

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	
<b>1. CALL CENTRE</b>																											
1.1a		Total inbound calls	Number of calls placed / received		number	1654	1644	1599	1,458	1467																	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	685	713	738	678	675																	
1.2		Total calls answered	Number of calls answered		number	1,549	1,521	1,538	1,412	1,412																	
1.3a		% calls unanswered	Also known as "abandonment". 1: (1.2 divided by 1.1a)	less than 7.0%	percent	6.4%	7.5%	3.8%	3.2%	3.8%																	
1.3b		% calls unanswered for results line	Also known as "abandonment". 1: (1.4 divided by 1.1b)	less than 3.0%	percent	2.6%	3.4%	1.6%	1.6%	1.5%																	
1.4		Results calls	Number of calls requesting test results		number	685	713	738	678	675																	
1.5		% results calls	1.4 divided by 1.2		percent	41.4%	43.4%	46.2%	46.5%	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	63	93	44	53	48																	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	160	200	152	155	128																	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	9.7%	12.2%	9.5%	10.6%	8.7%																	
<b>2. COLLECTION CENTRES</b>																											
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	8	8	7	5	8	8	7	6	7	6	6	5	6	7	8	7	7	5	5	7	7	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	8	7	7	5	6	6	4	5	4	6	5	5	4	5	6	7	6	4	4	6	6	6
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	10	9	8	7	9	7	6	7	8	7	9	6	7	7	8	9	7	6	7	8	9	9
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	4,013	4,112	3,946	3,678	3,827	4,131	3,781	3,851	3,842	3,809	3,904	3,921	3,831	3,770	4,072	3,991	3,953	3,656	3,808	4,103	4,145	
2.5		Long waits	Number of people waiting over 30 minutes		number	319	131	138	89	178	148	58	86	107	84	94	46	80	63	182	149	133	40	69	135	196	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	7.9%	3.2%	3.5%	2.4%	4.7%	3.6%	1.5%	2.2%	2.8%	2.2%	2.4%	1.2%	2.1%	4.5%	3.7%	3.4%	1.1%	1.8%	3.3%	4.7%		
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	59	59	52	54	54	51	51	45	55	51	59	59	58	48	56	54	46	47	49	58	52	
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	
<b>3. HOME VISITS</b>																											
3.1		Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not home)		number	479	450	506	476	443	510	449	529	455	449	488	454	499	481	473	508	463	489	491	454		
3.2		Home visits attended	Number of home visits attended for the day (exclude home visits where the patient was not home)		number	462	432	494	461	437	491	439	517	442	441	477	440	483	458	457	489	450	478	478	439		
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	96.5%	96.0%	97.6%	96.8%	98.6%	96.3%	97.8%	97.7%	97.1%	98.2%	97.7%	96.9%	96.8%	95.2%	96.6%	96.3%	97.2%	97.8%	97.4%	96.7%	#DIV/0!	
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	33	37	27	31	43	39	35	31	32	35	41	33	39	32	38	55	32	34	40	49		
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	33	37	27	31	43	39	35	31	32	35	41	33	39	32	38	55	32	34	40	49		
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%	#DIV/0!	
<b>4. LAB</b>																											
4.1		Patient episodes	Total number of patient episodes		number	14,148	13,852	13,356	12,126	12,691	13,204	13,955	13,615	13,151	14,815	14,236	15,394	13,754	14,014	12,944	14,431	14,370	13,567	13,132	12,982	14,494	
4.2		Patient tests	Total number of patient tests performed		number	55,407	54,215	52,796	47,552	51,239	52,796	52,081	52,446	49,010	50,690	51,668	51,702	50,239	50,442	49,554	52,751	51,425	48,809	48,272	49,193	53,549	
4.3		Urgent tests	Total number of urgent tests		number	355	480	404	459	451	403	431	356	431	429	420	444	472	478	337	475	457	414	416	439	383	
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%		
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	51	57	37	37	56	15	12	14	11	7	11	9	7	18	14	18	13	12	10	14	16	
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	51	57	37	37	56	15	12	14	11	7	11	9	7	18	14	18	13	12	10	14	16	
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%	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	21	22	21	17	9	18	13	27	11	20	25	32	10	15	23	11	28	17	22	20	24	
4.12		% Amended Results	Percentage of results changed after original result was reported to referer. 4.11 divided by 4.2	less than 1%	percent	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	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																						

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				
						2/11/20	3/11/20	4/11/20	5/11/20	6/11/20	9/11/20	10/11/20	11/11/20	12/11/20	13/11/20	16/11/20	17/11/20	18/11/20	19/11/20	20/11/20	23/11/20	24/11/20	25/11/20	26/11/20	27/11/20	30/11/20				
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																								
<b>5. TURNAROUND TIME</b>																														
<b>NON-URGENT</b>																														
5.1a		Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:19	4:47	4:52	5:03	5:22	5:34	5:33	5:01	5:05	5:08	4:59	5:11	5:25	5:07	5:13	5:44	5:25	5:06	5:15	5:17	5:55			
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	1:35	1:04	0:59	1:08	1:21	1:40	1:19	1:05	1:18	1:16	1:13	1:20	1:33	1:09	1:10	2:05	1:36	1:19	1:30	1:23	2:03			
5.1c	yes	Complete blood count 95th percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes-IN ZONE	less than	12:00	hours: minutes	9:00	7:00	9:00	9:00	10:00	10:00	8:00	7:00	8:00	9:00	9:00	9:00	9:00	10:00	7:00	10:00	10:00	7:00	9:00	9:00	10:00			
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:27	7:01	6:33	6:33	6:14	6:57	6:50	6:50	6:43	6:37	5:53	5:49	5:52	6:07	6:51	6:13	6:26	5:40	5:35	6:12	6:42			
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:46	3:18	2:43	2:38	2:13	3:02	2:52	2:53	3:00	2:45	2:08	1:59	2:03	2:10	2:50	2:34	2:37	1:54	1:53	2:20	2:53			
5.2c	yes	Total TAT Electrolytes 95th 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	11:00	11:00	11:00	10:00	10:00	10:00	11:00	11:00	11:00	11:00	9:00	9:00	10:00	11:00			
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:27	8:00	6:10	6:31	6:50	7:50	6:25	7:06	7:55	6:17	5:51	5:52	6:11	6:40	6:43	6:18	6:41	5:59	5:27	5:58	7:39			
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	3:03	4:00	2:46	2:42	3:09	4:57	2:54	3:25	4:23	2:42	2:30	2:17	2:46	2:58	2:59	3:00	2:59	2:28	2:03	2:19	4:12			
5.3c	yes	Total TAT HCG 95th 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	10:00	10:00	10:00	8:00	6:00	11:00	6:00	8:00	11:00	5:00	7:00	5:00	8:00	6:00	5:00	5:00	7:00	4:00	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	6:38	7:11	6:45	6:41	6:21	7:07	7:15	6:54	6:49	6:39	5:55	5:52	5:56	6:15	6:56	6:21	6:36	5:46	5:43	6:15	6:54			
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	3:00	3:27	2:55	2:45	2:20	3:12	2:53	2:57	3:04	2:44	2:12	2:01	2:05	2:14	2:54	2:40	2:47	2:00	1:59	2:19	3:04			
5.5c	yes	Total TAT Liver 95th 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	11:00	11:00	11:00	11:00	10:00	10:00	10:00	11:00	11:00	11:00	10:00	10:00	10:00	11:00			
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 98th 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		16:22	16:29	16:42	16:12		17:47	16:19	16:34	16:57		16:07	16:13	17:22	17:17		17:46	17:39	17:27	18:24				
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		11:49	13:08	13:25	12:51		13:30	12:57	13:51	13:30		12:26	12:48	14:40	14:27		14:16	13:49	14:43	15:06				
5.7c	yes	Total TAT Urine Micro & Culture - non-urgent 90th 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	1.0		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 than	90%	percent	99.7%	99.9%	100.0%	99.9%	99.9%	99.7%	99.9%	100.0%	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%			
<b>URGENT</b>																														
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	4:25	4:26	4:22	4:26	4:23	4:36	4:43	4:36	4:21	4:15		4:12	4:13	4:11	4:27	4:41		4:17	4:34	4:35	4:12	4:34	4:38	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:52	1:05	0:51	0:51	0:44	0:51	0:53	0:49	0:46	0:42		0:50	0:48	0:35	0:46	0:54		0:53	1:02	0:59	0:46	1:03	1:03	
5.9c	yes	Total TAT INR 95th percentile in zone	Turnaround time from 95th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours: minutes	5:00	5:45	5:00	5:30	5:00	6:00	5:30	6:00	5:15	4:45		5:15	5:45	5:00	5:30	5:00		6:00	6:00	5:30	5:00	6:00	5:30	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:53	4:03	4:09	4:18	4:06	4:06	3:56	4:12	4:14	4:26		3:46	4:06	4:19	4:19	3:54		3:46	3:55	3:56	3:56	4:07	3:53	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:48	0:59	1:06	1:18	0:56	1:05	0:59	0:58	1:07	1:03		0:58	0:59	0:58	0:56	0:57		0:55	1:03	1:03	0:55	1:10	1:07	
5.10c	yes	Total TAT Troponin 98th percentile in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours: minutes	5:45	6:00	5:45	6:00	6:00	6:00	5:45	6:00	6:25	6:00		5:45	5:45	6:00	6:00	5:45		6:00	5:30	5:45	5:30	6:00	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	97.5%	96.8%	97.8%	97.9%	97.0%	91.0%	97.7%	97.2%	93.5%	96.7%		97.3%	98.6%	99.5%	96.8%	97.0%		96.5%	94.4%	99.1%	97.5%	96.0%	97.7%	
<b>6. RECOLLECTS</b>																														
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number		8,052	7,826	7,418	6,826	7,520		8,007	7,475	7,488	7,426	7,077		7,713	7,439	7,280	7,167	7,439		7,819	7,466	7,098	7,131	7,453	8,193
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number		30	27	12	20	18		19	12	22	18	17		28	17	16	19	23		31	30	18	15	18	18
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.4%	0.3%	0.2%	0.3%	0.2%		0.2%	0.2%	0.3%	0.2%	0.2%		0.4%	0.2%	0.2%	0.3%	0.3%		0.4%	0.4%	0.3%	0.2%	0.2%	0.2%
<b>7. QUALITY IMPROVEMENT</b>																														
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					6					6						6							6		

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
						2/11/20	3/11/20	4/11/20	5/11/20	6/11/20	9/11/20	10/11/20	11/11/20	12/11/20	13/11/20	16/11/20	17/11/20	18/11/20	19/11/20	20/11/20	23/11/20	24/11/20	25/11/20	26/11/20	27/11/20	30/11/20
7.5		Complaints closed	Number of complaints closed year to date		number					6					6						6				6	
7.6		New complaints	Number of new complaints received this week		number					-					-						-				-	
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					-					-						-				-	
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number					6					6						6				6	
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%	