

Lab Tests Auckland Pathology Service KPI Reporting 2020
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	2020					2021					2022					2023					
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon
1. CALL CENTRE																										
1.1a		Total inbound calls	Number of calls placed / received		number	1491	1467	1360	1,379	1410	1502	1489	1829	1,654	1672	2020	1666	1627	1,465	1459	1575	1508	1528	1,500	1421	1731
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	632	660	612	657	661	640	667	604	611	654	724	622	696	588	524	564	554	596	588	490	527
1.2		Total calls answered	Number of calls answered		number	1,435	1,426	1,339	1,341	1,370	1,404	1,449	1,800	1,611	1,637	1,944	1,643	1,607	1,443	1,426	1,557	1,493	1,494	1,479	1,394	1,677
1.3a		% calls unanswered	Also known as "abandonment". 1: (1.2 divided by 1.1a)	less than	7.0%	3.8%	2.8%	1.5%	2.8%	2.8%	6.5%	2.7%	1.6%	2.6%	2.1%	3.8%	1.4%	1.2%	1.5%	2.3%	1.1%	1.0%	2.2%	1.4%	1.9%	3.1%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1: (1.4 divided by 1.1b)	less than	3.0%	2.5%	1.8%	1.0%	2.1%	0.9%	2.8%	1.4%	0.8%	1.5%	0.8%	1.9%	0.2%	0.4%	1.2%	1.9%	0.4%	0.0%	0.3%	0.5%	1.4%	0.2%
1.4		Results calls	Number of calls requesting test results		number	632	660	612	657	661	640	667	604	611	654	724	622	696	588	524	564	554	596	588	490	527
1.5		% results calls	1.4 divided by 1.2		percent	42.4%	45.0%	45.0%	47.6%	46.9%	42.6%	44.8%	33.0%	36.9%	39.1%	35.8%	37.3%	42.8%	40.1%	35.9%	35.8%	36.7%	39.0%	39.2%	34.5%	30.4%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds	62	44	39	51	41	87	48	19	42	43	44	25	28	40	40	24	27	36	30	37	31
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	115	76	75	84	76	120	91	61	103	111	241	81	106	88	112	53	74	92	68	55	106
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	7.7%	5.2%	5.5%	6.1%	5.4%	8.0%	6.1%	3.3%	6.2%	6.6%	11.9%	4.9%	6.5%	6.0%	7.7%	3.4%	4.9%	6.0%	4.5%	3.9%	6.1%
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	5	5	5	6	6	4	5	2	3	4	3	3	3	3	3	4	3	3	3	8
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	6	4	4	5	7	4	6	2	2	3	3	2	3	3	4	4	3	3	4	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	9	6	6	5	7	7	5	9	2	3	4	4	2	3	4	6	4	3	3	4	9
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,777	3,796	3,667	3,626	3,716	3,916	3,492	3,808	1,490	2,072	2,165	2,167	1,798	2,155	2,253	2,612	2,368	2,384	2,277	2,447	3,303
2.5		Long waits	Number of people waiting over 30 minutes		number	161	106	48	41	100	148	25	118	1	2	26	3	3	2	8	15	4	10	2	18	122
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	4.3%	2.8%	1.3%	1.1%	2.7%	3.8%	0.7%	3.1%	0.1%	0.1%	1.2%	0.1%	0.2%	0.1%	0.4%	0.6%	0.2%	0.4%	0.1%	0.7%	3.7%
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	58	51	47	42	50	59	58	53	36	33	47	47	36	36	45	42	32	49	41	54	56
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 - 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
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	457	467	474	440	452	469	436	510	440	419	473	465	517	471	483	477	455	523	479	485	464
3.2		Home visits attended	Number of home visits attended for the day (exclude home visits where the patient was not home)		number	438	451	464	430	433	455	425	498	421	404	461	449	496	457	459	462	438	504	466	473	445
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	95.8%	96.6%	97.9%	97.7%	95.8%	97.0%	97.5%	97.6%	95.7%	96.4%	97.5%	96.6%	95.9%	97.0%	95.0%	96.9%	96.3%	96.4%	97.3%	97.5%	95.9%
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	42	30	35	32	36	32	39	38	36	42	47	36	33	44	35	31	42	37	36	53	42
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	42	30	35	32	36	32	39	38	36	42	47	36	33	44	35	31	42	37	36	53	42
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%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
4. LAB																										
4.1		Patient episodes	Total number of patient episodes		number	12,968	12,828	12,315	11,883	11,772	13,032	12,030	14,097	10,558	14,794	11,356	9,967	8,689	8,784	8,885	9,220	8,856	9,175	9,266	10,522	12,485
4.2		Patient tests	Total number of patient tests performed		number	51,736	52,551	50,077	48,350	49,628	51,873	47,686	40,077	26,541	33,998	30,810	29,633	27,439	29,555	30,944	32,182	31,339	31,946	30,534	33,535	45,967
4.3		Urgent tests	Total number of urgent tests		number	530	529	452	491	392	497	490	348	310	321	411	397	365	399	374	441	421	395	371	464	473
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%	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%
4.6		Critical results	Number of critical test results		number	48	42	35	51	51	54	26	36	22	31	43	50	33	45	41	56	45	51	37	47	62
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	48	42	35	51	51	54	26	36	22	31	43	50	33	45	41	56	45	51	37	47	62
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%	100%	100%	100%	100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referer		number	19	15	23	32	18	19	34	13	17	14	22	13	20	7	18	26	15	17	19	13	14
4.12		% Amended Results	Percentage of results changed after original result was reported to referer. 4.11 divided by 4.2	less than	1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%	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																					

Item	Comment	Indicator	Definition	Target	Unit	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	
						3/08/20	4/08/20	5/08/20	6/08/20	7/08/20	10/08/20	11/08/20	12/08/20	13/08/20	14/08/20	17/08/20	18/08/20	19/08/20	20/08/20	21/08/20	24/08/20	25/08/20	26/08/20	27/08/20	28/08/20	31/08/20	
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	4:26	4:34	4:29	4:36	4:23	4:38	4:25	4:51	3:57	4:12	3:57	4:32	3:50	3:41	3:54	4:05	3:57	3:58	3:53	4:12	4:16
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	0:42	0:43	0:31	0:48	0:36	0:49	0:35	0:35	0:29	0:30	0:34	0:34	0:35	0:25	0:30	0:39	0:25	0:31	0:18	0:20	0:43
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	8:00	8:00	9:00	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	5:56	6:10	6:15	6:12	7:02	6:30	5:57	5:24	4:23	4:40	4:23	5:10	4:14	4:10	4:25	4:50	4:32	4:29	4:30	5:09	5:25
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:11	2:18	2:21	2:26	3:14	2:37	1:59	1:06	0:49	0:56	0:56	0:57	1:00	0:52	1:00	1:19	0:57	1:00	0:52	1:11	1:50
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	11:00	11:00	11:00	11:00	10:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	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	6:23	6:35	5:45	6:41	7:09	6:54	6:00	6:25	5:21	5:31	4:24	4:32	4:13	4:12	4:29	4:51	5:07	5:19	5:28	5:21	6:55
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:42	2:56	2:05	3:02	3:27	3:38	2:40	2:25	2:06	2:06	1:15	1:30	1:17	1:31	1:22	1:39	1:40	2:07	2:02	2:00	3:45
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	6:00	10:00	8:00	6:00	5:00	11:00	6:00	5:00	5:00	4:00	5:00	3:00	3:00	3:00	5:00	5:00	6:00	5:00	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	6:04	6:19	6:28	6:15	7:06	6:35	6:03	5:32	4:41	4:52	4:39	5:24	4:18	4:18	4:28	5:04	4:40	4:35	4:42	5:10	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	2:18	2:24	2:29	2:30	3:19	2:43	2:08	1:13	1:08	1:14	1:11	1:06	1:03	1:00	1:04	1:36	1:02	1:06	1:02	1:12	2:05
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	11:00	11:00	11:00	11:00	10:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	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	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		14:09	15:35	16:40	15:46		16:15	17:08	18:14	18:31		16:01	17:02	17:35	17:05		18:04	17:13	16:46	16:27	
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		9:34	12:45	12:56	12:13		12:19	13:11	15:39	15:03		12:08	14:07	13:25	13:15		13:37	12:54	13:00	12:39	
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	1.3	1.3	1.3		1.0	1.3	1.3	1.3		1.0	1.3	1.3	1.3		1.3	1.3	0.8	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%	99.9%	99.9%	99.9%	99.9%	99.7%	99.9%	99.9%	99.8%	99.8%	99.7%	99.9%	99.9%	100.0%	100.0%	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%
URGENT																											
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:45	3:58	3:59	4:03	4:00	3:47	3:53	4:28	3:59	3:53	4:03	3:51	3:39	3:49	3:39	3:48	3:56	3:43	3:50	3:46	3:43
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:25	0:26	0:22	0:37	0:34	0:29	0:21	0:34	0:57	0:34	0:57	0:47	0:41	0:41	0:31	0:33	0:38	0:29	0:22	0:30	0:19
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	4:15	4:00	4:30	4:15	3:45	4:00	4:30	5:15	4:30	4:00	6:00	4:00	3:30	4:30	4:00	3:00	3:30	3:30	4:15	4:30	4:30
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:37	3:48	3:42	3:57	3:37	3:54	3:55	4:23	3:34	4:16	3:24	3:32	3:17	3:20	3:36	3:17	3:30	3:29	3:29	3:49	3:40
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:54	1:18	1:06	1:02	1:02	1:08	0:52	1:03	1:00	0:48	0:54	0:51	1:00	0:50	0:51	0:57	0:58	0:59	0:59	1:04	0:57
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	5:00	5:45	5:15	5:00	5:00	5:45	6:15	5:30	4:30	5:15	5:00	5:00	5:30	4:15	4:45	4:30	5:00	5:15	4:30	5:00	5:30
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	97.1%	96.3%	97.8%	96.8%	97.1%	99.0%	99.2%	98.2%	98.7%	99.3%	98.1%	98.4%	98.3%	99.0%	99.7%	98.9%	98.5%	97.8%	99.7%	99.5%	98.9%
6. RECOLLECTS																											
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	7,942	7,696	7,389	7,194	7,359	7,958	6,930	5,597	3,245	4,061	4,421	4,364	3,955	4,489	4,692	5,171	4,894	4,815	4,618	5,013	6,867	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	22	20	25	30	17	32	24	22	18	8	18	11	10	11	13	14	18	10	14	14	16	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.3%	0.3%	0.4%	0.2%	0.4%	0.3%	0.4%	0.6%	0.2%	0.4%	0.3%	0.3%	0.2%	0.3%	0.3%	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					2					2						3					3	

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	Mon
						3/08/20	4/08/20	5/08/20	6/08/20	7/08/20	10/08/20	11/08/20	12/08/20	13/08/20	14/08/20	17/08/20	18/08/20	19/08/20	20/08/20	21/08/20	24/08/20	25/08/20	26/08/20	27/08/20	28/08/20	31/08/20
7.5		Complaints closed	Number of complaints closed year to date		number					2					2						3					3
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					2					2						3					3
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%						100.0%					100.0%