

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	Tue 1/12/20	Wed 2/12/20	Thu 3/12/20	Fri 4/12/20	Mon 7/12/20	Tue 8/12/20	Wed 9/12/20	Thu 10/12/20	Fri 11/12/20	Mon 14/12/20	Tue 15/12/20	Wed 16/12/20	Thu 17/12/20	Fri 18/12/20	Mon 21/12/20	Tue 22/12/20	Wed 23/12/20	Thu 24/12/20	BLIC HOLIDAY	BLIC HOLIDAY	Mon 29.12.20	Tue 30.12.20	Wed 31.12.20
1. CALL CENTRE																												
1.1a		Total inbound calls	Number of calls placed / received		number	1479	1594	1504	1377	1663	1490	1463	1432	1461	1577	1445	1547	1502	1506	1671	1315	1382	1105			1182	1113	1030
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	475	557	567	495	515	514	546	498	514	540	538	606	612	601	567	443	522	421			324	370	325
1.2		Total calls answered	Number of calls answered		number	1,380	1,495	1,402	1,319	1,570	1,391	1,366	1,344	1,410	1,471	1,365	1,456	1,411	1,407	1,559	1,240	1,299	1,040			1,102	1,041	963
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	6.7%	6.2%	6.8%	4.2%	5.6%	6.6%	6.6%	6.2%	3.5%	6.7%	5.5%	5.9%	6.1%	6.6%	6.7%	5.7%	6.0%	5.9%			6.8%	6.5%	6.5%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	2.7%	2.9%	2.8%	2.4%	2.9%	2.9%	2.2%	2.4%	2.1%	2.8%	2.6%	2.2%	2.8%	2.5%	2.8%	2.7%	2.9%	2.9%			2.5%	3.0%	2.8%
1.4		Results calls	Number of calls requesting test results		number	475	557	567	495	515	514	546	498	514	540	538	606	612	601	567	443	522	421			324	370	325
1.5		% results calls	1.4 divided by 1.2		percent	32.1%	34.9%	37.7%	36.0%	31.0%	34.5%	37.3%	34.8%	35.2%	34.2%	37.2%	39.2%	40.8%	39.9%	33.9%	33.7%	37.8%	38.1%			27.4%	33.2%	31.6%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	88	116	122	49	71	114	121	67	42	69	115	59	119	69	115	68	66	55			65	72	61
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	110	120	117	78	129	112	118	104	70	119	101	102	96	95	105	89	95	70			85	77	71
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	7.4%	7.5%	7.8%	5.7%	7.8%	7.5%	8.1%	7.3%	4.8%	7.6%	7.0%	6.6%	6.5%	6.3%	6.3%	6.8%	6.9%	6.3%			7.2%	6.9%	6.9%
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	7	7	6	7	9	7	6	6	6	8	6	6	4	7	7	5	4	3			4	3	3
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	5	5	6	7	7	6	5	6	7	7	6	5	5	5	3	4	2			4	2	2
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	8	9	8	9	11	7	6	8	7	12	10	9	7	7	10	7	7	4			7	4	3
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	4,077	4,016	3,910	3,966	4,172	4,196	4,047	3,969	4,040	4,292	4,327	4,011	3,710	3,786	4,085	3,703	3,491	2,547			2,227	1,953	1,665
2.5		Long waits	Number of people waiting over 30 minutes		number	138	107	62	143	197	79	61	101	112	260	240	188	69	93	144	79	48	15			78	5	7
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	3.4%	2.7%	1.6%	3.6%	4.7%	1.9%	1.5%	2.5%	2.8%	6.1%	5.5%	4.7%	1.9%	2.5%	3.5%	2.1%	1.4%	0.6%	#DIV/0!	#DIV/0!	3.5%	0.3%	0.4%
2.7		Long waits	Maximum wait time (incl G T T's)		minutes	57	47	47	56	59	56	50	53	55	59	55	58	47	55	59	59	57	43			54	57	56
2.8		Time from collection to lab	90th 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	434	483	459	483	467	481	495	447	502	476	480	531	485	496	488	496	506	417			495	494	432
3.2		Home visits attended	Number of home visits attended for the day		number	414	470	439	470	457	461	482	429	487	451	465	519	472	490	477	483	501	410			478	481	413
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	95.4%	97.3%	95.6%	97.3%	97.9%	95.8%	97.4%	96.0%	97.0%	94.7%	96.9%	97.7%	97.3%	98.8%	97.7%	97.4%	99.0%	98.3%	#DIV/0!	#DIV/0!	96.6%	97.4%	95.6%
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	34	36	34	35	43	24	51	38	44	53	35	34	33	47	37	41	44	36			27	37	32
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	34	36	34	35	43	24	51	38	44	53	35	34	33	47	37	41	44	36			27	37	32
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%	#DIV/0!	#DIV/0!	100.0%	100.0%	100.0%
4. LAB																												
4.1		Patient episodes	Total number of patient episodes		number	14,180	13,398	12,919	12,807	14,208	13,733	12,714	12,130	12,041	13,516	13,064	12,402	11,937	11,698	12,452	11,624	10,393	6,797			7,184	6,513	5,483
4.2		Patient tests	Total number of patient tests performed		number	53,299	51,597	49,319	49,423	54,556	53,745	50,999	48,970	49,297	53,309	52,810	50,441	48,104	46,863	48,674	45,459	41,109	26,453			25,655	23,867	20,409
4.3		Urgent tests	Total number of urgent tests		number	536	422	388	377	406	468	483	430	525	360	339	481	426	455	460	396	417	306			333	261	249
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%	#DIV/0!	#DIV/0!	1%	1%	1%	
4.4		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	40	41	36	26	41	40	48	45	27	45	41	46	37	43	62	55	48	41			59	50	30
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	40	41	36	26	41	40	48	45	27	45	41	46	37	43	62	55	48	41			59	50	30
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%	#DIV/0!	#DIV/0!	100%	100%	100%	
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	10	23	29	16	18	8	38	39	12	34	7	32	36	20	35	21	137	26			6	12	8
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%	0.1%	0.0%	0.0%	0.0%	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.0%	0.3%	0.1%	#DIV/0!	#DIV/0!	0.0%	0.1%	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 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	5:39	5:23	5:25	5:22	5:40	6:01	6:26	5:28	5:25	8:00	7:44	6:15	5:57	5:19	5:20	5:07	4:51	4:45			5:13	4:33	4:13
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	1:47	1:38	1:26	1:30	2:07	2:11	2:38	1:39	1:34	3:34	3:53	2:38	2:01	1:23	1:41	1:25	1:13	1:15			1:42	1:12	0:59

					Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu							
Item	Comment	Indicator	Definition	Target	Unit	1/12/20	2/12/20	3/12/20	4/12/20	7/12/20	8/12/20	9/12/20	10/12/20	11/12/20	14/12/20	15/12/20	16/12/20	17/12/20	18/12/20	21/12/20	22/12/20	23/12/20	24/12/20	25/12/20	28/12/20	30/12/20	31/12/20		
5.1c	yes	Total TAT HCG 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	10:00	9:00	9:00	10:00	10:00	11:00	11:00	9:00	10:00	11:00	14:00	11:00	11:00	8:00	9:00	9:00	7:00	10:00			9:00	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	6:18	6:24	6:16	6:25	6:29	6:57	7:01	7:39	7:35	8:29	13:30	26:05	27:43	25:34	7:58	8:14	6:19	5:56			5:29	4:48	4:36	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes	2:36	2:42	2:27	2:33	2:57	3:08	3:10	3:48	3:43	4:04	9:45	22:14	24:01	21:38	4:27	4:47	2:45	2:28			2:02	1:27	1:21	
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	11:00	11:00	13:00	31:00	50:00	39:00	40:00		11:00	12:00	10:00	10:00			10:00	7:00	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	6:03	6:24	5:50	6:25	7:04	7:02	6:47	6:50	6:02	10:01	6:12	16:08	27:41	20:47		8:16	8:39	6:32	5:18			4:25	4:45	4:22
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes	2:29	2:54	2:12	2:58	3:53	3:10	3:08	3:11	2:28	6:02	1:53	14:14	24:04	17:16		5:13	5:04	3:06	1:58			1:21	1:38	1:36
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	7:00	5:00	6:00	9:00	9:00	11:00	11:00	6:00	21:00	40:00	61:00	80:00		6:00	26:00	6:00	6:00			5:00	5:00	4:00
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours: minutes	6:27	6:31	6:28	6:30	6:36	7:06	7:07	7:52	7:45	8:38	12:24	23:51	28:36	28:29		18:40	9:58	7:01	6:29			6:08	5:04	4:42
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes	2:43	2:46	2:35	2:37	3:02	3:14	3:15	4:00	3:51	4:12	8:20	20:06	24:51	24:22		14:37	6:36	3:25	2:55			2:30	1:59	1:31
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	11:00	11:00	12:00	24:00	38:00	39:00	48:00		132:00	24:00	11:00	11:00			11:00	10:00	7:00
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	16:20	16:16	19:04	18:07			17:02	16:22	17:54	16:48		17:43	22:39	22:51	21:42			18:24	15:26	18:49			17:09	19:57
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	12:23	13:03	16:03	15:20			14:36	13:20	14:33	13:41		14:25	18:38	20:22	18:25			14:51	12:18	15:27			11:45	15:59
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	1.8	1.6	1.8			1.3	1.3	1.3			1.3	1.8	
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%	99.9%	99.4%	99.9%	94.5%	99.8%	100.0%	99.8%	97.4%	99.1%	99.9%	97.9%	98.3%	98.5%		96.6%	98.4%	99.7%	99.5%			100.0%	100.0%	100.0%
URGENT																													
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours: minutes	5:38	4:15	4:25	4:26	5:44	5:39	6:00	5:34	5:43	8:01	5:32	5:21	5:14	5:09		5:01	5:00	5:03	4:59			4:59	4:37	4:28
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours: minutes	1:04	0:47	0:52	0:57	2:24	2:04	2:20	1:54	2:04	3:30	2:01	1:51	1:31	1:23		1:32	1:27	1:25	1:35			1:35	1:17	1:22
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	5:15	6:00	3:45	4:30	6:00	7:00	5:15	4:30	5:30	8:15	6:30	9:00	5:30	6:15		5:30	6:00	6:00	6:00			5:30	5:00	5:00
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours: minutes	4:09	3:52	3:59	4:09	4:02	4:38	4:00	4:09	4:30	N/A	N/A	7:13	6:42	6:00		6:21	5:30	5:40	4:35			4:14	4:01	3:41
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours: minutes	1:01	1:08	1:04	1:08	1:06	1:27	0:58	1:05	0:56	N/A	N/A	4:08	3:11	3:00		2:58	2:23	2:28	1:41			1:19	1:24	1:13
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	5:30	5:30	5:45	5:45	5:45	5:15	6:00	6:00	5:30	11:00	11:00	12:15	9:00	8:15		9:00	7:00	8:00	6:56			6:00	5:17	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	96.3%	96.4%	95.9%	95.2%	95.0%	95.0%	95.0%	95.1%	94.1%	83.0%	84.9%	64.5%	78.5%	76.9%		83.9%	89.0%	82.0%	89.1%			91.4%	96.0%	98.0%
6. RECOLLECTS																													
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	7,962	7,687	7,364	7,509	8,324	7,981	7,598	7,495	7,429	8,297	8,043	7,655	7,222	7,196		7,763	7,117	6,419	3,934			4,237	3,789	3,108
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	21	28	9	47	19	30	17	20	96	11	13	17	21	21		24	30	18	19			24	28	8
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than 1.0%	percent	0.3%	0.4%	0.1%	0.6%	0.2%	0.4%	0.2%	0.3%	1.3%	0.1%	0.2%	0.2%	0.3%	0.3%		0.3%	0.4%	0.3%	0.5%	#DIV/0!	#DIV/0!	0.6%	0.7%	0.3%
7. QUALITY IMPROVEMENT <small>note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"</small>																													
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	7
7.5		Complaints closed	Number of complaints closed year to date		number				6																			6	7
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				6																			6	7
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				100.0%					100.0%					100.0%									100.0%	