

Lab Tests Auckland Pathology Service KPI Reporting 2018
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	Thu 1/03/18	Fri 2/03/18	Mon 5/03/18	Tue 6/03/18	Wed 7/03/18	Thu 8/03/18	Fri 9/03/18	Mon 12/03/18	Tue 13/03/18	Wed 14/03/18	Thu 15/03/18	Fri 16/03/18	Mon 19/03/18	Tue 20/03/18	Wed 21/03/18	Thu 22/03/18	Fri 23/03/18	Mon 26/03/18	Tue 27/03/18	Wed 28/03/18	Thu 29/03/18	Public Holiday
1. CALL CENTRE																											
1.1a		Total inbound calls	Number of calls placed / received		number	1,549	1503	1763	1685	1598	1,605	1553	1646	1659	1528	1,656	1541	1637	1524	1551	1,602	1502	1,601	1550	1627	1,798	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	677	673	673	696	720	769	696	708	698	691	715	636	679	682	686	721	662	666	636	690	771	
1.2		Total calls answered	Number of calls answered		number	1,508	1,463	1,713	1,632	1,564	1,562	1,526	1,601	1,622	1,497	1,616	1,508	1,585	646	1,519	1,586	1,477	1,518	1,514	1,597	1,745	
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	2.7%	2.7%	2.8%	3.2%	2.1%	2.7%	1.7%	2.7%	2.2%	2.0%	2.4%	2.1%	3.2%	2.4%	2.1%	1.0%	1.7%	5.2%	2.3%	1.8%	3.0%	
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%	1.0%	0.9%	1.3%	1.3%	1.0%	1.2%	1.1%	1.2%	0.7%	1.1%	0.8%	0.7%	1.8%	1.0%	0.4%	1.2%	2.7%	0.3%	0.6%	0.8%	
1.4		Results calls	Number of calls requesting test results		number	677	673	673	696	720	769	696	708	698	691	715	636	679	682	686	721	662	666	636	690	771	
1.5		% results calls	1.4 divided by 1.2		percent	43.7%	44.8%	38.2%	41.3%	45.1%	47.9%	44.8%	43.0%	42.1%	45.2%	43.2%	41.3%	41.5%	44.8%	44.2%	45.0%	44.1%	41.6%	41.0%	42.4%	42.9%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	42	36	40	48	46	35	35	46	46	42	40	36	40	47	33	33	35	50	38	24	50	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	68	60	86	80	78	65	61	81	81	64	67	67	80	71	54	51	55	78	62	17	89	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	4.4%	4.0%	4.9%	4.8%	4.9%	4.1%	3.9%	4.9%	4.9%	4.2%	4.1%	4.4%	4.9%	4.7%	3.5%	3.2%	3.7%	4.9%	4.0%	1.0%	5.0%	
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	8	8	16	11	8	8	7	10	8	8	8	8	10	9	8	8	7	8	8	8	9	
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	8	10	10	8	7	13	9	6	6	8	8	11	9	7	9	6	6	6	5	8	
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	7	10	9	7	8	11	9	7	8	8	8	9	9	8	7	7	8	7	8	10	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,040	3,135	3,281	3,103	3,002	2,920	1,833	3,142	3,071	3,106	3,065	3,068	3,235	3,102	2,970	2,896	2,941	3,127	3,010	3,026	3,222	
2.5		Long waits	Number of people waiting over 30 minutes		number	100	106	423	198	123	129	145	203	93	89	100	176	253	174	123	126	116	87	109	76	175	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	3.3%	3.4%	12.9%	6.4%	4.1%	4.4%	7.9%	6.5%	3.0%	2.9%	3.3%	5.7%	7.8%	5.6%	4.1%	4.4%	3.9%	2.8%	3.6%	2.5%	5.4%	#DIV/0!
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	59	55	58	60	53	57	73	57	57	52	55	60	57	54	55	59	59	57	56	50	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	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	
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	475	485	490	454	510	494	478	496	440	484	490	468	504	390	497	475	462	471	433	573	584	
3.2		Home visits attended	Number of home visits attended for the day		number	464	472	475	440	497	486	467	480	435	473	483	460	495	380	490	463	456	457	426	562	582	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	97.7%	97.3%	96.9%	96.9%	97.5%	98.4%	97.7%	96.8%	98.9%	97.7%	98.6%	98.3%	98.2%	97.4%	98.6%	97.5%	98.7%	97.0%	98.4%	98.1%	98.0%	#DIV/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	32	48	39	50	36	35	47	49	37	35	43	43	47	18	46	31	30	47	22	40	46	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	32	48	39	50	36	35	47	49	37	35	43	43	47	18	46	31	30	47	22	40	46	
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%	#DIV/0!
4. LAB																											
4.1		Patient episodes	Total number of patient episodes		number	11,806	11,801	13,209	12,849	12,408	12,020	11,438	12,325	12,320	11,684	11,648	11,050	12,657	12,094	11,562	11,227	10,606	12,245	11,853	11,100	11,073	
4.2		Patient tests	Total number of patient tests performed		number	45,644	47,349	52,147	51,780	49,559	46,659	47,871	48,399	47,983	46,844	45,407	44,592	49,182	47,546	45,135	43,982	41,826	46,604	46,643	45,544	43,525	
4.3		Urgent tests	Total number of urgent tests		number	399	396	452	414	373	355	416	366	351	399	318	417	417	386	380	364	339	464	388	322	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%	#DIV/0!
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%	
4.6		Critical results	Number of critical test results		number	44	40	70	32	40	43	55	51	57	44	44	41	67	46	31	41	46	52	52	40	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	44	40	70	32	40	43	55	51	57	44	44	41	67	46	31	41	46	52	52	40	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%	percent	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	#DIV/0!
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	45	27	25	16	21	22	15	20	11	30	25	21	25	26	55	19	17	34	66	40	25	
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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.0%	0.0%	0.1%	0.1%	0.1%	0.1%	#DIV/0!
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 referrers/hospitals (assumes mutually agreed and clinically appropriate booking)	greater than 95%	percent																						
5. TURNAROUND TIME																											

						Thu	Fri	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
Item	Contract	Indicator	Definition	Target	Unit	1/03/18	2/03/18	5/03/18	6/03/18	7/03/18	8/03/18	9/03/18	12/03/18	13/03/18	14/03/18	15/03/18	16/03/18	19/03/18	20/03/18	21/03/18	22/03/18	23/03/18	26/03/18	27/03/18	28/03/18	29/03/18	Public Holiday					
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	4:29	4:40	4:29	4:30	5:20	4:47	5:09	4:42	4:31	4:45	4:26	4:36	4:49	4:22	4:46	5:00	4:46	4:37	4:31	4:51	5:24					
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	0:41	0:44	0:51	0:52	1:26	0:55	0:55	0:51	0:51	0:51	0:45	0:42	0:51	0:34	0:44	1:18	0:58	1:04	0:53	0:51	1:14					
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	7:00	7:00	7:00	7:00	10:00	7:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	9:00	10:00					
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:23	5:25	5:38	6:11	5:47	5:40	6:18	5:44	5:31	5:28	5:40	5:40	5:34	6:03	4:51	5:29	5:01	5:40	6:31	5:31	5:25					
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:34	1:29	1:57	2:34	1:51	1:45	2:02	1:53	1:50	1:29	1:55	1:44	1:35	2:13	0:54	1:48	1:13	2:04	2:51	1:30	1:13					
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	9:00	10:00	10:00	11:00	11:00	10:00	11:00	10:00	10:00	9:00	10:00	10:00	10:00	11:00	7:00	9:00	7:00	9:00	11:00	9:00	9:00					
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:29	6:23	6:13	5:57	5:46	6:52	6:36	6:13	5:56	5:39	6:52	6:27	6:19	7:09	5:19	5:58	5:36	5:52	7:08	5:27	6:25					
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:49	2:46	3:11	2:37	2:15	3:03	2:29	2:50	2:28	2:02	3:20	2:44	2:31	3:44	1:44	2:26	2:02	2:26	3:36	1:51	2:36					
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	7:00	6:00	5:00	9:00	10:00	8:00	5:00	6:00	8:00	5:00	8:00	5:00	5:00	8:00	7:00	5:00	5:00	5:00	5:00	5:00	7:00	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	5:30	5:36	5:44	6:22	5:49	5:46	6:24	5:54	5:38	5:20	5:44	5:46	5:44	6:07	4:54	5:29	5:03	5:42	6:37	5:38	5:28					
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	1:37	2:04	2:44	1:54	1:53	2:08	2:03	1:56	1:33	2:02	1:52	1:46	2:18	0:58	1:49	1:16	2:08	2:55	1:37	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	10:00	10:00	10:00	11:00	11:00	10:00	11:00	11:00	10:00	9:00	10:00	10:00	10:00	11:00	7:00	9:00	7:00	9:00	11:00	10:00	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 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	15:06	14:40		13:04	15:01	17:18	16:05		15:30	16:01	18:40	18:48		18:16	16:25	15:14	15:48		15:42	15:43	17:48					
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	12:19	11:26		10:57	12:15	12:49	13:13		12:06	13:54	14:49	16:48		13:01	13:41	13:36	14:29		13:04	13:22	15:01					
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		1.0	1.3	1.3	1.3		1.3	1.3	1.3	1.8		1.3	1.3	1.3	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	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.91%	99.9%	99.9%	100.0%	99.9%	100.0%	99.8%	99.9%	100.0%	99.9%	99.9%	99.9%	99.9%	99.9%	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	3:54	3:55	3:44	3:52	4:03	4:04	4:06	3:59	3:48	3:51	3:45	3:51	4:07	3:52	3:54	4:11	4:02	4:05	3:50	4:13	4:11					
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:37	0:23	0:25	0:31	0:35	0:29	0:36	0:27	0:22	0:24	0:22	0:16	0:24	0:19	0:07	0:44	0:33	0:42	0:24	0:29	0:28					
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	5:45	5:45	5:00	5:00	4:45	6:00	5:00	5:45	5:00	5:00	4:45	5:00	6:00	3:45	4:45	5:15	5:00	4:45	3:45	5:00	5:45					
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:56	4:03	3:59	4:16	4:04	4:25	4:03	4:40	4:07	3:42	3:43	4:00	4:01	4:04	3:47	3:54	3:54	3:48	4:04	4:08	4:41					
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:02	1:11	1:13	1:16	1:11	1:30	1:02	1:09	1:16	1:04	1:17	1:00	1:04	1:05	1:04	1:05	1:07	1:06	1:13	1:06	1:38					
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	5:45	5:45	6:00	6:00	6:00	6:00	5:45	6:30	6:30	5:45	6:00	6:00	6:00	6:00	5:45	5:15	5:15	5:45	5:45	6:00	5:45					
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	97.8%	97.5%	96.0%	95.9%	97.0%	98.2%	98.6%	97.2%	96.5%	99.0%	96.5%	97.6%	98.4%	98.0%	97.9%	97.2%	98.2%	96.7%	99.0%	98.4%	96.0%					
6. RECOLLECTS																																
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	7,257	7,409	8,174	7,773	7,478	7,214	6,947	7,577	7,328	7,014	6,890	6,702	7,572	7,074	6,660	6,610	6,310	7,136	6,917	6,610	6,671						
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	30	30	30	20	24	23	30	15	30	29	17	8	13	21	18	11	9	20	31	23	22						
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.4%	0.4%	0.4%	0.3%	0.3%	0.4%	0.2%	0.4%	0.4%	0.2%	0.1%	0.2%	0.3%	0.3%	0.2%	0.1%	0.3%	0.4%	0.3%	0.3%	#DIV/0!					
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		7					8																9				
7.5		Complaints closed	Number of complaints closed year to date		number		6					8																8				
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		6					8																8				
7.9		% events/issues closed	7.2 divided by 7.1	greater than	75%	percent																										

						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	1/03/18	2/03/18	5/03/18	6/03/18	7/03/18	8/03/18	9/03/18	12/03/18	13/03/18	14/03/18	15/03/18	16/03/18	19/03/18	20/03/18	21/03/18	22/03/18	23/03/18	26/03/18	27/03/18	28/03/18	29/03/18	Public Holiday	
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																						