

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	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
						11/10/21	4/10/21	5/10/21	6/10/21	7/10/21	8/10/21	11/10/21	12/10/21	13/10/21	14/10/21	15/10/21	18/10/21	19/10/21	20/10/21	21/10/21	22/10/21		26/10/21	27/10/21	28/10/21	29/10/21	
<b>1. CALL CENTRE</b>																											
1.1a		Total inbound calls	Number of calls placed / received		number	1277	1347	1356	1393	1,364	1238	1502	1433	1405	1,356	1275	1493	1390	1392	1,355	1310		1472	1462	1,345	1389	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	375	345	363	462	424	350	389	392	444	403	380	405	398	393	359	374		367	445	413	440	
1.2		Total calls answered	Number of calls answered		number	1,262	1,284	1,296	1,344	1,279	1,181	1,446	1,381	1,357	1,326	1,254	1,450	1,362	1,353	1,317	1,280		1,446	1,433	1,325	1,359	
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	1.2%	4.7%	4.4%	3.5%	6.2%	4.6%	3.7%	3.6%	3.4%	2.2%	1.7%	2.9%	2.0%	2.8%	2.8%	2.3%		1.8%	2.0%	1.5%	2.2%	
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	0.8%	2.3%	2.8%	2.6%	5.4%	2.0%	2.6%	1.0%	2.5%	2.2%	1.6%	2.7%	0.5%	1.0%	0.8%	0.8%		1.4%	2.3%	1.5%	0.7%	
1.4		Results calls	Number of calls requesting test results		number	375	345	363	462	424	350	389	392	444	403	380	405	398	393	359	374		367	445	413	440	
1.5		% results calls	1.4 divided by 1.2		percent	29.7%	26.9%	28.0%	34.4%	33.2%	29.6%	26.9%	28.4%	32.7%	30.4%	30.3%	27.9%	29.2%	29.0%	27.3%	29.2%	#DIV/0!	25.4%	31.1%	31.2%	32.4%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	42	60	62	73	125	59	48	54	56	43	41	47	42	34	48	40		42	46	36	40	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	22	72	73	61	142	67	62	61	57	40	29	57	39	49	45	39		35	39	31	42	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	1.7%	5.4%	5.4%	4.4%	10.4%	5.4%	4.1%	4.3%	4.1%	3.0%	2.3%	3.8%	2.8%	3.5%	3.3%	3.0%		2.4%	2.7%	2.3%	3.0%	
<b>2. COLLECTION CENTRES</b>																											
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	3	4	3	4	4	4	6	4	5	4	6	5	4	5	5	5		5	5	5	6	
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	3	4	3	3	3	4	6	4	4	4	4	5	3	4	4	5		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	3	5	4	4	4	5	5	3	5	4	5	5	5	5	4	4		6	5	4	5	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	2,657	2,968	2,971	2,992	2,936	3,137	3,145	3,169	3,200	3,019	3,081	3,406	3,350	3,404	3,100	3,293		3,678	3,434	3,427	3,556	
2.5		Long waits	Number of people waiting over 30 minutes		number	7	18	8	10	8	12	46	16	36	22	26	31	26	55	46	51		96	49	26	64	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	0.3%	0.6%	0.3%	0.3%	0.3%	0.4%	1.5%	0.5%	1.1%	0.7%	0.8%	0.9%	0.8%	1.6%	1.5%	1.5%	#DIV/0!	2.6%	1.4%	0.8%	1.8%	
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	51	49	53	39	60	51	50	57	48	43	46	45	57	51	56	59		59	59	52	55	
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)	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	
<b>3. HOME VISITS</b>																											
3.1		Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not home)		number	550	530	510	582	540	571	556	523	553	499	493	557	541	569	485	542		554	592	521	526	
3.2		Home visits attended	Number of home visits attended for the day		number	528	503	491	564	522	549	547	510	540	487	479	541	531	545	472	529		540	568	501	512	
3.3	Yes	% Home visit timeliness	% home visits completed for the day. 3.2 divided by 3.1	greater than 90%	percent	96.0%	94.9%	96.3%	96.9%	96.7%	96.1%	98.4%	97.5%	97.6%	97.6%	97.2%	97.1%	98.2%	95.8%	97.3%	97.6%	#DIV/0!	97.5%	95.9%	96.2%	97.3%	
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	73	57	60	64	63	75	71	56	38	61	65	56	61	69	44	61		56	79	55	61	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	73	57	60	64	63	75	71	56	38	61	65	56	61	69	44	61		56	79	55	61	
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%	#DIV/0!	100.0%	100.0%	100.0%	100.0%	
<b>4. LAB</b>																											
4.1		Patient episodes	Total number of patient episodes		number	16,498	17,689	17,280	16,771	16,043	16,380	17,226	17,825	17,554	17,601	18,563	18,977	18,149	17,793	19,065	20,035		20,763	18,955	17,897	19,511	
4.2		Patient tests	Total number of patient tests performed		number	45,428	49,263	48,725	48,035	46,808	47,392	48,965	50,006	49,148	47,695	48,896	52,286	50,325	50,030	49,970	52,102		54,333	53,192	15,506	54,146	
4.3		Urgent tests	Total number of urgent tests		number	720	769	775	598	726	721	694	764	686	711	565	653	785	800	636	709		692	751	744	724	
4.4		% urgent tests	4.3 divided by 4.2		percent	2%	2%	2%	1%	2%	2%	1%	2%	1%	1%	1%	1%	2%	2%	1%	1%	#DIV/0!	1%	1%	5%	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	11	80	76	85	61	36	68	58	67	57	57	66	63	74	74	66		58	66	59	58	
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	11	79	76	85	32	36	68	58	66	57	57	66	63	74	73	66		58	66	58	58	
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%	99%	100%	100%	52%	100%	100%	100%	99%	100%	100%	100%	100%	100%	99%	100%	#DIV/0!	100%	100%	98%	100%	
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	17	12	9	33	12	14	14	19	19	33	13	14	7	9	2	17		16	11	23	13	
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%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	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																						

						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	1/10/21	4/10/21	5/10/21	6/10/21	7/10/21	8/10/21	11/10/21	12/10/21	13/10/21	14/10/21	15/10/21	18/10/21	19/10/21	20/10/21	21/10/21	22/10/21	PUBLIC HOLIDAY	26/10/21	27/10/21	28/10/21	29/10/21			
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																								
<b>5. TURNAROUND TIME</b>																													
<b>NON-URGENT</b>																													
5.1a		Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	4:09	4:05	4:04	4:16	4:11	4:18	4:39	4:33	4:18	4:43	4:28	4:33	4:29	4:38	4:33	4:33					4:54	4:32	4:45	4:23
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	0:49	0:52	0:41	0:59	0:52	0:46	1:13	1:02	0:46	1:15	0:52	1:08	1:05	1:14	1:09	0:50					1:15	1:08	1:15	0:54
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	7:00	7:00	7:00	7:00	7:00	12:00	8:00	7:00	7:00	8:00	7:00	7:00	7:00	8:00	7:00					10:00	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	4:23	4:29	4:35	4:55	4:34	4:55	4:43	4:48	4:49	4:51	4:59	4:49	4:48	4:53	4:42	5:19					5:01	4:44	4:47	4:45
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:05	1:14	1:11	1:39	1:15	1:22	1:17	1:18	1:17	1:27	1:25	1:23	1:25	1:30	1:17	1:32					1:16	1:23	1:16	1:17
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	7:00	7:00	7:00	7:00	7:00	12:00	7:00	7:00	7:00	9:00	7:00	7:00	7:00	7:00	7:00					9:00	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	4:57	5:47	5:11	5:34	5:40	6:38	7:00	5:24	5:29	5:28	5:34	5:19	5:23	5:14	5:33	5:43					6:10	5:30	5:22	5:42
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:49	2:47	1:59	2:35	2:20	2:37	2:38	2:07	2:13	2:27	2:19	2:03	1:59	2:00	2:13	2:18					2:06	2:17	1:59	2:31
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	5:00	4:00	5:00	5:00	6:00	6:00	12:00	4:00	5:00	5:00	6:00	5:00	5:00	6:00	6:00	7:00					5:00	7:00	7:00	5:00
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	4:30	4:44	4:46	5:02	4:43	5:01	4:53	4:58	4:56	4:58	5:06	4:52	4:51	5:16	4:53	5:27					4:58	4:50	4:47	3:55
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:11	1:29	1:22	1:46	1:24	1:28	1:28	1:23	1:23	1:30	1:31	1:26	1:29	1:53	1:28	1:48					1:19	1:27	1:19	1:28
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	7:00	7:00	7:00	7:00	7:00	12:00	7:00	7:00	7:00	9:00	7:00	7:00	8:00	7:00	7:00					9:00	8:00	7:00	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	17:47		16:30	14:51	15:33	16:42		16:22	15:59	17:04	17:10			14:44	16:01	16:47	16:38				14:14	15:55	17:04	
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	13:30		12:26	12:02	12:36	13:27		11:44	12:02	12:58	13:51			11:19	12:50	13:09	12:54				10:37	12:44	15:41	
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	1.0	1.3	1.3		0.8	1.0	1.3	1.3			1.0	1.3	1.3	1.3				0.8	1.8	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	99.9%	99.7%	99.9%	99.9%	99.9%	99.9%	99.7%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%					99.9%	100.0%	99.9%	99.9%
<b>URGENT</b>																													
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours:minutes	4:13	4:17	4:16	4:30	4:10	4:10	4:23	4:34	4:21	4:28	4:11	4:39	4:31	4:34	4:23	4:35					4:43	4:10	4:22	4:21
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes	0:55	1:10	1:01	1:13	0:55	0:59	1:08	1:16	1:01	1:02	0:54	1:22	1:09	1:15	1:06	1:08					1:25	0:58	0:56	1:12
5.9c	yes	Total TAT INR 95th percentile - in zone	Turnaround time for 95th centile collection to report, expressed in hour:minutes in zone	less than 6:00	hours:minutes	5:30	5:45	5:15	6:00	5:45	5:30	5:45	5:30	4:15	5:45	5:45	6:00	6:00	6:00	5:30	5:30					5:00	5:00	5:30	6:00
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours:minutes	3:30	3:40	4:15	3:47	3:47	3:50	3:57	3:49	4:04	3:44	3:54	3:50	3:51	4:00	3:38	3:50					3:43	4:11	4:12	3:55
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes	0:59	0:59	1:08	1:02	0:54	1:01	0:57	0:56	1:06	1:06	1:05	0:51	1:06	0:51	0:53	1:00					0:52	1:10	1:18	1:04
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	5:00	5:30	6:00	5:30	6:00	6:00	5:15	5:15	5:30	5:30	5:30	5:45	5:15	5:45	5:15	5:30					6:00	5:30	5:45	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	99.6%	97.8%	98.5%	99.0%	97.3%	97.0%	97.0%	97.2%	97.5%	98.5%	97.3%	99.6%	97.2%	98.8%	96.6%	97.9%					98.9%	97.8%	97.1%	97.6%
<b>6. RECOLLECTS</b>																													
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	6,356	6,929	6,776	6,685	6,787	6,666	7,000	7,002	6,941	6,518	6,644	7,341	7,006	7,296	6,626	7,078					7,944	7,681	7,410	7,694
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	14	14	19	13	13	18	23	22	18	19	12	19	16	12	17	12					16	19	12	21
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than 1.0%	percent	0.2%	0.2%	0.3%	0.2%	0.2%	0.3%	0.3%	0.3%	0.3%	0.3%	0.2%	0.3%	0.2%	0.2%	0.3%	0.2%				#DIV/0!	0.2%	0.2%	0.2%	0.3%
<b>7. QUALITY IMPROVEMENT</b>																													
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	14					14															14			14
7.5		Complaints closed	Number of complaints closed year to date		number	13					14															14			14
7.6		New complaints	Number of new complaints received this week		number	-					-															-			-

						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	1/10/21	4/10/21	5/10/21	6/10/21	7/10/21	8/10/21	11/10/21	12/10/21	13/10/21	14/10/21	15/10/21	18/10/21	19/10/21	20/10/21	21/10/21	22/10/21	PUBLIC HOLIDAY	26/10/21	27/10/21	28/10/21	29/10/21
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	13					14					14										14
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%	92.9%					100.0%					100.0%										100.0%