

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	10/02/19	11/02/19	12/02/19	13/02/19	14/02/19	15/02/19	16/02/19	17/02/19	18/02/19	19/02/19	20/02/19	21/02/19	22/02/19	23/02/19	24/02/19	25/02/19	26/02/19	27/02/19	28/02/19	
						Fri	Mon	Tue	WED	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu
1. CALL CENTRE																									
1.1a		Total inbound calls	Number of calls placed / received		number	1410	1558	1681		1,645	1582	1,634	1616	1432	1,529	1442	1611	1460	1503	1,508	1385	1,591	1,448	1422	1,505
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	634	671	729		746	687	676	720	632	674	613	666	666	672	705	616	728	644	674	690
1.2		Total calls answered	Number of calls answered		number	1,368	1,517	1,658		1,585	1,522	1,585	1,578	1,405	1,509	1,399	1,548	1,416	1,463	1,466	1,351	1,555	1,418	1,378	1,475
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	3.0%	2.6%	1.4%		3.7%	3.8%	3.0%	2.4%	1.9%	1.3%	3.0%	3.9%	3.0%	2.7%	2.8%	2.5%	2.3%	2.1%	3.1%	2.0%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	2.2%	2.2%	0.7%		2.1%	1.5%	1.3%	1.0%	1.1%	0.2%	1.7%	0.6%	0.2%	1.3%	1.6%	1.0%	0.1%	0.8%	1.9%	2.0%
1.4		Results calls	Number of calls requesting test results		number	634	671	729		726	687	676	720	632	674	613	666	666	672	705	616	728	644	674	690
1.5		% results calls	1.4 divided by 1.2		percent	45.0%	43.1%	43.4%		44.1%	43.4%	41.4%	44.8%	44.1%	42.5%	41.3%	45.6%	44.7%	46.8%	44.5%	45.8%	44.5%	47.4%	45.9%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150 seconds	seconds	46	51	39		55	40	40	37	36	22	36	51	34	49	43	48	29	35	51	43
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	58	74	82		82	78	81	39	54	44	68	67	58	67	64	69	40	71	88	70
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	4.1%	4.8%	4.9%		5.0%	4.9%	5.0%	2.4%	3.8%	2.9%	4.7%	4.2%	4.0%	4.5%	4.2%	5.0%	2.5%	4.9%	6.2%	4.7%
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	minutes	10	11	8		9	11	9	10	6	8	8	7	8	6	6	6	9	8	7	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	minutes	7	7	8		8	10	10	8	5	6	8	8	8	7	7	7	8	9	8	7
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	minutes	7	8	6		8	9	7	7	6	5	6	6	6	4	5	5	9	8	6	7
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,600	3,650	3,724		3,594	3,592	4,021	3,688	3,526	3,567	3,633	3,714	3,681	3,554	3,556	3,596	3,684	3,725	3,428	3,375
2.5		Long waits	Number of people waiting over 30 minutes		number	222	269	130		254	274	163	221	60	69	143	166	145	75	118	71	282	258	129	142
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	6.2%	7.4%	3.5%	#DIV/0!	7.1%	7.6%	4.1%	6.0%	1.7%	1.9%	4.5%	3.9%	2.1%	3.3%	2.0%	7.7%	6.9%	3.8%	4.2%	
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	59	59	58		58	59	53	59	59	43	58	60	60	56	59	47	54	56	56	58
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 - non	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
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	470	573	594		479	511	585	479	497	475	496	492	449	491	416	450	501	430	501	473
3.2		Home visits attended	Number of home visits attended for the day		number	463	562	582		469	495	562	469	490	463	481	477	443	480	404	433	485	421	486	462
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	98.5%	98.1%	98.0%	#DIV/0!	97.9%	96.9%	96.1%	97.9%	98.8%	97.5%	97.0%	97.0%	98.7%	97.8%	97.1%	96.2%	96.8%	97.9%	97.0%	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	44	40	46		44	24	39	44	46	30	44	24	33	30	25	30	35	44	35	37
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	44	40	46		44	24	39	44	46	30	44	24	33	30	25	30	35	44	35	37
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%	#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%
4. LAB																									
4.1		Patient episodes	Total number of patient episodes		number	11,007	11,733	11,908		11,862	11,806	12,984	12,236	11,880	11,701	11,559	13,007	12,570	11,776	11,878	11,776	12,786	12,574	11,756	11,736
4.2		Patient tests	Total number of patient tests performed		number	46,520	49,642	49,658		47,478	49,514	52,732	49,691	48,237	45,269	46,363	50,626	49,505	47,055	46,065	46,472	50,889	48,774	47,080	45,969
4.3		Urgent tests	Total number of urgent tests		number	436	501	466		355	452	535	442	456	408	429	507	428	376	414	423	540	471	356	427
4.4		% urgent tests	4.3 divided by 4.2		percent	1%	1%	1%	#DIV/0!	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 and current)	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	62	55		57	56	61	60	36	49	36	49	56	39	50	41	56	33	36	55
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	62	55		57	56	61	60	36	49	36	49	56	39	50	41	56	33	36	55
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%	#DIV/0!	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 in laboratory		number	16	12	22		26	20	20	15	28	28	25	45	16	20	18	18	32	26	208	12
4.12		% Amended Results	Percentage of results changed after original result was reported in laboratory 4.11 divided by 4.2	less than 1%	percent	0.0%	0.0%	0.0%	#DIV/0!	0.1%	0.0%	0.0%	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	0.4%	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 referral 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	4:26	4:20		4:42	4:35	4:32	4:16	4:25	4:36	4:28	4:39	4:24	4:21	4:12	4:19	4:27	4:18	4:28	4:18
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	0:59	0:56	0:54		1:16	0:54	1:05	0:51	0:52	0:49	0:47	0:58	0:54	0:54	0:44	0:49	1:00	0:52	0:42	0:49
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	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
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours: minutes	5:21	5:32	6:09		6:09	6:50	5:51	5:37	6:31	6:19	5:56	5:52	6:02	5:20	5:05	5:25	6:01	7:06	7:35	5:32

Item	Contract	Indicator	Definition	Target	Unit	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu		
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:48	2:01	2:41		2:43	3:11	2:24	2:12	2:57	2:36	2:12	2:11	2:33	1:52	1:36	1:53	2:36	3:42	3:49	2:03		
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	8:00	10:00	11:00		11:00	11:00	10:00	10:00	11:00	11:00	7:00	11:00	11:00	9:00	7:00	9:00	11:00	13:00	13:00	8:00		
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	5:30	5:49	6:15		6:55	6:38	7:15	5:52	7:00	6:35	5:58	6:11	6:06	5:39	5:58	5:54	6:19	6:22	6:20	5:35		
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	2:31	3:07	2:51		3:44	3:16	4:00	2:36	3:41	3:09	2:28	2:38	2:47	2:22	2:37	2:34	3:09	3:15	3:33	2:26		
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	10:00	5:00	10:00		5:00	11:00	6:00	7:00	6:00	8:00	5:00	5:00	7:00	8:00	5:00	5:00	5:00	9:00	12:00	10:00		
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	5:27	5:44	6:13		6:08	6:57	5:59	5:45	6:44	6:27	5:59	5:55	6:11	5:24	5:07	5:31	6:06	7:14	7:45	5:40		
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:56	2:11	2:44		2:42	3:17	2:31	2:20	3:07	2:42	2:19	2:13	2:40	1:55	1:39	1:57	2:40	3:48	3:56	2:10		
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	8:00	10:00	11:00		11:00	11:00	10:00	10:00	11:00	11:00	10:00	11:00	11:00	9:00	7:00	9:00	11:00	14:00	13:00	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 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	16:42		14:32		17:22			15:37	17:29	16:13	14:58		14:34	15:19	15:53	15:23		14:38	15:33	15:34		
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	13:13		11:14		15:17			12:29	13:25	12:44	11:43		12:21	12:33	12:09	11:18		11:00	12:15	12:07		
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	1.3	1.3	1.3		0.8	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%	99.8%	100.0%		99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	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	3:44	3:45	3:52		3:41	3:47	3:47	3:39	3:38	3:46	3:42	3:53	4:05	3:38	3:31	3:38	3:50	3:39	3:48	3:47		
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes	0:32	0:31	0:32		0:29	0:29	0:35	0:34	0:30	0:18	0:27	0:22	0:35	0:26	0:27	0:30	0:33	0:35	0:25	0:36		
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	4:00	4:00	3:15		4:45	4:45	4:00	4:45	5:15	3:45	4:15	4:00	5:00	4:00	4:00	4:15	6:45	5:15	5:15	4:15		
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours:minutes	3:41	3:43	3:42		3:54	3:36	3:44	3:35	3:38	3:43	3:45	3:41	4:01	3:39	3:40	3:35	3:50	3:38	3:57	4:10		
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes	0:59	1:00	1:01		1:03	0:58	0:55	0:58	0:57	0:57	0:54	1:01	1:00	0:55	1:01	0:56	1:02	0:55	1:08	1:28		
5.10c	yes	Total TAT Troponin 98% percentile in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than 6:00	hours:minutes	5:00	4:45	5:15		6:00	5:00	5:15	5:15	5:00	5:15	5:45	5:15	5:45	5:45	5:15	5:00	6:00	6:15	5:45	6:15		
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	99.1%	96.7%	93.7%		97.4%	96.3%	95.8%	97.7%	97.6%	97.5%	99.7%	97.9%	97.4%	99.3%	98.2%	99.1%	96.5%	95.2%	95.6%	97.7%		
6. RECOLLECTS																											
6.1		6.1. Total specimens	Total number of patient episodes (excluding self-collects)		number	7,175	7,838	7,744		7,605	7,524	8,366	7,805	7,212	6,938	7,075	7,987	7,492	7,127	7,097	7,074	6,393	7,403	6,942	6,843		
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self-collects)		number	14	23	31		35	22	35	20	13	18	24	25	14	25	17	14	14	30	19	16		
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than 1.0%	percent	0.2%	0.3%	0.4%	#DIV/0!	0.5%	0.3%	0.4%	0.3%	0.2%	0.3%	0.3%	0.3%	0.2%	0.4%	0.2%	0.2%	0.2%	0.4%	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 in 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	2				2											2						
7.5		Complaints closed	Number of complaints closed year to date		number	1				2											2						
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	1				2											2						
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																						
7.13		% complaints response	7.8 divided by 7.4	greater than 80%	percent	50.0%				100.0%						100.0%					100.0%						