## 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 do not meet target blue cells indicate contracted KPIs

							dicate contracted																				
							Fri		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	1/11/19	4/11/19	5/11/19	6/11/19	7/11/19	8/11/19	11/11/19	12/11/19	13/11/19	14/11/19	15/11/19	18/11/19	19/11/19	20/11/19	21/11/19	22/11/19	25/11/19	26/11/19	27/11/19	28/11/19	29/11/19
		1. CALL CENTRE Total inbound calls	Number of calls placed / received			number	4005	4550	1411	1382	1,393	4404	4540	4004	4500	1.374	4045	1445	1414	1486	1.387	4070	4.400	4000	1394	1.368	1355
1.1a 1.1b		Total inbound calls - results	Number of calls placed / received on results			number	1395 562	1556 654	637	1382	611	1434 646	1516 680	1381 671	1520 687	616	1345 599	1445	622	1486	620	1372 621	1428 593	1399 590	1394	622	1355 574
1.10		line	line			number	302	054	037	043	011	040	000	071	007	010	333	5/5	022	002	020	021	333	330	030	UZZ	314
1.2		Total calls answered	Number of calls answered			number	1,352	1,448	548	.,	1,335	1,342		1,318	1,485	1,363	1,301		1,389	1,457	1,352	1,340	1,345	1,377	1,363	1,346	1,342
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less	7.0%	percent	3.1%	6.9%	6.3%	3.0%	4.2%	6.4%	1.8%	4.6%	2.3%	0.8%	3.3%	5.8%	1.8%	2.0%	2.5%	2.3%	5.8%	1.6%	2.2%	1.6%	1.0%
1.3b		% calls unanswered for	Also known as "abandonment".	less	3.0%	percent	1.3%	2.9%	3.0%	0.8%	1.8%	2.2%	0.7%	3.0%	0.4%	0.2%	1.3%	3.0%	0.5%	0.2%	1.0%	1.5%	1.7%	0.5%	1.0%	0.5%	0.0%
1.55		results line	1 - (1.4 divided by 1.1b)	than	0.070					0.07.0				0.070					0.070	0.270			/	0.0,0		,.	
1.4		Results calls	Number of calls requesting test results			number	562	654	637	649	611	646		671	687	616	599		622	662	620	621	593	590	630	622	574
1.5		% results calls	1.4 divided by 1.2	less	450	percent seconds	40.3%	42.0%	45.2%	47.0%	43.9%	45.1% 64	44.9%	48.6%	45.2%	44.8% 20	44.5%	39.7%	44.0%	44.6%	44.7%	45.3%	41.5%	42.2%	45.2%	45.5%	42.4%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	than	150	seconds	43	87	74	43	50	64	33	65	31	20	40	68	30	28	34	41	59	25	42	30	23
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	56	120	59	53	74	97	72	87	61	28	50	99	44	41	47	81	103	62	68	43	44
1.8		% of calls with wait time >150		less		percent	4.0%	7.7%	4.2%	3.8%	5.3%	6.8%	4.8%	6.3%	4.0%	2.0%	3.7%	6.9%	3.1%	2.8%	3.4%	5.9%	7.2%	4.4%	4.9%	3.1%	3.3%
		seconds	·	than																							
		2. COLLECTION CENTRES																									
2.1		Wait time Manukau DHB	Average waiting time in minutes for a sample	less	30	minutes	8	13	8	7	9	10	8	9	9	5	10	7	7	8	8	9	10	8	7	6	7
			of patients attending Manukau DHB collection centres between 7am and 11am (peak collection time)	than																							
2.2		Wait time Auckland DHB	Average waiting time in minutes for a sample	less	30	minutes	8	8	8	5	5	7	8	7	6	5	7	7	7	7	6	6	7	6	5	5	7
			of patients attending Auckland collection centres between 7am and 11am (peak collection time)	than																							
2.3		Wait time Waitemata DHB	Average waiting time in minutes for a sample	less	30	minutes	9	11	9	6	7	7	7	7	6	5	7	5	6	5	4	7	8	5	5	6	9
			of patients attending Waitemata collection centres between 7am and 11am (peak collection time)	than																							
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number	3,518	3,822	3,716	3,461	3,621	3,598	3,800	3,528	3,522	3,318	3,710	3,813	3,727	3,509	3,354	3,542	3,866	3,649	3,575	3,415	3,718
2.5		Long waits	Number of people waiting over 30 minutes			number	234	399	224	118	168	168	236	121	99	32	163	60	92	108	60	110	158	104	74	59	179
2.6		% wait over 30 mins	2.5 divided by 2.4	less	10%	percent	6.7% #	# 10.4%	6.0%	3.4%	4.6%	4.7%	# 6.2%	3.4%	2.8%	1.0%	4.4%	# 1.6%	2.5%	3.1%	1.8%	3.1% #	4.1%	2.9%	2.1%	1.7%	4.8%
			·	than																							
2.7		Long waits	Maximum wait time (incl GTT's)	ļ.,		minutes	60		59	J-1	59	53		58	53	55	55		56	59	57	55	59	49	56	44	59
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	4:00
2.9		Time from collection to lab -	Maximum time from collection to lab			hours:	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
		max • HOME MOTO	(hrs:minutes)			minutes																_					
3.1		Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not home)			number	464	475	456	457	452	451	418	455	498	490	461	492	442	484	466	458	438	397	461	450	442
3.2		Home visits attended	Number of home visits attended for the day			number	457	455	447	441	442	440	409	448	482	481	446	479	429	473	459	441	430	389	446	439	435
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater	90%	percent	98.5%	95.8%	98.0%	96.5%	97.8%	97.6%	97.8%	98.5%	96.8%	98.2%	96.7%	97.4%	97.1%	97.7%	98.5%	96.3%	98.2%	98.0%	96.7%	97.6%	98.4%
3.4		Urgent home visits booked	Number of urgent home visits booked for the day (exclude home visits where the patient was not home)	uleii		number	34	37	34	42	34	33	48	43	33	43	43	45	37	29	28	35	38	23	40	35	49
3.5		Urgent home visits completed	Number of urgent home visits completed for the day			number	34	37	34	42	34	33	48	43	33	43	43	45	37	29	28	35	38	23	40	35	49
3.6	yes	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	greater then	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%
4.1		Patient episodes	Total number of patient episodes			number	11.329	12,879	12,049	11.675	11,457	11.343	12,769	11.845	11.632	11.517	11,510	12,322	12,043	11.675	11.350	11,219	12.503	12,148	11.235	11,163	10,823
4.2		Patient tests	Total number of patient tests performed			number	46,751	51,201	48,512	46,757	45,849	46,714	50,981	47,960	47,173	45,805	46,284		48,034	46,788	44,162	44,463	49,394	48,486	45,577	44,037	43,884
4.3		Urgent tests	Total number of urgent tests			number	394	507	393	406	447	479	584	461	393	433	452	420	489	428	348	442	460	439	482	436	411
4.4		% urgent tests	4.3 divided by 4.2		45	percent	1%	1%	1%	1,0	1%	1%			1%	1%	1%		1%	1% 100%	1%	1%	1%	1% 100%	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%
4.6		Critical results	Number of critical test results			number	44	41	44	48	62	54	59	40	46	29	43	54	56	41	51	36	54	55	43	38	51
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	44	41	44	48	62	54	59	40	46	29	43	54	56	41	51	36	54	55	43	38	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.Referrer; b. patient; c. police)	greater then	98%	percent	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			number	18	61	8	15	49	20	30	22	11	19	26	10	21	14	16	19	9	16	33	17	26
4.12		% Amended Results	was reported to referrer  Percentage of results changed after original	less	1%	percent	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%
	V		result was reported to referrer. 4.11 divided by 4.2	than	.,.		0.0 /8	0.178	0.076	0.076	0.176	0.076	0.176	0.078	0.076	0.078	0.176	0.076	0.076	0.078	0.076	0.076	0.076	0.076	0.176	0.0 /6	0.170
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																					

							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	1/11/19	4/11/19	5/11/19	6/11/19	7/11/19	8/11/19	11/11/19	12/11/19	13/11/19	14/11/19	15/11/19	18/11/19	19/11/19	20/11/19	21/11/19	22/11/19	25/11/19	26/11/19	27/11/19	28/11/19	29/11/19
4.14	Yes	Timely attendance frozen sections and booked cytology for FNAs	% of timely attendance for booked frozen r sections and booked cytology for FNAs for the private referrers/hospitals (assumes mutually agreed and clinically appropriate booking)	greater then	95%	percent																					
		5. TURNAROUND TIME																									
5.1a		Total TAT Complete blood	Average turnaround time from collection to	less	8:00	hours:	4:08	4:23	4:21	4:04	4:12	4:24	4:19	4:11	4:08	4:17	4:24	4:21	4:20	4:12	4:12	4:22	4:45	4:31	4:29	4:18	4:33
5.1b		Lab TAT Complete blood	report, expressed in hour:minutes Turnaround time from 90th centile receipt to	than less	4:00	minutes hours:	0:42	0:53	0:46	0:35	0:39	0:45	0:56	1:50	0:39	0:43	0:49	0:53	0:49	0:42	0:43	0:48	0:53	0:47	0:37	0:45	0:39
5.1c	yes	count Complete blood count 95%	report, expressed in hour:minutes  Turnaround time for 95th centile from	than	12:00	minutes hours:	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
		percentile - in zone	collection to report, expressed in hour:minutes IN ZONE	- than		minutes																					
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:11	6:45	6:11	5:55	5:56	5:27	5:44	5:07	5:07	5:09	5:56	6:06	5:23	6:16	6:21	5:24	5:46	5:52	5:35	5:38	4:55
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:42	3:10	2:35	2:22	2:24	1:46	2:20	3:05	1:36	1:37	2:20	2:38	1:51	2:43	2:51	1:48	1:52	2:06	2:02	2:05	1:13
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	11:00	11:00	11:00	10:00	11:00	10:00	10:00	7:00	7:00	7:00	10:00	11:00	8:00	11:00	11:00	8:00	11:00	11:00	10:00	10:00	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	5:54	7:21	5:28	6:04	6:21	6:24	6:30	5:58	5:43	5:43	6:30	6:24	5:38	7:09	6:55	6:15	6:45	6:20	5:58	5:37	5:03
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:45	4:03	2:01	3:04	2:50	2:57	3:17	2:50	2:27	2:25	3:15	3:06	2:17	3:42	3:37	2:50	3:19	3:06	2:29	2:28	1:52
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	12:00	5:00	5:00	8:00	5:00	7:00	5:00	5:00	5:00	5:00	7:00	5:00	9:00	7:00	5:00	6:00	11:00	5:00	5:00
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:18	6:52	6:16	6:02	6:06	5:34	5:58	5:11	5:13	5:16	6:08	6:14	5:31	6:20	6:27	5:32	5:55	5:57	6:11	5:41	5:00
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:49	3:18	2:43	2:30	2:35	1:53	2:32	1:44	1:43	1:41	2:30	2:43	1:59	2:47	2:58	1:55	2:06	2:11	2:10	2:10	1:17
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	11:00	11:00	10:00	11:00	10:00	10:00	7:00	7:00	7:00	10:00	11:00	8:00	11:00	11:00	8:00	11:00	11:00	10:00	10:00	8:00
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  Total TAT - Urine Micro &	Turnaround time for 98th centile from collection to report, expressed in working days Average turnaround time from collection to	less than less	10.0	working days hours:	15:22		15:59	15:03	15:32	15:11		15:30	16:36	16:22	16:19		16:20	16:13	16:41	15:53		14:35	16:52	16:06	15:58
5.7a		Culture - non-urgent Total TAT - Urine Micro &	report, expressed in hour:minutes  Turnaround time from 90th centile receipt to	than	48:00	minutes hours:													11:48								
5.7b		Culture - non-urgent	report, expressed in hour:minutes	less than	48:00	minutes	12:06		11:40	12:23	12:30	11:16		11:13	12:48	12:31	11:50		11:48	12:58	12:47	12:34		10:16	12:55	13:09	12:00
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	than	2.0	working days	1.3		1.3	1.3	1.3	1.3		1.3	1.3	1.3	1.3		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 then	90%	percent	100.0%	92.7%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	99.9%	99.9%	99.9%
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour; minutes	less than	6:00	hours:	3:44	3:49	3:51	3:56	3:58	3:53	3:48	4:02	4:05	3:31	3:46	4:12	3:44	3:45	3:44	3:45	3:57	3:51	3:44	3:38	3:53
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less	3:00	hours: minutes	0:36	0:31	0:37	0:38	0:33	0:39	0:31	0:35	0:40	0:30	0:29	0:33	0:26	0:24	0:24	0:30	0:18	0:25	0:25	0:28	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	6:00	hours:	4:15	4:00	4:00	4:45	4:15	4:45	4:45	4:45	4:45	3:00	5:00	4:15	3:45	3:15	3:15	5:00	3:15	3:00	3:35	4:15	5:25
E 40			Average turnaround time from collection to	less	0.00	hours:	0.45	0.50	4.05	0.04	0.05	0.47	0.00	3:50	0.44	0.00	0.40	0.04	0.04	0.07	0.05	0.45	3:49	0.40	0.11	0.40	0.54
5.10a		Total TAT - Troponin  Lab TAT - Troponin	report, expressed in hour:minutes  Turnaround time from 95th centile receipt to	than	6:00	minutes hours:	3:45 1:06	3:50	4:05	3:34 0:54	3:35 0:54	3:47 0:55	3:36 0:54	1:12	3:44 0:58	3:38 0:53	3:40 0:56	3:21	3:31 0:57	3:37 0:56	3:35 0:59	3:45 0:55	0:58	3:48	1:03	3:49 1:03	3:51
5.10b	ves	Total TAT Troponin 98%	report, expressed in hour:minutes  Turnaround time from 98th centile collection to	than	3:00 6:00	minutes hours:	4:45	5:45	5:15	5:00	5:15	5:45	5:15	5:15	5:45	4:45	5:45	5:00	5:15	5:15	5:00	5:15	5:00	5:15	5:45	5:00	6:00
5.100	,	centile in zone  Lab TAT - Urgent Biochem	report, expressed in hour:minutes in zone  Percentage of biochem & haem (as nominated	than	95%	minutes	97.5%	97.3%	98.4%	97.1%	96.6%	96.5%	96.7%	98.1%	98.1%	97.4%	97.8%	98.1%	98.5%	96.7%	96.6%	99.4%	97.2%	98.0%	98.2%	97.7%	96.0%
5.11		and Haem	clinically urgent by the referrer) with TAT (from receipt of test in lab to communication of results) less than 3 hours	then	95%	percent	97.376	91.376	30.470	57.176	30.0 %	90.378	90.776	30.176	30.176	57.476	91.070	36.176	96.376	90.776	30.076	55.476	51.276	96.076	30.270	51.176	30.0 %
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	7,128	8,057	7,427	7,042	6,973	7,083	7,980	7,247	7,024	6,778	7,101	7,848	7,359	7,110	6,671	6,722	7,925	7,378	6,985	6,746	6,807
6.2		6.2. Recollects	Self collects)  Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	11	13	22	14	18	24	22	25	15	27	26	12	18	21	20	15	19	14	22	19	16
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.3%	0.2%	0.3%	0.3%	0.3%	0.3%	0.2%	0.4%	0.4%	0.2%	0.2%	0.3%	0.3%	0.2%	0.2%	0.2%	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"	uidli																							
7.1		Total issues / events	Number of issues / events / corrective actions			number																					
7.2		Events / issues closed	year to date, entered into Riskman Number of issues / events closed year to date			number																					$\vdash$
7.3		Timely closure	Number of events closed by due date (within			number																					$\vdash$
7.4		Total Complaints	six months)  Number of complaints received year to date			number	8					8					10					10					10

							Fri	Me	n Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
		-			_																						
item	Contract		Definition		Target	Unit	1/11/19	4/11/	9 5/11/19	6/11/19	7/11/19	8/11/19	11/11/19	12/11/19	13/11/19	14/11/19	15/11/19	18/11/19	19/11/19	20/11/19	21/11/19	22/11/19	25/11/19	26/11/19	27/11/19	28/11/19	29/11/19
7.5			Number of complaints closed year to date			number	8					8					8					10					10
7.6		New complaints	Number of new complaints received this week			number	-					-					2					- 1					-
7.7		acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number						-					2										-
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days			number	8					8					8					10					10
7.9		% events/issues closed	7.2 divided by 7.1	greater then	75%	percent																					
7.10		% timely closure	7.3 divided by 7.1	greater then	95%	percent																					
7.11		% complaints closed	7.5 divided by 7.4	greater then	75%	percent																					
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater then	80%	percent																					
7.13		% complaints response	7.8 divided by 7.4	greater then	80%	percent	100.0%					100.0%					80.0%					100.0%					100.0%