

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	Description	Target	Unit	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
						1/04/21	PUBLIC HOLIDAY	PUBLIC HOLIDAY	6/04/21	7/04/21	8/04/21	9/04/21	12/04/21	13/04/21	14/04/21	15/04/21	16/04/21	19/04/21	20/04/21	21/04/21	22/04/21	23/04/21	PUBLIC HOLIDAY	27/04/21	28/04/21	29/04/21	30/04/21
1. CALL CENTRE																											
1.1a		Total inbound calls	Number of calls placed / received		number	1,615			1,521	1,432	1,424	1,311	1,493	1,384	1,389	1,441	1,336	1,421	1,410	1,382	1,261	1,352		1,507	1,421	1,275	1,268
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	589			475	512	527	496	505	509	516	532	470	509	521	525	469	485		533	491	495	476
1.2		Total calls answered	Number of calls answered		number	1,570			1,466	1,377	1,374	1,283	1,443	1,315	1,357	1,406	1,299	1,356	1,360	1,326	1,196	1,317		1,432	1,359	1,210	1,218
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than 7.0%	percent	2.8%			3.6%	3.8%	3.5%	3.6%	3.4%	5.0%	2.3%	2.4%	2.8%	4.6%	3.6%	4.1%	5.2%	2.6%		5.0%	4.4%	5.1%	3.9%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1- (1.4 divided by 1.1b)	less than 3.0%	percent	2.4%			2.7%	2.7%	2.7%	2.4%	2.4%	2.8%	2.7%	2.3%	2.3%	3.0%	2.7%	2.9%	2.8%	2.5%		3.0%	2.7%	2.8%	2.7%
1.4		Results calls	Number of calls requesting test results		number	589			475	512	527	496	505	509	516	532	470	509	521	525	469	485		533	491	495	476
1.5		% results calls	1.4 divided by 1.2		percent	36.5%			31.2%	35.8%	37.0%	37.3%	33.0%	35.8%	36.1%	36.1%	34.4%	34.8%	36.0%	36.9%	36.2%	35.0%		34.3%	33.6%	37.7%	36.5%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	40			48	49	42	41	42	52	40	55	50	69	71	67	72	60		78	73	71	72
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	46			60	57	51	49	53	72	50	37	41	70	53	60	70	40		80	75	72	53
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	2.9%			3.9%	4.0%	3.6%	3.7%	3.6%	5.2%	3.6%	2.6%	3.1%	4.9%	3.8%	4.3%	5.6%	3.0%		5.3%	5.3%	5.7%	4.2%
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			16	15	11	11	13	13	8	9	9	11	8	8	8	10		9	9	7	10
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	6			9	7	6	8	9	8	5	5	6	9	5	5	5	6		6	7	8	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	10			15	10	10	13	11	10	8	8	10	10	9	9	8	11		13	12	10	11
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,948			4,666	4,388	4,184	4,252	4,110	4,274	3,815	3,711	3,936	3,793	3,895	3,696	3,567	3,702		3,820	3,758	3,538	3,720
2.5		Long waits	Number of people waiting over 30 minutes		number	321			679	413	275	398	439	430	195	196	202	284	188	112	151	353		321	380	277	343
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	8.1%	#DIV/0!	#DIV/0!	14.6%	9.4%	6.6%	9.4%	10.7%	10.1%	5.1%	5.3%	5.1%	7.5%	4.8%	3.0%	4.2%	9.5%	#DIV/0!	8.4%	10.1%	7.8%	9.2%
2.7		Long waits	Maximum wait time (incl GTTA)		minutes	59			59	58	54	58	60	59	56	59	59	56	52	54	58	59		60	60	59	60
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
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
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	529			555	660	510	557	515	481	565	477	473	475	482	534	488	485		565	567	482	503
3.2		Home visits attended	Number of home visits attended for the day		number	513			535	642	492	544	497	470	555	462	467	467	468	525	472	468		542	552	470	485
3.3	Yes	% Home visit timeliness	% home visits completed for the day. 3.2 divided by 3.1	greater than 90%	percent	97.0%	#DIV/0!	#DIV/0!	96.4%	97.3%	96.5%	97.7%	96.5%	97.7%	98.2%	96.9%	98.7%	98.3%	97.1%	98.3%	96.7%	96.5%	#DIV/0!	95.9%	97.4%	97.5%	96.4%
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	36			34	46	36	48	44	32	49	48	57	39	32	45	39	56		44	56	35	55
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	36			34	46	36	48	44	32	49	48	57	39	32	45	39	56		44	56	35	55
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%	#DIV/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%	100.0%	#DIV/0!	100.0%	100.0%	100.0%	100.0%
4. LAB																											
4.1		Patient episodes	Total number of patient episodes		number	12,627			14,985	14,839	14,183	14,114	14,734	14,535	12,812	12,455	12,735	13,066	12,900	12,443	12,073	11,946		13,360	12,813	12,079	12,087
4.2		Patient tests	Total number of patient tests performed		number	53,290			61,081	59,957	57,741	58,305	59,372	60,103	53,781	52,961	54,392	55,596	54,482	52,155	51,514	51,647		53,676	54,463	50,136	51,403
4.3		Urgent tests	Total number of urgent tests		number	431			475	422	460	484	485	451	413	420	416	413	458	425	434	424		477	454	367	447
4.4		% urgent tests	4.3 divided by 4.2		percent	1%	#DIV/0!	#DIV/0!	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	#DIV/0!	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	57			73	58	49	56	61	68	49	48	43	59	80	39	68	41		57	56	48	39
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	57			73	58	49	56	61	68	49	48	43	59	79	39	68	41		57	56	48	39
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%	#DIV/0!	#DIV/0!	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	#DIV/0!	100%	100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	22			21	29	35	27	31	30	27	12	10	16	20	22	18	14		24	24	26	22
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%	#DIV/0!	#DIV/0!	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	#DIV/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 referers/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	5:04			6:12	5:33	5:17	4:52	4:49	5:21	4:51	4:54	5:09	4:50	5:04	4:52	5:06	4:52		5:28	5:05	5:19	4:35

Item	Contract	Indicator	Description	Target	Unit	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
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	1:10	PUBLIC HOLIDAY	PUBLIC HOLIDAY	6:04:21	7:04:21	8:04:21	9:04:21	12:04:21	13:04:21	14:04:21	15:04:21	16:04:21	19:04:21	20:04:21	21:04:21	22:04:21	23:04:21	BUC HOLIDAY	27:04:21	28:04:21	29:04:21	30:04:21
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	8:00		11:00	9:00	9:00	9:00	8:00	10:00	7:00	7:00	9:00	8:00	9:00	9:00	11:00	8:00			10:00	8:00	9:00	7:00
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:34		5:48	5:39	5:39	5:51	5:28	6:09	6:10	5:34	5:40	5:24	5:47	5:31	5:30	5:39			5:48	5:35	5:23	5:27
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:41		1:59	1:56	1:59	2:09	2:00	2:33	2:32	2:03	2:02	1:49	2:00	1:56	1:44	2:00			1:40	1:59	1:45	1:49
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	9:00		10:00	10:00	10:00	11:00	10:00	11:00	11:00	10:00	10:00	8:00	11:00	10:00	9:00	9:00			8:00	10:00	9:00	10:00
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:05		6:39	6:09	5:44	6:04	5:52	7:28	5:31	5:59	8:00	6:19	8:00	5:33	6:08	6:12			6:38	6:04	5:38	5:46
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:17		2:25	2:33	2:15	2:44	2:33	3:53	2:08	2:46	3:18	2:52	2:21	2:22	2:30	2:56			3:07	2:46	2:26	2:16
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	8:00		7:00	8:00	8:00	5:00	4:00	8:00	11:00	7:00	7:00	5:00	7:00	5:00	7:00	7:00			5:00	8:00	5:00	6:00
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:39		5:57	5:42	5:50	6:02	5:34	6:18	6:21	5:47	5:51	5:30	5:58	5:38	5:52	5:50			5:57	5:42	5:29	5:43
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:47		2:07	1:58	2:08	2:19	2:07	2:43	2:40	2:16	2:13	1:55	2:10	2:02	1:54	2:10			1:46	2:05	1:48	2:00
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	9:00		10:00	10:00	10:00	11:00	10:00	11:00	11:00	10:00	10:00	9:00	11:00	10:00	10:00	10:00			8:00	10:00	9:00	10:00
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	16:23		19:16	14:57	17:08	18:22		17:18	16:52	16:43	16:04		15:36	17:52	16:39	17:31			13:55	18:20	18:07	
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	12:56		23:03	10:42	14:09	14:09		13:11	14:08	14:05	13:14		12:11	14:35	14:23	14:51			9:53	15:04	15:26	
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	1.3	1.3		1.3	1.3	1.3	1.3		1.3	1.3	1.3	1.3			1.0	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%		99.9%	94.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.8%	99.6%	99.8%	99.9%	99.9%	100.0%	99.9%			99.2%	99.8%	99.9%	99.9%
URGENT																												
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	4:50		5:05	4:57	4:48	4:34	4:28	4:42	4:30	4:35	4:31	4:25	4:45	4:32	5:10	4:30			4:52	4:44	4:56	4:26
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:13		1:30	1:21	1:20	1:11	1:11	1:13	1:05	1:10	1:17	1:05	1:12	1:07	1:22	1:14			1:22	1:13	1:16	1:04
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	6:15		6:00	5:15	5:15	5:15	5:30	5:30	5:45	5:45	5:45	5:15	6:00	6:00	5:45	5:00			5:45	5:45	6:00	4:45
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	4:06		4:09	4:21	3:59	4:14	4:11	5:16	4:08	4:24	4:27	4:08	4:10	4:09	4:21	4:00			4:17	4:16	4:07	4:24
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:07		1:12	1:17	1:11	1:24	1:27	2:33	1:15	1:32	1:09	1:21	1:15	1:06	1:14	1:20			1:04	1:17	1:08	1:41
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	6:15		5:30	5:40	6:30	5:30	6:00	7:15	5:45	6:15	6:15	5:45	5:30	5:45	6:15	5:30			5:45	6:00	6:00	6:15
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	96.2%		93.0%	100.0%	96.7%	97.3%	95.0%	90.6%	96.4%	97.7%	97.8%	96.6%	96.6%	96.9%	97.1%	95.1%			97.2%	96.1%	98.6%	98.1%
6. RECOLLECTS																												
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	7890			9,506	8,731	8,416	8,437	8,670	8,645	7,683	7,691	7,776	8,008	7,906	7,544	7,463	7,467			8,216	7,997	7,523	7,666
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	17			18	15	25	22	19	28	15	13	25	15	19	17	18	20			14	26	33	22
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	#DIV/0!	#DIV/0!	0.2%	0.2%	0.3%	0.2%	0.3%	0.2%	0.2%	0.3%	0.2%	0.2%	0.2%	0.2%	0.3%	#DIV/0!	0.2%	0.3%	0.4%	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							2																2
7.5		Complaints closed	Number of complaints closed year to date		number							2																2
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							2																2
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																						

