	6,348	6,325	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	26	17	24	18	24	23	25	16	21	15	26	24	15	22	16	25	23	5	20	13	22	20	13	
6.5	yes	6.5 recollects	6.2 divided by 6.1	less than	1.0%	percent	0.4%	0.3%	0.4%	0.2%	0.3%	0.4%	0.4%	0.2%	0.3%	0.2%	0.4%	0.4%	0.2%	0.3%	0.2%	0.4%	0.4%	0.1%	0.3%	0.2%	0.4%	0.3%	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			1						1															5
7.5		Complaints closed	Number of complaints closed year to date		number			1						1															5
7.6		New complaints	Number of new complaints received this week		number			-						-															2
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number			-						-															-
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number			1						1															5
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																							

