

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					2024						
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	
1. CALL CENTRE																											
1.1a		Total inbound calls	Number of calls placed / received		number	1,354	1,463	1,305	1,365	1,305	1,306	1,347	1,310	1,267	1,144	1,434	1,398	1,325	1,326	1,301	1,385	1,337	1,306	1,294	1,258	1,457	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	457	551	510	508	478	429	524	482	515	403	484	514	501	498	505	504	474	467	504	486	519	
1.2		Total calls answered	Number of calls answered		number	1,292	1,399	1,260	1,335	1,263	1,246	1,285	1,270	1,241	1,106	1,354	1,340	1,270	1,272	1,256	1,315	1,282	1,251	1,259	1,203	1,382	
1.3a		% calls unanswered	Also known as "abandonment". 1: (1.2 divided by 1.1a)	less than	7.0%	percent	4.6%	4.4%	3.5%	2.2%	4.6%	4.6%	3.1%	2.1%	3.3%	5.6%	4.2%	4.2%	4.1%	3.5%	5.1%	4.1%	4.2%	2.7%	4.4%	5.2%	
1.3b		% calls unanswered for results line	Also known as "abandonment". 1: (1.4 divided by 1.1b)	less than	3.0%	percent	2.8%	2.9%	2.4%	2.2%	2.8%	2.9%	2.5%	2.5%	2.9%	2.7%	2.8%	2.6%	2.8%	2.6%	2.6%	2.5%	2.8%	2.4%	2.7%	2.7%	
1.4		Results calls	Number of calls requesting test results		number	457	551	510	508	478	417	524	482	515	403	484	514	501	498	505	504	474	467	492	486	519	
1.5		% results calls	1.4 divided by 1.2		percent	33.8%	37.7%	39.1%	37.2%	36.6%	31.9%	37.8%	35.9%	39.6%	34.4%	32.8%	35.8%	36.8%	36.6%	37.7%	35.5%	34.6%	34.8%	38.0%	37.6%	34.7%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	79	69	62	51	50	72	82	69	60	60	82	72	79	66	70	72	69	73	64	80	81
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	70	72	52	34	50	65	70	49	32	41	95	65	65	60	51	80	60	60	39	62	80	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	5.2%	4.9%	4.0%	2.5%	5.0%	5.2%	3.7%	2.5%	3.6%	6.6%	4.7%	4.9%	4.5%	3.9%	5.8%	4.5%	4.6%	3.0%	4.9%	5.5%	
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	12	10	10	6	10	9	8	8	10	11	8	7	8	7	8	6	6	5	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	12	8	6	5	8	7	6	5	6	7	6	6	5	6	7	7	7	4	5	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	14	11	11	8	11	8	9	7	9	14	10	10	8	11	9	7	8	6	7	9	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,844	3,916	3,799	3,699	3,927	3,808	3,961	3,828	3,727	3,726	3,889	3,740	3,699	3,637	3,837	3,794	3,782	3,657	3,432	3,696	3,721	
2.5		Long waits	Number of people waiting over 30 minutes		number	575	419	297	112	307	408	271	211	86	281	450	232	238	184	237	176	132	142	44	86	156	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	15.0%	10.7%	7.8%	3.0%	10.7%	6.8%	5.5%	2.3%	7.5%	11.6%	6.2%	6.4%	5.1%	6.2%	4.6%	3.5%	3.9%	1.3%	2.3%	4.2%	
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	60	56	56	59	59	59	58	58	51	59	60	58	59	59	59	60	52	56	60	58	53	
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	
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	400	526	551	472	509	480	560	561	527	468	512	488	530	473	447	499	528	572	485	482	463	
3.2		Home visits attended	Number of home visits attended for the day (exclude home visits where the patient was not home)		number	381	504	534	461	495	460	540	544	507	441	494	470	515	462	434	484	511	551	466	473	445	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	95.3%	95.8%	96.9%	97.7%	95.8%	96.4%	97.0%	96.2%	94.2%	96.5%	96.3%	97.2%	97.7%	97.1%	97.0%	96.8%	96.3%	96.1%	98.1%	96.1%	
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	42	54	40	23	47	52	33	53	35	41	49	43	46	44	46	43	49	54	44	48	45	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	42	54	40	23	47	52	33	53	35	41	49	43	46	44	46	43	49	54	44	48	45	
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%	
4. LAB																											
4.1		Patient episodes	Total number of patient episodes		number	13,542	13,794	13,368	12,864	12,740	13,839	13,935	13,002	12,534	12,309	13,827	13,704	13,346	12,985	12,800	13,998	13,669	12,989	12,603	13,278	14,472	
4.2		Patient tests	Total number of patient tests performed		number	55,915	55,970	54,868	52,337	52,570	55,683	56,644	54,291	51,865	52,000	56,348	55,056	53,294	52,279	53,130	56,041	54,206	51,560	50,033	51,269	55,342	
4.3		Urgent tests	Total number of urgent tests		number	510	520	494	395	466	508	427	447	418	389	450	456	494	401	519	522	503	490	423	399	520	
4.4		% urgent tests	4.3 divided by 4.2		percent	1%	1%	1%	100%	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%	
4.6		Critical results	Number of critical test results		number	65	76	59	54	50	77	78	43	52	47	60	51	47	43	64	56	49	63	53	57	62	
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	65	76	59	54	50	77	78	43	52	47	60	51	47	43	64	56	49	63	53	57	62	
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%	
4.11		Amended Results	Number of results changed after original result was reported to referer		number	14	10	25	20	11	17	23	31	32	11	17	24	14	15	23	22	41	19	14	10	28	
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%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	
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	
						3/05/21	4/05/21	5/05/21	6/05/21	7/05/21	10/05/21	11/05/21	12/05/21	13/05/21	14/05/21	17/05/21	18/05/21	19/05/21	20/05/21	21/05/21	24/05/21	25/05/21	26/05/21	27/05/21	28/05/21	31/05/21	
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	4:56	4:55	4:44	5:12	4:43	4:51	4:43	4:43	4:39	4:43	5:11	5:39	5:37	5:05	4:54	5:01	5:16	4:58	5:03	5:28	4:58
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	1:20	1:09	1:06	1:07	0:56	1:09	1:06	1:05	1:04	1:01	1:33	1:56	1:49	1:31	1:14	1:28	1:44	1:20	1:34	1:53	1:23
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	9:00	8:00	8:00	8:00	8:00	8:00	7:00	7:00	7:00	10:00	10:00	10:00	9:00	7:00	8:00	9:00	7:00	9:00	10:00	7:00
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:20	5:26	6:41	6:15	6:21	5:23	5:43	5:40	5:06	5:23	5:25	5:16	5:34	5:27	5:34	5:17	5:15	6:40	5:13	5:43	5:15
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:47	1:43	3:04	2:08	2:36	1:43	2:08	2:02	1:32	1:43	1:45	1:36	1:47	1:56	1:57	1:41	1:46	3:09	1:40	2:10	1:42
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	11:00	10:00	11:00	10:00	11:00	10:00	7:00	7:00	10:00	8:00	10:00	8:00	9:00	7:00	10:00	19:00	8:00	10:00	8:00
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:31	5:40	7:07	6:04	6:42	5:44	6:03	6:06	5:23	5:36	6:26	5:34	6:34	5:34	6:49	6:16	6:14	4:55	6:00	6:01	6:31
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	2:15	3:47	2:34	3:06	2:12	2:33	2:21	2:01	2:03	3:01	2:08	2:51	2:19	3:16	2:54	2:55	1:30	2:36	2:40	3:10
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	6:00	5:00	7:00	11:00	6:00	5:00	6:00	6:00	5:00	5:00	7:00	6:00	7:00	5:00	7:00	5:00	4:00	22:00	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	5:35	5:35	6:52	6:28	6:32	5:33	5:54	5:45	5:09	5:36	5:38	5:25	5:42	5:36	5:42	5:26	5:21	6:51	5:25	5:50	5:28
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:58	1:51	3:11	2:16	2:45	1:55	2:18	2:08	1:36	1:56	1:54	1:45	1:56	2:04	2:03	1:53	1:52	3:18	1:55	2:13	1:53
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	11:00	11:00	11:00	10:00	11:00	10:00	7:00	8:00	10:00	9:00	10:00	9:00	10:00	7:00	9:00	19:00	9:00	10:00	8:00
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		15:29	17:09	17:21	18:08		16:02	16:56	18:09	16:45		16:24	18:13	18:43	18:07		16:42	16:40	17:22	17:18	
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		12:19	15:44	15:24	15:35		14:09	14:27	15:15	14:44		13:11	15:24	15:54	16:14		14:17	14:14	14:13	14:41	
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	1.8		1.3	1.3	1.3	1.3		0.8	1.8	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	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	99.9%	99.9%	99.9%	99.7%	99.9%	99.9%	99.9%	99.9%	99.7%	99.9%	99.9%	99.9%	99.9%	99.8%
URGENT																											
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	4:43	4:31	4:33	4:35	4:58	4:37	4:30	4:36	4:41	4:36	4:44	4:43	4:58	4:34	4:24	4:38	4:39	4:33	4:39	4:41	4:25
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:07	1:07	1:04	1:08	1:34	1:03	0:57	1:00	1:07	1:09	1:17	1:12	1:18	1:12	1:01	1:05	1:13	1:06	1:11	1:21	1:01
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	5:15	6:00	5:15	6:00	5:45	6:00	5:45	5:30	5:15	5:15	6:00	5:30	5:30	5:45	5:45	6:00	6:00	6:00	6:00	4:15	5:30
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	4:04	4:07	4:14	5:27	4:21	4:10	3:59	4:19	4:15	4:11	4:01	4:00	4:13	4:39	4:25	4:01	4:01	4:08	4:12	4:45	4:18
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:16	1:19	1:16	2:09	1:18	1:09	1:09	1:14	1:14	1:00	1:11	1:04	1:06	1:29	1:27	1:04	1:11	1:05	1:05	1:26	1:08
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	6:45	6:00	5:45	6:00	6:00	5:45	5:45	6:00	5:15	5:45	6:00	5:30	5:45	5:30	6:00	5:45	5:30	7:00	6:00	5:45	6:00
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	97.5%	97.6%	95.4%	95.8%	97.9%	97.6%	98.1%	98.2%	97.9%	98.3%	97.4%	98.3%	97.1%	95.7%	99.1%	98.5%	96.8%	98.3%	97.4%	97.8%	98.3%
6. RECOLLECTS																											
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	8,331	8,140	7,842	7,621	7,716	8,138	8,134	7,813	7,614	7,623	8,320	7,917	7,719	7,437	7,804	8,151	7,916	7,523	7,220	7,418	8,117
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	19	27	21	21	19	16	19	15	18	18	12	16	12	25	18	17	11	14	18	12	25
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.3%	0.3%	0.3%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.1%	0.2%	0.2%	0.3%	0.2%	0.2%	0.1%	0.2%	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				2					2						3					4	

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
						3/05/21	4/05/21	5/05/21	6/05/21	7/05/21	10/05/21	11/05/21	12/05/21	13/05/21	14/05/21	17/05/21	18/05/21	19/05/21	20/05/21	21/05/21	24/05/21	25/05/21	26/05/21	27/05/21	28/05/21	31/05/21
7.5		Complaints closed	Number of complaints closed year to date		number					2					2					2					4	
7.6		New complaints	Number of new complaints received this week		number					-					1					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					2					2					2					4	
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%					67.0%					100.0%	