

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	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
						1/08/18	2/08/18	3/08/18	6/08/18	7/08/18	8/08/18	9/08/18	10/08/18	13/08/18	14/08/18	15/08/18	16/08/18	17/08/18	20/08/18	21/08/18	22/08/18	23/08/18	24/08/18	27/08/18	28/08/18	29/08/18	30/08/18	31/08/18	
1. CALL CENTRE																													
1.1a		Total inbound calls	Number of calls placed / received		number	1443	1,391	1493	1561	1469	1484	1,504	1426	1584	1395	1380	1,351	1463	1586	1482	1464	1,366	1439	1492	1391	1342	1,406	1304	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	658	617	619	633	621	653	651	625	645	609	626	601	637	589	621	647	553	598	571	593	560	593	555	
1.2		Total calls answered	Number of calls answered		number	1,427	1,379	1,468	1,535	1,452	1,452	1,483	1,402	1,555	1,372	1,353	1,325	1,435	1,543	1,460	1,425	1,353	1,401	1,466	1,357	1,303	1,371	1,280	
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	1.1%	0.9%	1.7%	1.7%	1.2%	2.2%	1.4%	1.7%	1.8%	1.7%	2.0%	1.9%	1.9%	2.7%	1.5%	2.7%	1.0%	2.6%	1.7%	2.4%	2.9%	2.5%	1.8%	
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	0.8%	0.3%	0.2%	1.0%	0.8%	1.7%	1.1%	1.0%	0.8%	1.0%	1.8%	1.0%	0.9%	1.7%	0.2%	1.1%	0.0%	0.7%	0.7%	1.4%	1.1%	0.7%	0.7%	
1.4		Results calls	Number of calls requesting test results		number	658	617	619	633	621	653	651	625	645	609	626	601	637	589	621	647	553	598	571	593	560	593	555	
1.5		% results calls	1.4 divided by 1.2		percent	45.6%	44.4%	41.5%	40.6%	42.3%	44.0%	43.3%	43.8%	40.7%	43.7%	45.4%	44.5%	43.5%	37.1%	41.9%	44.2%	40.4%	41.6%	38.3%	42.6%	41.7%	42.2%	42.6%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	29	25	29	34	35	39	30	38	42	40	41	35	44	48	31	43	26	38	41	41	40	40	36	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	21	26	43	43	40	71	36	50	72	54	52	26	48	71	43	54	36	70	74	67	54	63	48	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	1.5%	1.9%	2.9%	2.8%	2.7%	4.8%	2.4%	3.5%	4.6%	3.9%	3.8%	1.9%	3.3%	4.5%	2.9%	3.7%	2.6%	4.9%	5.0%	4.8%	4.0%	4.5%	3.7%	
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	7	5	10	9	9	8	9	12	9	6	6	6	7	4	4	5	6	7	7	3	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	5	4	4	6	6	6	5	5	6	5	4	4	4	6	5	5	3	4	6	5	3	5	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	7	8	5	8	6	6	6	6	8	5	7	5	7	9	6	5	5	7	6	4	3	5	6	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	2,963	2,904	2,922	3,161	3,018	2,851	2,813	2,938	3,160	2,970	2,875	2,844	2,826	3,259	2,924	2,840	2,755	2,889	3,264	3,086	2,510	2,878	2,900	
2.5		Long waits	Number of people waiting over 30 minutes		number	129	111	17	190	109	118	81	59	165	72	81	46	101	166	70	17	11	105	67	11	3	44	57	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	4.4%	3.8%	0.6%	6.0%	3.6%	4.1%	2.9%	2.0%	5.2%	2.4%	2.8%	1.6%	3.6%	5.1%	2.4%	0.6%	0.4%	3.6%	2.1%	0.4%	0.1%	1.5%	2.0%	
2.7		Long waits	Maximum wait time (incl GTTA)		minutes	50	58	49	59	44	58	54	54	52	46	59	50	59	57	58	43	39	49	58	40	42	50	47	
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	513	462	488	513	417	476	434	502	470	472	488	452	507	501	437	486	499	444	495	460	448	443	439	
3.2		Home visits attended	Number of home visits attended for the day		number	498	450	476	501	409	462	431	492	461	465	469	443	488	486	425	474	484	433	483	453	426	433	425	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	97.1%	97.4%	97.5%	97.7%	98.1%	97.1%	99.3%	98.0%	98.1%	98.5%	96.1%	98.0%	96.3%	97.0%	97.3%	97.5%	97.0%	97.5%	97.8%	98.5%	95.1%	97.7%	96.8%	
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	42	40	43	45	32	40	26	30	37	43	41	24	36	44	23	33	39	38	50	38	31	33	39	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	42	40	43	45	32	40	26	30	37	43	41	24	36	44	23	33	39	38	50	38	31	33	39	
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	11,671	11,154	11,196	12,445	11,883	11,218	11,630	11,160	12,338	12,050	10,654	11,434	11,059	12,697	11,515	10,832	11,183	10,789	12,174	11,672	10,568	11,237	10,740	
4.2		Patient tests	Total number of patient tests performed		number	44,173	42,699	43,221	45,833	44,222	42,586	42,166	42,731	44,830	44,388	41,203	41,243	41,904	46,674	43,244	40,314	40,868	40,616	45,221	43,938	39,991	41,944	40,668	
4.3		Urgent tests	Total number of urgent tests		number	398	359	383	426	396	396	325	428	465	430	380	351	447	446	440	391	362	421	547	448	391	357	358	
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	58	53	50	48	59	42	34	39	88	66	60	48	41	45	64	49	37	48	67	48	59	47	51	
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	58	53	50	48	59	42	34	39	88	66	60	48	41	45	64	49	37	48	67	48	59	47	51	
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	25	34	39	21	11	20	20	17	21	11	18	27	17	24	14	24	45	22	22	18	19	13	64	
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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.2%		
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	4:40	4:19	4:24	4:29	4:19	4:15	4:10	4:20	4:07	4:20	4:26	4:08	4:08	4:23	4:12	3:59	4:14	4:20	4:22	4:18	4:04	4:25	3:59	

						Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
5.1b	yes	Lab TAT Complete blood count	Tumaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	1/08/18	2/08/18	3/08/18	6/08/18	7/08/18	8/08/18	9/08/18	10/08/18	13/08/18	14/08/18	15/08/18	16/08/18	17/08/18	20/08/18	21/08/18	22/08/18	23/08/18	24/08/18	27/08/18	28/08/18	29/08/18	30/08/18	31/08/18	
5.1c	yes	Complete blood count 95% percentile - in zone	Tumaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE	less than	12:00	7:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	
5.2a		Total TAT Electrolytes	Average tumaround time from collection to report, expressed in hour:minutes	less than	8:00	5:25	5:30	5:20	5:55	4:52	4:51	4:44	4:48	5:19	4:47	5:03	4:44	4:42	5:01	4:51	4:36	4:28	4:54	4:58	5:14	4:15	4:34	4:19	
5.2b		Lab TAT Electrolytes	Tumaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	1:38	1:43	1:25	2:04	1:06	1:09	1:01	0:56	1:41	1:08	1:20	1:03	0:56	1:26	1:14	1:03	0:53	1:18	1:19	1:41	0:52	1:03	0:56	
5.2c	yes	Total TAT Electrolytes 95% percentile in zone	Tumaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE	less than	12:00	10:00	10:00	7:00	11:00	7:00	7:00	7:00	7:00	9:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	7:00	9:00	7:00	7:00	7:00	
5.3a		Total TAT HCG Quantification	Average tumaround time from collection to report, expressed in hour:minutes	less than	8:00	5:31	5:43	5:27	6:07	5:03	5:45	5:22	5:19	5:51	5:03	5:16	4:44	5:01	5:20	5:23	5:07	4:34	4:47	5:39	5:18	5:13	4:57	5:36	
5.3b		Total TAT HCG Quantification	Tumaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	2:20	2:14	1:53	2:43	1:24	2:18	1:56	1:47	2:34	1:50	1:44	1:26	1:39	2:01	2:06	1:47	1:19	1:40	2:20	2:09	2:08	2:00	2:18	
5.3c	yes	Total TAT HCG 95% percentile - in zone	Tumaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE	less than	12:00	3:00	5:00	3:00	5:00	5:00	5:00	3:00	5:00	5:00	4:00	3:00	3:00	5:00	4:00	5:00	5:00	4:00	4:00	4:00	5:00	5:00	5:00	5:00	
5.5a		Total TAT Liver functions	Average tumaround time from collection to report, expressed in hour:minutes	less than	8:00	5:29	5:35	5:25	5:59	5:00	5:00	4:47	4:53	5:24	4:58	5:08	4:56	4:48	5:17	5:00	4:41	4:41	5:01	5:01	5:18	4:19	4:33	4:22	
5.5b		Total TAT Liver functions	Tumaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	1:41	1:47	1:33	2:06	1:12	1:19	1:05	1:03	1:45	1:17	1:26	1:13	1:02	1:40	1:22	1:10	1:04	1:24	1:21	1:46	0:55	1:05	0:57	
5.5c	yes	Total TAT Liver 95% percentile in zone	Tumaround time for 95th centile from collection to report, expressed in hour:minutes IN Zone	less than	12:00	10:00	10:00	7:00	10:00	8:00	7:00	7:00	7:00	9:00	8:00	8:00	7:00	7:00	9:00	7:00	7:00	7:00	7:00	7:00	9:00	7:00	7:00	7:00	
5.6a	Yes	Total TAT Histology - Biopsies	Tumaround time for 80th centile from collection to report, expressed in working days	less than	3.0																								
5.6b	yes	Total TAT Histology - major resections	Tumaround time for 80th centile from collection to report, expressed in working days	less than	5.0																								
5.6c	yes	Total TAT Histology 98% percentile	Tumaround time for 98th centile from collection to report, expressed in working days	less than	10.0																								
5.7a		Total TAT - Urine Micro & Culture - non-urgent	Average tumaround time from collection to report, expressed in hour:minutes	less than	48:00	14:11	16:39	16:39	15:22	14:50	16:07	14:20		14:47	14:48	14:49	15:02		13:35	16:33	16:16	15:11		13:51	15:39	16:53	15:27		
5.7b		Total TAT - Urine Micro & Culture - non-urgent	Tumaround time from 90th centile receipt to report, expressed in hour:minutes	less than	48:00	12:41	13:47	13:48	12:25	11:37	12:28	11:17		11:05	11:41	12:42	11:00		10:55	13:14	13:12	11:15		10:58	12:33	13:02	12:13		
5.7c	yes	Total TAT Urine Micro & Culture - non-urgent 90% percentile	Tumaround time for 90th centile from collection to report, expressed in working days	less than	2.0	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.3	1.3	1.3		0.8	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%	100.0%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	
URGENT																													
5.9a		Total TAT INR	Average tumaround time from collection to report, expressed in hour:minutes	less than	6:00	3:57	3:48	3:44	3:50	3:41	3:49	3:43	3:41	3:53	4:06	4:02	3:59	3:48	3:54	3:38	3:40	3:46	3:51	3:48	3:46	3:40	3:56	3:43	
5.9b		Lab TAT INR	Tumaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	0:35	0:29	0:22	0:32	0:17	0:21	0:15	0:28	0:28	0:38	0:29	0:32	0:17	0:33	0:27	0:28	0:32	0:27	0:25	0:32	0:33	0:45	0:38	
5.9c	yes	Total TAT INR 95% percentile in zone	Tumaround time from 95th centile collection to report, expressed in hour:minutes in zone	less than	6:00	6:00	6:00	3:45	3:45	4:00	6:00	3:15	3:15	4:45	6:00	5:45	4:45	5:15	5:45	4:45	4:45	4:00	4:00	4:45	5:00	4:15	5:45	6:00	
5.10a		Total TAT - Troponin	Average tumaround time from collection to report, expressed in hour:minutes	less than	6:00	4:08	3:31	3:47	3:25	3:44	3:36	3:29	3:36	4:00	3:39	3:47	3:35	3:43	3:41	3:38	3:46	3:51	3:54	3:47	3:39	3:38	3:24	3:32	
5.10b		Lab TAT - Troponin	Tumaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	1:17	1:04	1:05	1:00	1:02	0:58	1:02	0:55	1:05	1:00	1:00	1:04	1:07	1:09	1:07	1:06	1:01	1:07	1:04	1:04	1:04	0:57	0:59	0:53
5.10c	yes	Total TAT Troponin 98% centile in zone	Tumaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than	6:00	6:00	6:45		5:45	5:15	6:00	5:45	5:00	5:45	4:45	5:00	6:00	5:00	6:00	5:15	5:45	5:00	5:00	5:45	5:15	5:45	5:00	6:00	
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%	96.5%	97.2%	97.3%	98.5%	99.1%	99.1%	98.1%	99.4%	98.8%	99.1%	99.0%	99.6%	99.5%	98.8%	99.7%	98.4%	99.7%	99.7%	97.0%	98.0%	97.8%	100.0%	98.2%	
6. RECOLLECTS																													
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	6,660	6,477	6,500	7,250	6,790	6,466	6,432	6,459	7,139	6,564	6,368	6,345	6,308	7,459	6,628	6,133	6,188	6,234	7,189	6,673	6,046	6,442	6,243	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	12	19	19	20	17	18	15	16	16	14	15	27	21	31	24	11	14	20	13	21	16	15	22	
6.5	yes	6.5 recollects	6.2 divided by 6.1	less than	1.0%	0.2%	0.3%	0.3%	0.3%	0.3%	0.3%	0.2%	0.2%	0.2%	0.2%	0.2%	0.4%	0.3%	0.4%	0.4%	0.2%	0.2%	0.3%	0.2%	0.3%	0.3%	0.2%	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			15					17												19			19	
7.5		Complaints closed	Number of complaints closed year to date		number			15					16												17			18	
7.6		New complaints	Number of new complaints received this week		number			-					1												2			1	
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number			-					1												2			1	
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number			15					16												17			18	
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%																								

						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	1/08/18	2/08/18	3/08/18	6/08/18	7/08/18	8/08/18	9/08/18	10/08/18	13/08/18	14/08/18	15/08/18	16/08/18	17/08/18	20/08/18	21/08/18	22/08/18	23/08/18	24/08/18	27/08/18	28/08/18	29/08/18	30/08/18	31/08/18
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	percent			100.0%					94.1%															