

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					2020					2019					2018						
						1/07/21	2/07/21	5/07/21	6/07/21	7/07/21	8/07/21	9/07/21	12/07/21	13/07/21	14/07/21	15/07/21	16/07/21	19/07/21	20/07/21	21/07/21	22/07/21	23/07/21	26/07/21	27/07/21	28/07/21	29/07/21	30/07/21
1. CALL CENTRE																											
1.1a		Total inbound calls	Number of calls placed / received		number	1,188	1,205	1,223	1,213	1,153	1,128	1,157	1,268	1,288	1,251	1,284	1,170	1,246	1,238	1,140	1,234	1,172	1,286	1,340	1,261	1,182	1,223
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	402	444	393	442	428	418	444	443	512	461	472	450	444	444	437	459	417	414	470	452	446	434
1.2		Total calls answered	Number of calls answered		number	1,117	1,142	1,186	1,155	1,078	1,128	1,104	1,190	1,227	1,197	1,224	1,117	1,166	1,183	1,065	1,173	1,099	1,227	1,281	1,195	1,135	1,189
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	6.0%	5.2%	3.0%	4.8%	6.5%	4.2%	4.6%	6.2%	4.7%	4.3%	4.7%	4.5%	6.4%	4.4%	6.6%	4.9%	6.2%	4.6%	4.4%	5.2%	4.0%	2.8%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	3.0%	2.7%	2.5%	2.7%	2.8%	2.6%	2.5%	2.9%	2.5%	2.6%	3.0%	2.9%	2.7%	2.7%	2.8%	2.8%	2.9%	2.7%	3.0%	2.9%	2.7%	2.5%
1.4		Results calls	Number of calls requesting test results		number	402	444	393	442	428	418	444	443	512	461	472	450	444	444	437	459	405	414	470	452	446	434
1.5		% results calls	1.4 divided by 1.2		percent	33.8%	36.9%	32.1%	36.4%	37.1%	37.1%	38.4%	33.9%	38.7%	35.9%	35.7%	37.4%	34.7%	34.9%	37.3%	36.1%	34.6%	33.7%	36.7%	37.8%	39.3%	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	78	82	50	69	73	59	55	81	69	66	74	78	75	50	61	64	64	59	58	59	56	53
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	75	70	43	63	78	51	60	81	67	57	63	61	82	61	77	65	75	63	63	69	53	39
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		6.3%	5.8%	3.5%	5.2%	6.8%	4.5%	5.2%	6.4%	5.2%	4.6%	4.9%	5.2%	6.6%	4.9%	6.8%	5.3%	6.4%	4.9%	4.7%	5.5%	4.5%	3.2%
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	4	7	7	6	6	6	5	6	6	5	6	9	9	6	6	5	5	8	6	6	6	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	5	6	6	5	4	4	4	7	5	4	5	5	5	5	5	4	5	6	6	5	4	5
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	7	9	8	7	8	6	9	9	7	6	6	6	9	6	6	6	6	9	6	6	5	8
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,405	3,644	3,665	3,726	3,599	3,497	3,638	3,503	3,453	3,335	3,390	3,586	3,691	3,703	3,467	3,478	3,451	3,535	3,638	3,705	3,528	3,677
2.5		Long waits	Number of people waiting over 30 minutes		number	104	221	133	106	114	39	142	152	140	60	76	153	157	65	91	63	59	142	64	69	22	145
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	3.1%	6.1%	3.6%	2.8%	3.2%	1.1%	3.9%	4.3%	4.1%	1.8%	2.2%	4.3%	4.3%	1.8%	2.6%	1.8%	1.7%	4.0%	1.8%	1.9%	0.6%	3.9%
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	59	59	60	55	58	41	59	57	60	59	47	58	58	57	41	60	51	58	43	50	59	58
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	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	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	497	491	511	524	555	483	461	512	481	559	468	487	517	486	542	481	458	552	495	510	464	472
3.2		Home visits attended	Number of home visits attended for the day		number	483	478	497	509	540	468	454	488	460	538	450	467	492	465	532	461	447	530	483	495	450	463
3.3	Yes	% Home visit timeliness	% home visits completed for the day. 3.2 divided by 3.1	greater than	90%	97.2%	97.4%	97.3%	97.1%	97.3%	96.9%	98.5%	95.3%	95.6%	96.2%	96.2%	95.9%	95.2%	95.7%	98.2%	95.8%	97.6%	96.0%	97.6%	97.1%	97.0%	98.1%
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	29	63	50	41	48	36	43	53	39	55	38	51	51	37	43	51	40	48	40	54	43	35
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	29	63	50	41	48	36	43	53	39	55	38	51	51	37	43	51	40	48	40	54	43	35
3.6	Yes	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	greater than	99%	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%	100.0%	100.0%
4. LAB																											
4.1		Patient episodes	Total number of patient episodes		number	12,977	13,075	14,193	13,858	13,012	12,513	12,414	13,019	12,989	12,324	11,919	11,921	13,302	12,756	11,754	11,988	11,674	13,551	13,374	12,808	12,709	12,288
4.2		Patient tests	Total number of patient tests performed		number	49,484	50,832	53,898	52,970	50,660	50,061	49,791	52,087	52,011	49,215	48,244	48,577	53,636	51,521	46,248	48,909	47,702	52,719	51,778	49,982	48,953	49,404
4.3		Urgent tests	Total number of urgent tests		number	438	551	525	502	431	446	520	506	442	507	413	430	502	444	445	471	437	532	537	438	486	498
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%	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%	100%	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	44	61	13	68	61	62	50	68	77	58	45	51	67	63	53	39	54	56	60	51	66	42
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	44	61	13	68	61	62	50	68	77	58	45	51	67	63	53	39	54	56	60	51	66	42
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%	100%	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	22	23	20	18	22	20	15	28	23	11	21	19	21	20	13	17	18	20	23	27	26	49
4.12		% Amended Results	Percentage of results changed after original result was reported to referer. 4.11 divided by 4.2	less than	1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	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																						

						Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
Item	Contract	Indicator	Definition	Target	Unit	1/07/21	2/07/21	5/07/21	6/07/21	7/07/21	8/07/21	9/07/21	12/07/21	13/07/21	14/07/21	15/07/21	16/07/21	19/07/21	20/07/21	21/07/21	22/07/21	23/07/21	26/07/21	27/07/21	28/07/21	29/07/21	30/07/21						
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number		-					2					-					1											1
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number		4					6					6					6										7	
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%					85.7%										87.5%	