

Lab Tests Auckland Pathology Service KPI Reporting 2019
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	Public Holiday					Mon					Tue					Wed					Thu					Fri				
						Public Holiday	Public Holiday	3/01/19	4/01/19	7/01/19	8/01/19	9/01/19	10/01/19	11/01/19	14/01/19	15/01/19	16/01/19	17/01/19	18/01/19	21/01/19	22/01/19	23/01/19	24/01/19	25/01/19	28/01/19	29/01/19	30/01/19	31/01/19							
1. CALL CENTRE																																			
1.1a		Total inbound calls	Number of calls placed / received		number			1,370	1237	1490	1410	1400	1,485	1347	1,545	1378	1442	1,456	1452	1539	1479	1382	1,416	1410		1592	1477	1,430							
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number			375	357	514	572	558	571	554	547	568	623	615	566	584	587	594	652	597		670	661	658							
1.2		Total calls answered	Number of calls answered		number			1,308	1,204	1,455	1,379	1,374	1,439	1,304	1,502	1,343	1,409	1,414	1,421	1,500	1,455	1,343	1,392	1,362		1,550	1,463	1,419							
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent			4.5%	2.7%	2.4%	2.2%	1.9%	3.1%	3.2%	2.8%	2.5%	2.3%	2.9%	2.1%	2.5%	1.6%	1.7%	3.4%		2.6%	1.0%	0.8%							
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent			1.3%	1.1%	1.0%	1.2%	0.2%	1.1%	2.2%	2.6%	0.5%	1.8%	2.3%	1.8%	2.6%	0.5%	2.2%	0.8%	1.0%		1.5%	0.3%	0.5%						
1.4		Results calls	Number of calls requesting test results		number			375	357	514	572	558	571	554	547	568	623	615	566	584	587	594	652	597		670	661	658							
1.5		% results calls	1.4 divided by 1.2		percent			27.4%	28.9%	34.5%	40.6%	39.9%	38.5%	41.1%	35.4%	41.2%	43.2%	42.2%	39.0%	38.0%	39.7%	43.0%	46.1%	42.3%		42.1%	44.8%	46.0%							
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds			38	32	28	38	23	38	53	45	37	37	37	48	44	29	47	34	46		37	20	31						
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number			68	57	38	63	39	64	55	74	68	69	71	70	74	63	65	58	68		65	25	52							
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent			5.0%	4.8%	2.8%	4.5%	2.8%	4.3%	4.1%	4.8%	4.9%	4.8%	4.9%	4.8%	4.8%	4.3%	4.7%	4.1%	4.8%		4.1%	1.7%	3.6%						
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	11	8	6	7	8	8	9	6	8	9	10	6	5	7	10		13	6	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			5	4	7	7	6	6	5	7	7	7	6	7	7	6	6	5	6		7	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			6	5	7	5	5	6	6	7	5	5	6	7	7	5	4	5	5		9	6	5						
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number			2,411	2,367	3,588	3,559	3,292	3,273	3,208	3,473	3,457	3,319	3,267	3,340	3,577	3,350	3,258	3,134	3,319		3,826	3,367	3,383							
2.5		Long waits	Number of people waiting over 30 minutes		number			49	49	242	93	46	96	103	190	95	52	110	125	209	58	31	54	116		322	77	64							
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	#DIV/0!	#DIV/0!	2.0%	2.1%	6.7%	2.6%	1.4%	2.9%	5.5%	2.7%	1.6%	3.4%	3.7%	5.8%	1.7%	1.0%	1.7%	3.5%	#DIV/0!	8.4%	2.3%	1.9%							
2.7		Long waits	Maximum wait time (incl GTT's)		minutes			48	57	58	59	46	60	59	60	55	53	56	55	59	50	52	54	57		59	52	50							
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							
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			599	515	555	443	496	491	538	455	416	479	514	496	474	401	479	465	484		562	585	465							
3.2		Home visits attended	Number of home visits attended for the day		number			583	499	539	436	490	484	526	440	402	468	501	485	463	390	470	457	472		549	562	456							
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	#DIV/0!	#DIV/0!	97.3%	96.9%	97.1%	98.4%	98.8%	97.8%	96.7%	96.6%	97.7%	97.5%	97.8%	97.7%	97.3%	98.1%	98.3%	97.5%	#DIV/0!	97.7%	96.1%	98.1%							
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	26	30	22	26	16	30	42	42	43	32	43	30	23	34	28	35		39	39	43							
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number			32	26	30	22	26	16	30	42	42	43	32	43	30	23	34	28	35		39	39	43							
3.6	Yes	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	greater than	99%	percent	#DIV/0!	#DIV/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!	100.0%	100.0%	100.0%							
4. LAB																																			
4.1		Patient episodes	Total number of patient episodes		number			7,946	7,495	11,423	10,708	10,046	10,178	9,917	11,166	10,873	10,538	10,381	10,546	11,423	10,825	10,212	10,226	10,112		11,784	10,753	10,576							
4.2		Patient tests	Total number of patient tests performed		number			29,907	30,234	47,352	46,340	43,697	42,851	42,097	46,523	46,115	44,760	44,303	44,500	47,992	45,835	43,955	42,914	43,188		48,042	45,572	44,780							
4.3		Urgent tests	Total number of urgent tests		number			369	360	453	397	337	409	385	400	362	354	330	373	493	399	353	374	380		518	381	378							
4.4		% urgent tests	4.3 divided by 4.2		percent	#DIV/0!	#DIV/0!	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	#DIV/0!	1%	1%	1%							
4.5		Data for HealthPac	Percentage of completed test episodes provided to HealthPac within agreed timeframes (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%							
4.6		Critical results	Number of critical test results		number			50	43	62	43	43	56	39	38	53	64	66	54	49	41	56	51	54		58	39	64							
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			50	43	62	43	43	56	39	38	53	64	66	53	49	41	56	51	54		58	39	64							
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	#DIV/0!	#DIV/0!	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%	#DIV/0!	100%	100%	100%							
4.11		Amended Results	Number of results changed after original result was reported to referrer		number			12	23	40	12	27	23	21	27	17	27	15	18	20	21	11	45	39		18	76	12							
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	#DIV/0!	#DIV/0!	0.0%	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	#DIV/0!	0.0%	0.2%	0.0%							
4.13	Yes	Timeliness of Send aways	80th 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 hours:minutes	less than	8:00	hours:minutes			4:37	3:56	5:03	4:31	4:22	4:28	4:10	4:34	4:19	4:15	4:20	5:28	4:33	4:13	4:04	4:10	4:20		5:30	4:25	4:55						
5.1b		Lab TAT Complete blood count	Turnaround time from 90th centile receipt to report, expressed in hours:minutes	less than	4:00	hours:minutes			1:19	0:39	1:15	0:50	0:46	0:46	0:38	1:08	0:47	0:42	0:45	0:41	0:57	0:36	0:42	0:40	0:36		1:07	0:56	1:26						

