

Lab Tests Auckland Pathology Service KPI Reporting 2021
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	2021					2022					2023										
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri						
1. CALL CENTRE																										
1.1a		Total inbound calls	Number of calls placed / received		number		1506	1496	1,437	1384		1570	1527	1,330	1423	1453	1263	1200	1,372	1300	1,593	1,438	1424	1,380	1360	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number		513	552	514	531		558	578	509	506	501	410	394	406	454	519	533	532	499	517	
1.2		Total calls answered	Number of calls answered		number		1,404	1,397	1,372	1,315		1,465	1,428	1,240	1,353	1,394	1,198	1,166	1,292	1,240	1,473	1,353	1,350	1,291	1,270	
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	6.8%	6.6%	4.5%	5.0%		6.7%	6.5%	6.8%	4.9%	4.1%	5.2%	2.8%	5.8%	4.6%	7.5%	5.9%	5.2%	6.5%	6.6%	
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%	2.5%	2.5%	2.6%		2.9%	2.6%	2.8%	2.4%	2.4%	2.4%	2.5%	2.7%	2.6%	2.9%	2.6%	2.6%	2.8%	2.9%	
1.4		Results calls	Number of calls requesting test results		number		513	552	514	531		558	578	509	506	501	410	384	406	454	519	533	518	499	517	
1.5		% results calls	1.4 divided by 1.2		percent		34.1%	36.9%	35.8%	38.4%		35.5%	36.9%	37.2%	34.7%	33.7%	31.7%	32.0%	28.8%	34.0%	31.6%	36.1%	36.4%	35.1%	36.9%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	72	53	43	48		68	60	72	39	50	44	35	52	55	72	62	51	62	72	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number		104	100	70	70		110	102	92	71	62	70	35	82	65	125	87	75	90	94	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	6.9%	6.7%	4.9%	5.1%		7.0%	6.7%	6.9%	5.0%	4.3%	5.5%	2.9%	6.0%	5.0%	7.9%	6.1%	5.3%	6.5%	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	10	8	7	10		11	12	10	9	4	3	3	5	8	11	11	10	8	11	
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	7	6	5	7		9	7	4	5	2	2	2	4	6	8	7	5	7	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	12	8	7	9		13	9	7	7	3	2	2	6	9	10	8	7	8	8	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number		4,432	4,191	4,040	4,264		4,317	4,188	4,102	4,014	1,993	2,118	2,186	3,582	3,864	4,132	4,223	4,096	3,922	4,036	
2.5		Long waits	Number of people waiting over 30 minutes		number		300	101	48	190		411	231	129	102	22	6	3	20	235	308	266	104	183	172	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	#DIV/0!	6.8%	2.4%	1.2%	4.5%	#DIV/0!	9.5%	5.5%	3.1%	2.5%	1.1%	0.3%	0.1%	0.6%	6.1%	7.5%	6.3%	2.5%	4.7%	4.3%
2.7		Long waits	Maximum wait time (incl GTT's)		minutes		57	46	48	51		58	58	58	50	49	52	41	43	59	59	54	52	56	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	
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	
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		548	545	517	519		532	602	516	514	431	503	520	489	465	415	455	494	451	480	
3.2		Home visits attended	Number of home visits attended for the day		number		533	535	503	510		504	585	502	499	408	495	501	479	455	398	443	484	437	468	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	#DIV/0!	97.3%	98.2%	97.3%	98.3%	#DIV/0!	94.7%	97.2%	97.3%	97.1%	94.7%	98.4%	96.3%	98.0%	97.8%	95.9%	97.4%	98.0%	96.9%	97.5%
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		47	43	46	43		37	46	41	40	29	37	41	34	41	44	36	45	38	51	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number		47	43	46	43		37	46	41	40	29	37	41	34	41	44	36	45	38	51	
3.6	yes	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	greater than	99%	percent	#DIV/0!	100.0%	100.0%	100.0%	100.0%	#DIV/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		14,054	12,759	12,481	12,711		14,500	13,431	13,421	12,817	11,842	10,002	9,012	14,582	13,583	14,609	15,211	16,154	15,088	13,711	
4.2		Patient tests	Total number of patient tests performed		number		57,301	55,130	53,969	56,045		58,413	57,201	56,610	55,935	31,224	30,803	30,427	52,206	53,437	58,675	60,411	58,740	56,353	55,683	
4.3		Urgent tests	Total number of urgent tests		number		442	464	509	348		472	515	381	523	364	355	420	510	459	544	482	418	480	414	
4.4		% urgent tests	4.3 divided by 4.2		percent		#DIV/0!	1%	1%	1%	1%	#DIV/0!	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%	
4.6		Critical results	Number of critical test results		number		68	56	49	51		57	50	52	51	37	38	40	51	51	56	52	47	48	50	
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		68	56	49	51		57	50	52	51	37	38	40	51	51	56	52	47	48	50	

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	
						PUBLIC HOLIDAY	2/02/21	3/02/21	4/02/21	5/02/21	PUBLIC HOLIDAY	9/02/21	10/02/21	11/02/21	12/02/21	15/02/21	16/02/21	17/02/21	18/02/21	19/02/21	22/02/21	23/02/21	24/02/21	25/02/21	26/02/21	
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	#DIV/0!	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		20	21	45	15		16	33	20	19	30	15	16	29	19	19	15	21	29	17
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	#DIV/0!	0.0%	0.0%	0.1%	0.0%	#DIV/0!	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%	0.0%	0.0%	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		6:22	5:47	5:26	5:05		5:21	5:15	5:27	5:43	4:17	4:20	4:15	4:47	4:50	5:33	4:58	5:21	4:51	5:09
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		2:35	2:01	1:39	1:13		1:33	1:29	1:37	1:48	0:55	0:59	0:55	1:08	1:13	1:58	1:19	1:16	1:11	1:19
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		11:00	10:00	9:00	9:00		10:00	8:00	9:00	9:00	7:00	7:00	7:00	7:00	7:00	10:00	8:00	9:00	8:00	8:00
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes		7:21	8:58	11:26	12:08		6:51	8:14	7:46	8:28	5:13	4:42	4:47	5:49	6:30	6:00	6:54	11:52	9:47	8:24
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		3:48	5:08	7:50	8:33		3:10	4:31	4:04	4:44	1:52	1:22	1:27	2:09	2:55	2:30	3:17	7:51	6:17	4:47
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	14:00	23:00	23:00		11:00	12:00	11:00	16:00	7:00	7:00	7:00	10:00	11:00	11:00	11:00	25:00	22:00	14:00
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes		7:11	7:52	6:11	6:17		7:01	7:07	7:03	5:52	5:11	5:18	5:40	6:00	7:18	5:56	6:27	6:41	6:24	6:30
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		3:46	4:02	2:39	2:35		3:27	3:29	3:07	2:06	2:08	2:10	2:24	2:43	3:56	2:34	2:54	3:03	3:02	2:57
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	13:00	23:00	23:00		5:00	11:00	11:00	18:00	6:00	6:00	5:00	5:00	6:00	5:00	11:00	16:00	16:00	11:00
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes		7:30	9:18	12:20	12:09		6:53	8:19	7:54	8:22	5:17	4:46	4:55	6:03	6:42	6:06	7:12	10:05	9:25	8:33
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		3:57	5:26	8:50	8:30		3:13	4:32	4:12	4:36	1:59	1:28	1:36	2:18	3:06	2:39	3:36	6:06	5:56	4:57
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	15:00	28:00	23:00		11:00	12:00	11:00	17:00	7:00	7:00	7:00	10:00	11:00	11:00	11:00	22:00	21:00	14:00
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			15:49	19:38	16:30			13:21	16:07	15:49		18:27	15:12	15:23	15:17		16:30	16:05	17:35	17:15
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			10:51	16:39	13:49			9:58	13:11	13:20		15:45	12:04	12:24	10:55		12:24	12:57	14:23	14:51
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	1.8	1.3			0.8	1.3	1.3		0.8	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		99.9%	100.0%	100.0%	99.9%		99.8%	99.9%	99.9%	99.9%	99.2%	99.8%	100.0%	100.0%	99.9%	99.8%	100.0%	99.9%	99.8%	99.7%
URGENT																										
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes		5:20	5:07	5:14	5:07		4:56	4:59	4:39	4:48	4:41	4:12	4:33	4:32	4:41	4:33	4:40	4:47	4:38	4:56
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes		1:47	1:28	1:49	1:36		1:23	1:16	1:08	1:21	1:33	1:04	1:24	1:12	1:22	1:12	1:12	0:36	1:12	1:24
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		6:00	6:00	5:45	6:00		5:30	4:45	5:15	5:45	5:00	5:30	4:30	5:30	5:30	5:00	6:00	5:00	5:15	5:45
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes		5:04	5:36	5:17	5:18		4:27	4:57	5:11	4:20	4:05	3:50	3:47	4:11	5:12	4:46	5:50	6:26	5:21	5:23
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes		1:58	2:01	2:09	1:53		1:36	1:42	1:53	1:33	1:15	1:17	1:12	1:31	2:10	1:37	2:56	3:02	2:49	2:20

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	
						PUBLIC HOLIDAY	2/02/21	3/02/21	4/02/21	5/02/21	PUBLIC HOLIDAY	9/02/21	10/02/21	11/02/21	12/02/21	15/02/21	16/02/21	17/02/21	18/02/21	19/02/21	22/02/21	23/02/21	24/02/21	25/02/21	26/02/21	
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		7:15	8:15	8:00	7:30		5:45	7:45	7:00	8:15	6:00	6:00	6:00	5:45	9:45	7:00	8:30	9:00	7:45	8:00
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		89.8%	88.3%	88.5%	90.7%		96.5%	92.3%	93.0%	91.8%	97.3%	95.8%	95.9%	95.2%	90.0%	93.4%	72.8%	62.9%	68.6%	86.8%
6. RECOLLECTS																										
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number		8,799	8,102	7,927	8,260		8,811	8,176	8,289	7,991	3,951	4,291	4,419	7,372	7,762	8,663	8,671	8,143	7,818	8,075
6.2		6.2. Recollects	Total number of specimens recollects (total from rec panel stats error code summary) (excluding self collects)			number		18	27	14	16		24	24	12	13	23	15	13	20	15	18	28	16	17	24
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	#DIV/0!	0.2%	0.3%	0.2%	0.2%	#DIV/0!	0.3%	0.3%	0.1%	0.2%	0.6%	0.3%	0.3%	0.3%	0.2%	0.2%	0.3%	0.2%	0.2%	0.3%
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					1				1						1					1
7.5		Complaints closed	Number of complaints closed year to date			number					-				-						1					1
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					-				-						1					1
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					0.0%				0.0%						100.0%					100.0%