

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	2018					2017					2016									
						3/09/18	4/09/18	5/09/18	6/09/18	7/09/18	10/09/17	11/09/17	12/09/17	13/09/17	14/09/17	17/09/16	18/09/16	19/09/16	20/09/16	21/09/16	24/09/16	25/09/16	26/09/16	27/09/16	28/09/16
1. CALL CENTRE																									
1.1a		Total inbound calls	Number of calls placed / received		number	1428	1485	1447	1,408	1379	1530	1354	1364	1,397	1399	1472	1466	1482	1,319	1365	1566	1412	1430	1,354	1267
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	569	654	622	628	589	602	579	602	610	569	603	670	627	636	560	600	647	585	600	513
1.2		Total calls answered	Number of calls answered		number	1,398	1,472	1,430	1,387	1,358	1,500	1,337	1,331	1,383	33	1,453	1,452	1,448	1,296	1,323	55	32	1,408	1,331	1,246
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	2.1%	0.9%	1.2%	1.5%	1.5%	2.0%	1.3%	2.4%	1.0%	2.4%	1.3%	1.0%	2.3%	1.7%	3.1%	3.5%	2.3%	1.5%	1.7%	1.7%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	0.2%	0.8%	0.5%	0.3%	1.5%	1.2%	1.2%	0.8%	0.7%	1.6%	0.8%	0.2%	1.0%	2.0%	2.0%	2.5%	1.9%	0.3%	1.2%	1.4%
1.4		Results calls	Number of calls requesting test results		number	569	654	622	628	589	602	579	602	610	569	603	670	627	636	560	600	647	585	600	513
1.5		% results calls	1.4 divided by 1.2		percent	39.9%	44.0%	43.0%	44.6%	42.7%	39.4%	42.8%	44.1%	43.7%	40.7%	41.0%	45.7%	42.3%	48.2%	41.0%	38.3%	45.8%	40.9%	44.3%	40.5%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	21	29	23	25	36	32	38	48	38	40	25	33	37	43	43	57	36	23	31	33
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	42	41	44	36	46	50	52	66	56	66	32	67	48	55	61	71	60	32	36	40
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	2.9%	2.8%	3.0%	2.6%	3.3%	3.3%	3.8%	4.8%	4.0%	4.7%	2.2%	4.6%	3.2%	4.2%	4.5%	4.5%	4.3%	2.2%	2.7%	3.2%
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	7	7	5	5	5	9	9	5	6	6	10	8	5	7	6	6	5	4	4	4
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	6	6	4	5	7	7	6	5	5	7	7	6	5	7	6	7	6	6	6
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	6	5	6	6	9	8	8	7	6	6	5	5	5	5	7	6	4	5	5
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,344	3,168	2,972	2,943	3,058	3,307	3,081	2,900	2,847	2,970	3,435	3,187	3,012	2,931	3,042	3,399	2,947	2,915	3,029	3,029
2.5		Long waits	Number of people waiting over 30 minutes		number	125	42	44	42	39	178	149	114	91	91	147	70	32	71	73	84	50	34	38	38
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	3.7%	1.3%	1.5%	1.4%	1.3%	5.4%	4.8%	3.9%	3.2%	3.1%	4.3%	2.2%	1.1%	2.4%	2.4%	2.5%	1.7%	1.2%	1.3%	1.3%
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	60	53	43	51	51	59	56	57	55	59	53	48	54	48	55	57	54	50	44	44
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
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
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	511	439	469	485	479	484	430	487	469	467	517	466	501	469	449	486	394	455	455	474
3.2		Home visits attended	Number of home visits attended for the day		number	495	425	463	472	467	473	423	472	461	457	499	454	493	459	443	478	385	447	443	463
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	96.9%	96.8%	98.7%	97.3%	97.5%	97.7%	98.4%	96.9%	98.3%	97.9%	96.5%	97.4%	98.4%	97.9%	98.7%	98.4%	97.7%	98.2%	97.4%	97.7%
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	41	27	27	26	40	34	29	33	35	44	40	30	43	40	34	28	32	40	38	35
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	41	27	27	26	40	34	29	33	35	44	40	30	43	40	34	28	32	40	38	35
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%
4. LAB																									
4.1		Patient episodes	Total number of patient episodes		number	12,451	11,808	11,337	10,913	10,883	12,249	11,996	11,229	11,181	10,835	12,474	11,951	11,264	10,785	10,832	12,309	10,503	10,535	10,048	10,085
4.2		Patient tests	Total number of patient tests performed		number	45,699	44,553	43,435	40,808	42,602	45,743	44,965	42,341	41,588	41,807	46,341	44,955	42,721	41,728	42,469	46,002	41,025	41,532	38,451	40,114
4.3		Urgent tests	Total number of urgent tests		number	465	356	387	341	405	471	437	346	349	378	479	454	461	408	360	421	373	375	338	407
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%
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%
4.6		Critical results	Number of critical test results		number	60	61	56	50	47	70	49	46	53	51	55	51	55	43	49	52	39	46	53	38
4.7		Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)		number	60	61	56	50	47	70	49	46	53	51	55	51	55	43	49	52	39	46	53	38
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.Referrer; 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%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	18	7	34	17	45	23	17	26	46	17	29	21	19	35	27	24	13	27	29	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	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.0%	0.0%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%

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		
						3/09/18	4/09/18	5/09/18	6/09/18	7/09/18	10/09/18	11/09/18	12/09/18	13/09/18	14/09/18	17/09/18	18/09/18	19/09/18	20/09/18	21/09/18	24/09/18	25/09/18	26/09/18	27/09/18	28/09/18		
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 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	4:30	4:29	4:03	4:15	4:32	4:20	4:04	4:10	4:22	4:02	4:26	4:10	4:01	3:54	4:01	4:28	4:10	4:30	4:05	4:14	
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	0:40	0:38	0:19	0:41	0:55	0:47	0:32	0:38	0:44	0:29	0:50	0:37	0:31	0:34	0:31	0:52	0:41	0:45	0:38	0:42	
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	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 turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:36	5:20	4:41	4:49	4:40	5:20	4:37	4:56	5:13	4:41	5:18	5:01	4:54	4:24	4:42	5:10	4:43	4:40	4:16	4:29	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:47	1:28	0:54	1:12	1:01	1:46	1:03	1:24	1:31	1:04	1:38	1:29	1:25	1:04	1:12	1:35	1:13	0:53	0:48	0:55	
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	7:00	7:00	7:00	9:00	7:00	7:00	8:00	7:00	8:00	7:00	7:00	7:00	7:00	9:00	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	5:40	5:48	5:11	4:56	5:37	6:11	4:38	5:05	5:37	5:08	6:00	5:15	5:20	5:05	5:05	5:28	5:20	5:41	4:39	4:45	
5.3b		Lab TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:38	2:21	1:47	1:40	2:13	2:52	2:00	1:49	2:30	1:48	2:48	1:50	2:02	2:02	1:55	1:56	2:04	2:13	1:23	1:36	
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	5:00	4:00	3:00	4:00	3:00	6:00	5:00	5:00	5:00	5:00	5:00	5:00	3:00	4:00	5:00	5:00	4:00	6:00	5:00	3:00	
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:48	5:27	4:44	4:55	4:47	5:22	4:44	5:00	5:18	4:45	5:19	5:09	4:58	4:34	4:49	5:12	4:51	4:46	4:21	4:29	
5.5b		Lab TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:03	1:33	1:00	1:16	1:08	1:49	1:11	1:26	1:37	1:06	1:42	1:37	1:30	1:06	1:18	1:37	1:18	0:57	0:55	0:55	
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	11:00	10:00	7:00	7:00	7:00	9:00	7:00	7:00	9:00	7:00	8:00	7:00	7:00	7:00	7:00	9:00	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 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		15:33	16:30	16:27	15:21		15:00	14:42	16:39	15:38		13:39	14:10	16:03	14:25		14:01	15:37	15:21	16:21	
5.7b		Lab TAT - Urine Micro & Culture - non-urgent	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	48:00	hours:minutes		12:05	13:05	13:38	12:06		12:14	11:45	13:04	12:11		10:30	10:49	12:21	11:54		11:37	12:55	12:26	12:21	
5.7c	yes	Total TAT Urine Micro & Culture - non-urgent 90% 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	1.3		1.0	1.3	1.3	1.3		0.8	1.3	1.3	1.3		0.8	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	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	100.0%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.7%	
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	3:50	3:47	3:41	3:43	3:58	3:58	3:48	3:53	3:42	3:51	3:36	3:45	3:28	3:31	3:54	3:46	3:46	3:43	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	0:29	0:27	0:17	0:22	0:22	0:38	0:38	0:25	0:31	0:27	0:25	0:19	0:26	0:26	0:26	0:35	0:28	0:26	0:25	0:35	
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	5:45	4:45	5:15	4:45	5:00	4:15	4:00	5:15	4:00	6:00	5:45	3:15	4:45	5:00	4:45	5:45	2:45	5:00	4:45	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	3:53	3:41	3:34	3:31	3:40	3:27	3:42	3:50	3:41	3:32	3:32	3:32	3:34	3:35	3:36	4:06	3:44	3:22	3:37	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:11	1:00	0:58	0:57	0:57	1:08	0:55	0:58	1:14	0:58	1:01	0:58	0:56	1:02	1:00	1:00	1:12	1:03	1:02	0:59	
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	6:00	5:45	5:00	5:45	5:00	5:45	5:45	5:00	6:00	5:15	5:45	5:00	5:14	5:00	5:15	5:15	5:45	6:15	5:00	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	98.0%	99.6%	99.0%	99.3%	97.7%	98.3%	98.9%	97.5%	98.6%	99.7%	97.6%	98.4%	99.7%	98.4%	99.3%	98.9%	98.3%	99.7%	98.9%	100.0%	
6. RECOLLECTS																											
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	7,314	6,914	13,106	6,408	6,465	7,334	6,811	6,352	6,282	6,365	7,578	6,842	6,596	6,481	6,365	7,486	6,330	6,351	6,206	6,266	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	13	19	20	15	19	13	13	9	19	11	42	24	14	17	14	22	16	19	20	10	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.3%	0.2%	0.2%	0.3%	0.2%	0.2%	0.1%	0.3%	0.2%	0.6%	0.4%	0.2%	0.3%	0.2%	0.3%	0.3%	0.3%	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'																											

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
						3/09/18	4/09/18	5/09/18	6/09/18	7/09/18	10/09/18	11/09/18	12/09/18	13/09/18	14/09/18	17/09/18	18/09/18	19/09/18	20/09/18	21/09/18	24/09/18	25/09/18	26/09/18	27/09/18	28/09/18
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					19					19										20
7.5		Complaints closed	Number of complaints closed year to date		number					19					19										19
7.6		New complaints	Number of new complaints received this week		number					-					-										-
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					19					19										19
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%					100.0%										95.0%