

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			
1. CALL CENTRE																												
1.1a		Total inbound calls	Number of calls placed / received		number	1278	1184	1215	1,138	1123	1337	1307	1342	1,259	1220	1274	1325	1837	1,504	1462	1500	1421	1348	1,251	1164	1416	1221	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	409	437	495	451	425	428	504	507	468	483	428	487	442	397	409	469	459	436	455	359	331	341	
1.2		Total calls answered	Number of calls answered		number	1,203	1,136	1,156	1,117	1,104	1,262	1,249	1,294	1,230	1,196	1,217	1,270	1,795	1,460	1,410	1,420	1,345	1,304	1,218	1,143	1,393	1,219	
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	5.9%	4.1%	4.9%	1.9%	1.7%	5.6%	4.4%	3.6%	2.3%	2.0%	4.5%	4.2%	2.3%	2.9%	3.6%	5.3%	5.1%	3.3%	2.6%	1.8%	1.6%	0.2%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.9%	3.0%	2.6%	2.2%	1.9%	2.8%	2.6%	2.6%	2.4%	1.9%	2.6%	2.5%	1.6%	1.8%	2.7%	3.0%	3.1%	2.8%	2.6%	2.0%	2.4%	0.0%
1.4		Results calls	Number of calls requesting test results		number	409	437	495	451	425	428	504	507	468	483	428	487	442	397	409	469	459	436	455	359	331	341	
1.5		% results calls	1.4 divided by 1.2		percent	34.0%	38.5%	42.8%	40.4%	38.5%	33.9%	40.4%	39.2%	38.0%	40.4%	35.2%	38.3%	24.6%	27.2%	29.0%	33.0%	34.0%	33.4%	37.4%	31.4%	23.8%	28.0%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	71	73	52	45	43	79	82	86	52	48	71	61	43	49	71	59	71	58	58	43	58	26
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	80	53	63	25	25	81	65	57	36	29	60	63	50	53	65	87	81	49	41	28	32	5	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	6.3%	4.5%	5.2%	2.2%	2.2%	6.1%	5.0%	4.3%	2.9%	2.4%	4.7%	4.8%	2.7%	3.5%	4.5%	5.8%	5.7%	3.6%	3.3%	2.4%	2.3%	0.4%
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	8	6	6	6	7	10	9	8	6	7	9	7	2	2	2	2	4	5	3	3	4	4
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	5	4	4	4	6	5	5	4	4	8	4	2	2	2	3	3	3	2	3	4	3
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	6	6	6	8	8	7	5	6	7	9	7	2	2	1	3	2	3	3	3	4	3
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,872	3,699	3,670	3,441	3,583	3,842	3,638	3,715	3,694	3,767	3,890	3,920	1,013	1,299	1,103	1,514	1,318	1,278	1,313	1,446	1,767	1,433	
2.5		Long waits	Number of people waiting over 30 minutes		number	173	113	83	49	113	236	192	92	99	130	209	77	1	4	2	3	10	45	22	13	6	4	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	4.5%	3.1%	2.3%	1.4%	3.2%	6.1%	5.3%	2.5%	2.7%	3.5%	5.4%	2.0%	0.1%	0.3%	0.2%	0.2%	0.8%	3.5%	1.7%	0.9%	#	0.3%
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	51	56	50	51	59	54	59	54	53	59	58	59	34	51	39	47	46	56	52	40	60	39	
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	
2.9		Time from collection to lab - max	Maximum time from collection to lab (hrs:minutes)	less than		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	542	495	574	472	441	519	495	560	492	442	540	482	532	420	461	463	445	538	407	441	463	445	
3.2		Home visits attended	Number of home visits attended for the day		number	518	475	539	457	428	499	486	549	479	427	521	462	520	406	454	435	431	515	391	426	435	431	
3.3	Yes	% Home visit timeliness	% home visits completed for the day. 3.2 divided by 3.1	greater than	90%	percent	95.6%	96.0%	93.9%	96.8%	97.1%	96.1%	98.2%	98.0%	97.4%	96.6%	96.5%	95.9%	97.7%	96.7%	98.5%	94.0%	96.9%	95.7%	96.1%	96.6%	94.0%	96.9%
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	56	39	38	50	45	58	36	61	54	43	67	42	36	34	25	40	39	48	34	43	40	39	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	56	39	38	50	45	58	36	61	54	43	67	42	36	34	25	40	39	48	34	43	40	39	
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%	100.0%	100.0%
4. LAB																												
4.1		Patient episodes	Total number of patient episodes		number	14,454	13,496	13,178	12,539	12,198	13,902	13,600	13,351	12,882	12,476	14,474	14,260	14,681	17,718	18,812	18,705	25,822	18,745	13,810	13,314	14,230	8,739	
4.2		Patient tests	Total number of patient tests performed		number	55,095	51,819	51,182	48,558	48,289	53,617	52,553	51,647	49,376	49,045	54,914	53,126	24,038	29,048	29,195	30,561	38,356	31,047	26,600	27,443	30,894	24,293	
4.3		Urgent tests	Total number of urgent tests		number	605	503	420	591	479	619	545	487	542	382	546	630	238	257	265	369	307	307	324	309	535	588	
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%	2%	2%	
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	65	69	50	57	48	66	55	57	54	64	72	61	37	39	26	42	34	34	41	35	47	53	
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	69	50	57	48	66	55	57	54	64	72	61	37	39	26	42	34	34	41	35	47	53	
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%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referer		number	22	22	32	20	22	23	17	27	25	20	25	16	15	25	11	7	9	7	9	6	15	16	
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%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	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%
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																						

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	
Item	Contract	Indicator	Definition	Target	Unit	2/08/21	3/08/21	4/08/21	5/08/21	6/8/21	9/08/21	10/08/21	11/08/21	12/08/21	13/08/21	16/08/21	17/08/21	18/08/21	19/08/21	20/08/21	23/08/21	24/08/21	25/08/21	26/08/21	27/08/21	30/08/21	31/08/21	
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. TURNOURD 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	4:42	4:37	4:41	4:18	4:28	4:36	4:42	4:33	4:23	4:31	4:55	4:43	3:50	4:14	4:29	4:35	4:27	3:52	3:54	3:47	4:02	3:47	
5.1b		Lab TAT Electrolytes blood count	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:02	1:00	1:09	0:49	0:53	1:08	1:03	0:53	0:59	0:52	1:13	1:00	0:38	0:44	0:34	0:46	0:40	0:40	0:43	0:34	0:49	0:39	
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	7:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	6:00	7:00	9:00	7:00	8:00	7:00	7:00	7:00	7:00	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	5:02	5:18	5:07	5:07	5:08	5:09	5:10	5:27	4:52	5:04	5:30	5:20	0:51	4:28	4:53	4:57	5:01	4:27	4:24	4:25	4:19	4:17	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:23	1:43	1:38	1:38	1:33	1:40	1:37	1:49	1:28	1:27	1:50	1:37	0:58	1:07	1:04	1:05	1:13	1:09	1:09	1:12	1:04	1:12	
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	7:00	8:00	7:00	7:00	7:00	7:00	7:00	9:00	7:00	7:00	8:00	9:00	6:00	7:00	9:00	8:00	10:00	7:00	7:00	7:00	7:00	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	5:13	5:41	5:42	5:59	5:29	5:34	6:09	6:32	5:20	6:31	5:27	6:11	4:56	6:16	5:09	4:49	5:54	5:16	4:40	5:17	4:51	5:29	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	2:08	2:20	2:25	2:37	2:17	2:26	2:35	3:01	2:12	3:00	2:05	2:55	1:30	2:55	1:47	1:26	2:17	2:11	1:34	2:09	1:48	2:30	
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	3:00	3:00	7:00	6:00	4:00	5:00	6:00	6:00	6:00	9:00	4:00	4:00	5:00	5:00	3:00	5:00	5:00	3:00	5:00	5:00	3:00	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	5:21	5:28	5:14	5:14	5:13	5:18	5:23	5:35	5:01	5:11	4:42	5:32	0:48	4:49	5:05	5:08	5:15	4:24	4:28	4:26	4:31	4:16	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:42	1:50	1:43	1:44	1:39	1:51	1:46	1:56	1:38	1:33	1:54	1:49	1:20	1:12	1:11	1:15	1:25	1:09	1:17	1:19	1:16	1:06	
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	7:00	9:00	7:00	7:00	7:00	7:00	8:00	10:00	7:00	7:00	10:00	9:00	7:00	7:00	9:00	9:00	10:00	7:00	7:00	7:00	7:00	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 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		15:04	16:56	17:53	15:54		15:24	16:38	16:41	16:36		16:39	21:29	21:05	16:38		14:51	18:30	16:30	15:32		17:52	
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		11:14	13:13	14:08	12:26		12:04	13:58	13:38	13:55		12:31	17:03	19:12	12:59		12:05	13:41	13:23	12:42		13:21	
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		1.0	1.3	1.3	1.3		1.3	1.3	1.3			1.3	1.5	1.8	1.3		0.8	1.3	1.0	0.8		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%	99.9%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	100.0%	99.9%	99.9%	99.8%	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%	99.8%	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	4:25	4:39	4:32	4:12	4:19	4:22	4:41	4:23	5:01	4:35	4:37	4:32	4:20	4:11	4:18	4:32	4:19	4:12	4:04	4:02	4:15	4:01	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes	0:57	1:08	1:20	1:00	1:06	1:06	1:07	1:03	1:06	1:02	0:59	0:57	0:59	0:55	0:51	0:57	0:54	0:58	1:07	0:58	1:03	0:56	
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	5:45	6:00	6:00	5:15	5:00	5:15	6:00	6:00	6:00	5:30	5:15	5:45	4:00	5:00	5:15	5:30	5:30	4:30	5:30	5:15	6:00	5:30	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours:minutes	3:42	4:10	4:06	3:52	4:01	3:56	4:00	4:22	3:48	3:43	3:54	4:18	3:35	4:04	3:49	3:47	3:55	3:52	3:29	3:43	3:38	3:36	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes	0:48	1:11	1:02	0:56	1:00	1:06	1:05	1:10	0:55	1:04	1:07	1:17	0:44	1:00	0:50	0:58	1:06	1:02	0:51	1:10	0:45	0:54	
5.10c	yes	Total TAT Troponin 98th centile in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than 6:00	hours:minutes	5:15	5:00	6:00	5:15	6:00	5:15	6:00	6:00	5:30	5:15	6:00	6:00	5:15	5:30	5:45	5:15	5:00	5:30	5:00	5:00	6:30	5:45	
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	98.5%	98.8%	98.2%	96.9%	98.2%	98.3%	96.3%	96.1%	99.1%	99.7%	97.6%	96.6%	97.5%	99.5%	97.0%	99.3%	99.6%	98.3%	98.4%	99.2%	99.3%	99.3%	
6. RECOLLECTS																												
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	8,313	7,587	7,547	7,187	7,157	8,082	7,726	7,585	7,323	7,331	8,315	7,824	1,994	2,502	2,276	3,698	3,175	3,358	3,074	3,248	3,786	3,545	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	20	22	12	10	19	14	19	15	18	16	15	17	5	8	9	10	11	12	9	12	11	9	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than 1.0%	percent	0.2%	0.3%	0.2%	0.1%	0.3%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%	0.3%	0.4%	0.3%	0.3%	0.4%	0.3%	0.4%	0.3%	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					8					9					10						10		
7.5		Complaints closed	Number of complaints closed year to date		number					8					9					10						10		
7.6		New complaints	Number of new complaints received this week		number					-					1					1						-		

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	Tue
						2/08/21	3/08/21	4/08/21	5/08/21	6/8/21	9/08/21	10/08/21	11/08/21	12/08/21	13/08/21	16/08/21	17/08/21	18/08/21	19/08/21	20/08/21	23/08/21	24/08/21	25/08/21	26/08/21	27/08/21	30/08/21	31/08/21
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					-					1					1					-		
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number					8					9					10					10		
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%					100.0%	