

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					2019					2020					2021									
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri					
1. CALL CENTRE																														
1.1a		Total inbound calls	Number of calls placed / received		number	1442	1349	1412	1,329	1380	1405	1423	1266	1,363	1299	1500	1371	1393	1,405	1409			1566	1464	1,450	1362	1560	1369	1378	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	581	505	618	575	540	548	591	524	563	502	597	589	556	618	556			599	603	584	562	619	633	608	
1.2		Total calls answered	Number of calls answered		number	1,379	1,304	1,372	1,305	1,357	1,380	1,409	1,246	1,348	1,281	1,456	1,345	1,375	1,354	1,375			1,511	1,425	1,416	1,327	1,523	1,350	1,341	
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	4.4%	3.3%	2.8%	1.8%	1.7%	1.8%	1.0%	1.6%	1.1%	2.9%	1.9%	1.3%	3.6%	2.4%			3.5%	2.7%	2.3%	2.6%	2.4%	1.4%	2.7%		
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	2.8%	1.6%	2.1%	1.6%	0.7%	1.6%	0.9%	1.0%	1.1%	0.8%	1.7%	1.0%	0.5%	1.3%	1.1%			0.7%	1.5%	1.2%	0.7%	1.5%	0.5%	1.0%	
1.4		Results calls	Number of calls requesting test results		number	581	505	618	575	540	548	591	524	563	502	597	589	556	618	556			599	603	584	562	619	633	608	
1.5		% results calls	1.4 divided by 1.2		percent	40.3%	37.4%	43.8%	43.3%	39.1%	39.0%	41.5%	41.4%	41.3%	38.7%	39.8%	43.0%	39.9%	44.0%	39.5%			38.3%	41.2%	40.3%	41.3%	39.7%	46.2%	44.1%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds	62	43	51	44	41	37	29	27	26	31	45	23	32	35	38			38	45	31	38	41	29	46	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	89	65	70	55	53	64	41	40	32	47	70	40	49	60	52			70	65	55	45	75	46	68	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	6.2%	4.8%	5.0%	4.1%	3.8%	4.6%	2.9%	3.2%	2.4%	3.6%	4.7%	2.9%	3.5%	4.3%	3.7%			4.5%	4.4%	3.8%	3.3%	4.8%	3.4%	4.9%	
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	6	6	6	7	9	5	7	6	5	5	6	6	5	5	6			9	8	8	10	9	8	7	
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	4	5	4	5	7	6	7	5	6	7	7	5	4	4			8	6	5	5	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	7	7	5	6	7	7	7	6	5	6	7	6	7	5	9			8	6	7	5	8	7	8	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	2,991	2,871	2,847	2,704	3,006	3,235	3,059	2,909	2,785	2,958	3,381	3,080	2,792	2,753	3,098			3,560	3,302	3,183	3,135	3,378	3,129	3,043	
2.5		Long waits	Number of people waiting over 30 minutes		number	112	59	35	79	126	100	72	72	40	30	91	67	74	13	112			186	76	76	53	66	69	124	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	3.7%	2.1%	1.2%	2.9%	4.2%	3.1%	2.4%	2.5%	1.4%	1.0%	2.7%	2.2%	2.7%	0.5%	3.6%	#DIV/0!	5.2%	2.3%	2.4%	1.7%	2.0%	2.2%	4.1%		
2.7		Long waits	Maximum wait time (incl GTTA)		minutes	59	59	41	56	50	51	51	50	59	59	59	49	57	36	59			58	48	58	58	47	54	51	
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	
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	
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	505	462	513	482	458	478	410	516	420	458	479	436	521	483	504			553	541	463	485	489	447	503	
3.2		Home visits attended	Number of home visits attended for the day		number	492	447	498	471	449	465	400	505	417	448	460	428	505	477	493			535	527	449	472	473	439	494	
3.3	Yes	% Home visit timeliness	% home visits completed for the day. 3.2 divided by 3.1	greater than	90%	97.4%	96.8%	97.1%	97.7%	98.0%	97.3%	97.6%	97.9%	99.3%	97.8%	96.0%	98.2%	96.9%	98.8%	97.8%	#DIV/0!	96.7%	97.4%	97.0%	97.3%	96.7%	98.2%	98.2%		
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	39	32	29	43	47	42	39	44	31	40	42	39	33	41	28			40	38	37	26	46	32	38	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	39	32	29	43	47	42	39	44	31	40	42	39	33	41	28			40	38	37	26	46	32	38	
3.6	Yes	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	greater than	99%	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!	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	11,325	10,787	10,202	9,781	10,058	11,103	10,551	10,024	9,745	9,998	11,565	11,418	10,784	10,528	10,600			12,589	11,814	11,848	11,161	12,205	11,502	11,200	
4.2		Patient tests	Total number of patient tests performed		number	44,771	43,579	41,358	39,711	40,712	44,693	43,553	41,144	39,486	40,464	45,851	44,529	41,663	40,010	41,905			46,348	45,845	45,333	44,155	47,726	45,077	43,666	
4.3		Urgent tests	Total number of urgent tests		number	388	376	337	347	369	461	431	445	357	366	481	399	383	368	428			528	460	420	431	530	458	409	
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%	#DIV/0!	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%	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	63	55	59	44	52	77	43	61	49	44	67	59	51	53	32			44	45	45	45	45	56	55	46
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	63	55	59	44	52	77	43	61	49	44	67	59	51	53	32			44	45	45	45	45	56	55	46
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	#DIV/0!	100%	100%	100%	100%	100%	100%	100%		
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	24	40	28	13	32	16	18	13	35	17	25	14	34	21	24			19	22	20	29	12	12	21	
4.12		% Amended Results	Percentage of results changed after original result was reported to referrer. 4.11 divided by 4.2	less than	1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%	0.1%	#DIV/0!	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%		
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 referrer/hospital (assumes mutually agreed and clinically appropriate booking)	greater than	95%																									
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	4:16	4:03	4:08	4:16	4:08	4:22	4:06	4:25	4:19	4:15	4:33	4:15	4:03	4:06	4:18			5:56	4:34	4:25	4:26	4:48	4:34	4:25	

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	
Item	Contract	Indicator	Description	Target	Unit	1/10/18	2/10/18	3/10/18	4/10/18	5/10/18	8/10/18	9/10/18	10/10/18	11/10/18	12/10/18	15/10/18	16/10/18	17/10/18	18/10/18	19/10/18	PUBLIC HOLIDAY	23/10/18	24/10/18	25/10/18	26/10/18	29/10/18	30/10/18	31/10/18	
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	0:43	0:38	0:49	0:51	0:30	0:31	0:36	0:51	0:34	0:28	0:43	0:32	0:29	0:40	0:38		2:12	0:48	0:41	0:47	1:06	0:58	0:51	
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	7:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00		11:00	7:00	7:00	7:00	8:00	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	5:32	4:49	4:40	4:47	4:56	5:05	4:42	5:15	4:55	4:42	5:26	5:30	4:37	4:29	4:48		5:15	5:09	4:55	4:56	5:12	4:49	4:46	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00 hours:minutes	1:58	1:23	1:20	1:20	1:15	1:19	1:12	1:40	1:06	0:53	1:34	1:46	1:01	1:04	1:09		1:30	1:20	1:11	1:17	1:37	1:13	1:10	
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	7:00	7:00	7:00	7:00	7:00	7:00	8:00	8:00	7:00	10:00	10:00	7:00	7:00	7:00		10:00	9:00	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	6:17	5:24	5:23	5:36	5:34	5:10	5:09	5:31	5:30	4:57	5:18	5:41	5:09	4:33	4:59		5:17	5:19	5:16	5:31	5:12	5:43	6:04	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00 hours:minutes	3:00	2:11	2:21	2:16	2:17	1:47	1:48	2:05	2:01	1:28	1:47	2:24	1:42	1:33	1:33		1:51	1:53	1:59	2:16	2:17	2:17	2:35	
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	4:00	5:00	5:00	5:00	5:00	4:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	4:00	5:00		5:00	6:00	5:00	5:00	4:00	5:00	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	5:39	4:53	4:45	4:53	4:58	5:20	4:47	5:21	5:01	4:48	5:35	5:40	4:41	4:37	4:56		5:23	5:12	4:59	5:05	5:16	4:56	4:51	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00 hours:minutes	2:02	1:25	1:23	1:26	1:19	1:24	1:16	1:44	1:14	0:59	1:44	1:55	1:06	1:10	1:15		1:37	1:23	1:15	1:23	1:42	1:19	1:14	
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	10:00	7:00	7:00	7:00	7:00	8:00	7:00	9:00	9:00	8:00	10:00	10:00	7:00	7:00	7:00		9:00	9:00	7:00	8:00	8:00	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		14:48	16:13	14:57	15:35		13:42	13:27	15:57	15:17		14:25	15:05	15:27	14:34			13:18	16:31	15:03		14:52	15:05	
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		10:51	13:26	12:48	12:15		10:07	11:45	11:48	11:36		10:19	11:18	11:57	11:00			9:43	11:59	11:37		10:54	12:25	
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		1.0	1.0	1.3	1.3		1.0	1.3	1.3	1.3		0.8	1.3	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	98.7%	100.0%	99.9%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%		99.9%	100.0%	100.0%	99.9%	99.8%	100.0%	100.0%	
URGENT																													
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00 hours:minutes	3:59	3:46	3:42	3:48	3:47	3:50	3:44	3:53	3:46	4:03	3:49	3:41	3:43	3:38	3:49			3:51	3:53	3:54	3:37	3:42	3:47	3:58
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00 hours:minutes	0:41	0:32	0:33	0:37	0:28	0:25	0:36	0:32	0:30	0:38	0:16	0:22	0:24	0:23	0:29			0:36	0:32	0:26	0:31	0:30	0:36	0:43
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	5:15	3:45	3:45	4:45	4:15	5:00	4:00	4:45	4:45	4:45	4:15	4:45	4:45	4:45	4:45			4:00	4:00	4:45	5:00	4:00	3:45	4:00
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00 hours:minutes	3:51	3:42	3:27	4:00	4:15	3:36	3:43	3:36	3:39	3:33	3:53	4:05	3:50	3:25	3:24			3:49	3:42	3:50	3:20	3:39	3:50	3:38
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00 hours:minutes	1:07	0:59	1:00	1:18	1:04	0:58	1:07	1:02	1:07	0:56	1:03	1:01	1:05	0:56	0:56			1:01	1:03	1:07	1:00	0:58	1:10	1:02
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	6:45	4:45	4:45	5:45	5:45	6:00	6:00	5:15	5:45	5:00	5:15	6:00	4:45	5:15	5:00			5:45	4:45	5:45	4:45	5:45	5:45	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	99.9%	98.4%	97.2%	96.7%	98.9%	98.1%	99.2%	98.6%	98.5%	100.0%	96.5%	97.8%	98.0%	99.0%	99.4%			89.7%	98.1%	99.1%	98.8%	97.1%	98.9%	97.9%
6. RECOLLECTS																													
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	7,364	6,830	6,490	6,259	6,446	7,366	6,839	6,456	6,193	6,453	7,472	6,856	6,320	6,126	6,515			7,748	7,083	6,944	6,760	7,476	6,935	6,944
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	17	34	25	11	15	23	14	15	9	16	20	25	18	13	18			22	22	15	24	14	19	16
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0% percent	0.2%	0.5%	0.4%	0.2%	0.2%	0.3%	0.2%	0.2%	0.1%	0.2%	0.3%	0.4%	0.3%	0.2%	0.3%	#DIV/0!	0.3%	0.3%	0.2%	0.4%	0.2%	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					21					21											21			
7.5		Complaints closed	Number of complaints closed year to date		number					19					20											20			
7.6		New complaints	Number of new complaints received this week		number					2					1											1			
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					2					1											1			
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number					19					20											20			
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																								

