

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	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
						1/10/20	2/10/20	5/10/20	6/10/20	7/10/20	8/10/20	9/10/20	12/10/20	13/10/20	14/10/20	15/10/20	16/10/20	19/10/20	20/10/20	21/10/20	22/10/20	23/10/20	PUBLIC HOLIDAY	27/10/20	28/10/20	29/10/20	30/10/20					
1. CALL CENTRE																																
1.1a		Total inbound calls	Number of calls placed / received		number	1,391	1441	1540	1484	1506	1,679	1484	1693	1633	1462	1,509	1378	1596	1604	1495	1,524	1470		1567	1574	1,420	1443					
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	603	601	625	599	634	655	639	677	691	766	648	623	627	723	669	665	657		619	708	618	617					
1.2		Total calls answered	Number of calls answered		number	1,354	1,393	1,480	1,430	1,438	1,549	1,395	1,577	1,541	1,559	1,449	1,343	1,499	1,538	1,421	1,479	1,414		1,493	1,489	1,370	1,371					
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	2.7%	3.3%	3.9%	3.6%	4.5%	7.7%	6.0%	6.9%	5.6%	5.1%	4.0%	2.5%	6.1%	4.1%	5.0%	3.0%	3.8%		4.7%	5.4%	3.0%	4.4%					
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	1.7%	2.0%	1.4%	0.7%	1.6%	2.9%	2.7%	3.0%	2.3%	2.6%	1.4%	1.4%	2.4%	1.1%	2.8%	0.8%	1.7%		1.6%	2.1%	1.3%	1.5%					
1.4		Results calls	Number of calls requesting test results		number	603	601	625	599	634	655	639	677	691	766	648	623	627	723	669	665	657		619	708	618	617					
1.5		% results calls	1.4 divided by 1.2		percent	43.4%	41.7%	40.5%	40.4%	42.1%	39.0%	43.1%	40.0%	42.3%	46.7%	42.9%	45.2%	39.3%	45.1%	44.8%	43.6%	44.7%		39.5%	45.0%	43.5%	42.8%					
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	66	59	52	58	57	72	59	71	73	70	65	48	69	56	66	52	59		46	59	41	52					
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	100	110	120	185	151	68	131	201	187	182	152	114	189	132	122	136	158		128	180	113	121					
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	7.2%	7.6%	7.8%	12.5%	10.0%	4.1%	8.8%	11.9%	11.5%	11.1%	10.1%	8.3%	11.8%	8.2%	8.2%	8.9%	10.8%		8.2%	11.4%	8.0%	8.4%					
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	5	5	7	6	5	6	6	9	6	6	5	6	5	5	5	6	5		6	7	6	5					
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	5	4	4	5	6	5	4	4	5	5	6	5	5	5	5		7	6	6	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	4	6	7	7	6	4	8	8	6	6	7	7	8	7	6	6	8		9	9	7	8					
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,353	3,550	3,801	3,699	3,721	3,590	3,694	3,873	3,644	3,884	3,816	3,827	3,819	3,863	3,717	3,708	3,878		4,072	3,967	3,867	4,041					
2.5		Long waits	Number of people waiting over 30 minutes		number	23	75	71	73	23	28	144	181	54	58	94	91	119	70	61	71	144		145	159	171	162					
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	0.7%	2.1%	1.9%	2.0%	0.6%	0.8%	3.9%	4.7%	1.5%	1.5%	2.5%	2.4%	3.1%	1.8%	1.6%	1.9%	3.7%	#	3.6%	4.0%	4.4%	4.0%					
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	55	47	43	50	48	59	58	54	47	43	58	60	60	48	49	59	57		57	59	59	55					
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	4:30	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	491	498	507	457	519	459	515	509	486	534	465	508	533	442	505	437	424		509	491	507	534					
3.2		Home visits attended	Number of home visits attended for the day		number	480	480	498	442	505	453	502	488	472	520	443	493	510	426	490	419	417		491	480	496	527					
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	97.8%	96.4%	98.2%	96.7%	97.3%	98.7%	97.5%	95.9%	97.1%	97.4%	95.3%	97.0%	95.7%	96.4%	97.0%	95.9%	98.3%	#	96.5%	97.8%	97.8%	98.7%					
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	35	46	28	26	29	22	37	29	42	33	29	24	20	21	24	32	28		33	37	32	42					
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	35	46	28	26	29	22	37	29	42	33	29	24	20	21	24	32	28		33	37	32	42					
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%	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	11,063	11,084	12,225	11,936	11,524	11,394	11,427	13,137	12,621	12,769	12,574	12,256	13,975	14,132	12,906	13,500	12,880		14,549	13,794	13,212	12,927					
4.2		Patient tests	Total number of patient tests performed		number	45,181	46,611	48,267	48,812	47,531	47,145	46,757	51,131	50,685	51,628	49,716	49,569	51,757	52,378	49,550	48,920	50,063		51,613	51,974	50,733	51,242					
4.3		Urgent tests	Total number of urgent tests		number	451	429	436	450	469	418	456	547	536	409	435	390	544	472	369	400	443		479	548	406	414					
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%	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	29	36	58	44	26	30	39	46	52	50	55	36	36	50	44	35	49		55	46	34	44					
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	29	36	58	44	26	30	39	46	52	50	55	36	36	50	44	35	49		55	46	34	44					
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%	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 was reported to referrer		number	11	16	20	27	21	19	21	18	15	13	15	33	20	12	32	18	21		17	23	15	16					
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	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%	0.0%	0.1%	0.0%	0.0%	#	0.0%	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 referrers/hospitals (assumes mutually agreed and clinically appropriate booking)	greater than 95%	percent																											
5. TURNAROUND TIME																																

Item	Contract	Indicator	Definition	Target	Unit	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
						1/10/20	2/10/20	5/10/20	6/10/20	7/10/20	8/10/20	9/10/20	12/10/20	13/10/20	14/10/20	15/10/20	16/10/20	19/10/20	20/10/20	21/10/20	22/10/20	23/10/20	PUBLIC HOLIDAY	27/10/10	28/10/20	29/10/20	30/10/20	
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		83.3%				83.3%					83.3%					100.0%						100.0%