

Lab Tests Auckland Pathology Service KPI Reporting 2022
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	Mon 10/08/22	Tue 2/08/22	Wed 3/08/22	Thu 4/08/22	Fri 5/08/22	Mon 8/08/22	Tue 9/08/22	Wed 10/08/22	Thu 11/08/22	Fri 12/08/22	Mon 15/08/22	Tue 16/08/22	Wed 17/08/22	Thu 18/08/22	Fri 19/08/22	Mon 22/08/22	Tue 23/08/22	Wed 24/08/22	Thu 25/08/22	Fri 26/08/22	Mon 29/08/22	Tue 30/08/22	Wed 31/08/22
1. CALL CENTRE																												
1.1a		Total inbound calls	Number of calls placed / received		number	1098	1021	1006	963	909	1128	1117	1072	1,047	974	1104	1079	1040	997	918	1071	1062	1068	954	948	1093	1010	1002
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	245	282	266	256	251	270	292	281	278	256	247	262	266	249	264	255	246	256	228	243	250	250	247
1.2		Total calls answered	Number of calls answered		number	1,023	952	956	898	849	1,054	1,044	1,000	996	907	1,030	1,022	971	946	884	1,020	1,000	996	895	899	1,032	941	952
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0% percent	6.8%	6.8%	5.0%	6.8%	6.6%	6.6%	6.5%	6.7%	4.9%	6.9%	6.7%	5.3%	6.6%	5.1%	3.5%	4.8%	5.8%	6.7%	6.2%	5.2%	5.6%	6.8%	5.0%
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%	2.8%	2.3%	2.7%	2.1%	2.2%	2.7%	2.5%	2.9%	2.7%	2.8%	2.3%	2.3%	2.8%	2.3%	2.8%	2.4%	2.7%	2.6%	2.5%	2.4%	2.8%	2.4%
1.4		Results calls	Number of calls requesting test results		number	245	282	266	256	251	270	292	274	270	249	240	256	260	242	258	248	240	249	222	237	244	243	241
1.5		% results calls	1.4 divided by 1.2		percent	23.9%	29.6%	27.8%	28.5%	29.6%	25.6%	28.0%	27.4%	27.1%	27.5%	23.3%	25.0%	26.8%	25.6%	29.1%	24.3%	24.0%	25.0%	24.8%	26.3%	23.6%	25.8%	25.3%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds	110	107	63	71	82	82	90	89	74	92	92	88	86	66	63	59	62	61	74	63	70	91	66
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	81	82	58	71	64	79	78	78	60	74	81	61	75	58	38	58	68	75	64	54	70	76	55
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	7.4%	8.0%	5.8%	7.4%	7.0%	7.0%	7.0%	7.3%	5.7%	7.6%	7.3%	5.7%	7.2%	5.8%	4.1%	5.4%	6.4%	7.0%	6.7%	5.7%	6.4%	7.5%	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	8	7	6	5	6	7	7	9	7	5	6	5	5	4	6	7	6	6	5	7	8	8	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	4	4	4	4	4	5	5	5	4	4	5	4	5	3	4	5	5	5	6	5	7	6	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	6	5	4	4	4	6	4	6	4	5	6	4	4	3	5	6	5	4	5	4	6	5	4
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	4,102	3,727	3,888	3,663	3,745	3,959	3,898	3,695	3,635	3,714	4,113	3,904	3,752	3,540	3,814	4,160	4,230	4,051	3,752	3,931	4,221	4,107	3,840
2.5		Long waits	Number of people waiting over 30 minutes		number	86	37	51	28	75	130	212	128	64	90	37	26	47	12	42	83	11	29	44	36	135	128	54
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10% percent	2.1%	1.0%	1.3%	0.8%	2.0%	3.3%	5.4%	3.5%	1.8%	2.4%	0.9%	0.7%	1.3%	0.3%	1.1%	2.0%	0.3%	0.7%	1.2%	0.9%	3.2%	3.1%	1.4%
2.7		Long waits	Maximum wait time (not GTT%)		minutes	48	47	59	45	47	51	57	59	55	47	42	41	58	52	56	53	42	58	53	50	59	53	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	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	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	485	478	539	423	403	516	465	528	476	454	458	462	524	448	481	486	452	496	458	432	520	429	544
3.2		Home visits attended	Number of home visits attended for the day		number	475	454	529	400	391	503	453	516	453	443	435	441	509	439	467	464	443	483	443	418	499	417	533
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90% percent	97.9%	95.0%	98.1%	94.6%	97.0%	97.5%	97.4%	97.7%	95.2%	97.6%	95.0%	95.5%	97.1%	98.0%	97.1%	95.5%	98.0%	97.4%	96.7%	96.8%	96.0%	97.2%	98.0%
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	58	44	56	39	60	66	66	65	64	64	53	66	78	62	62	52	59	70	67	62	70	63	68
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	58	44	56	39	60	66	66	65	64	64	53	66	78	62	62	52	59	70	67	62	70	63	68
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%	100.0%
4. LAB																												
4.1		Patient episodes	Total number of patient episodes		number	12,349	11,866	11,786	11,219	11,466	12,460	12,170	11,549	11,278	11,117	12,133	11,883	11,397	10,602	11,415	12,379	12,370	11,891	10,839	11,644	12,327	11,978	11,889
4.2		Patient tests	Total number of patient tests performed		number	51,533	49,882	49,039	46,347	47,618	51,539	50,465	48,057	46,655	47,426	50,049	49,510	47,266	44,119	48,346	52,576	51,739	49,155	44,793	49,631	52,702	51,003	49,285
4.3		% Urgent tests	Total number of urgent tests		number	700	711	678	640	698	734	795	672	689	690	659	804	803	679	666	657	816	741	628	769	748	735	672
4.4		% urgent tests	4.3 divided by 4.2		percent	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	2%	2%	1%	1%	2%	2%	1%	2%	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%	100%	100%
4.6		Critical results	Number of critical test results		number	79	93	115	73	67	99	86	85	69	73	90	89	78	63	74	99	102	81	58	77	106	84	77
4.7		Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)		number	78	92	110	72	67	98	85	85	69	72	88	89	78	62	73	98	100	79	58	76	104	84	77
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.Referrer; b. patient; c. police)	greater than	98% percent	99%	99%	96%	99%	100%	99%	99%	100%	100%	99%	98%	100%	100%	98%	99%	99%	98%	98%	100%	99%	98%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	19	11	19	22	16	13	17	16	20	11	20	19	18	17	28	15	21	24	13	21	11	36	18
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%	0.0%	0.0%	0.0%	0.0%	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%
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 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	5:05	4:17	4:10	4:23	4:36	4:38	4:46	4:24	4:21	4:26	4:57	4:34	4:20	4:22	4:45	4:35	4:41	4:09	4:22	4:24	4:15	4:20	4:09
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	1:43	0:55	0:43	1:00	0:58	1:17	1:25	1:03	1:03	1:03	1:33	1:09	1:02	0:47	0:55	1:19	1:23	0:49	0:52	0:58	0:57	1:01	0:54

						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	1/08/22	2/08/22	3/08/22	4/08/22	5/08/22	8/08/22	9/08/22	10/08/22	11/08/22	12/08/22	15/08/22	16/08/22	17/08/22	18/08/22	19/08/22	22/08/22	23/08/22	24/08/22	25/08/22	26/08/22	29/08/22	30/08/22	31/08/22		
5.1c	yes	Complete blood count 95% percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - IN ZONE	less than	12.00	hours: minutes	7:40	7:30	7:40	7:30	7:40	7:30	7:40	7:30	7:30	7:50	7:30	7:40	7:40	7:50	7:30	7:30	7:40	7:30	7:30	7:30	7:30	7:40		
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	4:55	5:01	4:51	4:44	5:08	5:13	5:51	4:58	5:54	4:55	5:03	4:37	4:39	4:44	5:19	4:36	4:40	4:45	4:48	4:52	5:22	5:08	4:53	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:33	1:39	1:25	1:20	1:32	1:52	2:28	1:38	2:37	1:32	1:40	1:12	1:23	1:12	1:25	1:19	1:24	1:24	1:20	1:27	2:05	1:52	1:40	
5.2c	yes	Total TAT Electrolytes 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - IN ZONE	less than	12:00	hours: minutes	7:40	7:40	7:30	7:40	7:40	7:30	10:00	7:50	11:00	7:30	7:30	7:30	7:40	7:30	7:50	7:30	7:30	7:30	7:30	7:30	9:00	7:30	7:30	
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:18	6:06	5:13	5:12	6:24	5:52	7:19	5:32	7:31	4:55	6:11	5:05	5:04	5:25	5:17	4:39	5:36	4:46	5:08	5:42	6:11	6:35	6:08	
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	2:50	2:00	2:02	2:53	2:32	2:50	2:24	4:25	1:03	2:57	1:47	1:56	1:53	2:01	1:46	2:27	1:39	1:58	2:23	3:00	3:59	2:49	
5.3c	yes	Total TAT HCG 95% percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes -IN ZONE	less than	12:00	hours: minutes	4:00	5:00	5:30	5:40	7:30	5:00	5:30	5:50	5:50	11:00	5:50	5:30	5:40	5:30	5:50	5:00	5:00	5:00	5:30	4:00	5:00	5:30	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	5:05	5:14	5:03	4:52	5:07	5:20	5:55	5:05	6:07	5:05	5:10	4:44	4:47	5:02	5:27	4:52	4:44	4:53	4:52	4:58	5:27	5:19	5:02	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:45	1:52	1:36	1:28	1:34	1:58	2:32	1:44	2:49	1:44	1:47	1:19	1:29	1:25	1:30	1:34	1:28	1:33	1:24	1:35	2:07	2:00	1:48	
5.5c	yes	Total TAT Liver 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN Zone	less than	12:00	hours: minutes	7:50	7:50	7:40	7:30	7:50	7:50	10:00	7:30	11:00	7:30	7:50	7:40	7:50	7:50	7:30	7:30	7:30	7:30	7:50	9:00	7:30	7:30		
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 98% 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		16:58	15:40	17:13	15:08		14:24	14:12	15:19	14:14		15:22	15:17	16:13	14:21		15:10	15:18	16:18	16:54		15:59	15:19	
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		13:34	12:32	13:48	12:30		10:49	11:19	13:29	11:37		12:10	12:16	12:49	11:14		11:20	12:17	13:29	13:25		12:40	11:55	
5.7c	yes	Total TAT Urine Micro & Culture - non-urgent 90% percentile	Turnaround time for 90th centile from collection to report, expressed in working days	less than	2.0	working days		1.2	1.2	1.9	1.5		1.2	1.3	1.7	1.2		1.3	1.2	1.9	1.2		1.3	1.9	1.9	1.7		1.2	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%	99.7%	99.9%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	99.9%	99.9%	99.9%	99.8%	99.9%	100.0%		
URGENT																														
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	4:14	4:25	4:24	4:19	4:33	4:28	4:26	4:20	4:08	4:18	4:36	4:18	4:06	4:32	4:09	4:11	4:24	4:12	4:21	4:14	4:13	4:32	5:02	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:59	0:58	0:59	1:01	1:01	1:12	1:07	1:02	1:03	1:06	1:23	1:05	1:00	1:05	0:57	1:06	1:20	1:01	1:02	1:05	1:01	1:23	0:57	
5.9c	yes	Total TAT INR 95% percentile in zone	Turnaround time from 95th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours: minutes	5:33	5:51	4:51	5:36	5:32	5:11	5:43	4:46	4:35	5:40	5:15	5:22	5:31	5:34	5:42	5:49	5:25	5:44	5:25	5:50	5:56	5:08	5:31	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:47	4:06	3:54	4:04	3:51	3:52	4:14	3:49	3:58	3:47	4:00	3:44	3:59	4:09	4:01	3:44	3:38	3:45	3:34	3:52	4:33	4:08	3:44	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:02	0:59	0:56	1:06	0:50	1:01	1:17	1:00	1:17	0:54	1:00	0:53	1:02	1:03	1:07	0:54	0:54	0:53	0:50	0:55	1:30	1:21	0:52	
5.10c	yes	Total TAT Troponin 98% centile in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours: minutes	5:33	5:32	5:22	6:30	5:43	6:00	6:00	5:20	5:34	5:56	5:17	5:30	5:03	6:30	5:20	6:00	5:46	5:50	5:29	5:48	7:24	5:52	5:32	
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	97.6%	98.6%	98.2%	97.2%	98.5%	93.9%	97.0%	97.1%	95.2%	98.5%	96.4%	96.4%	98.4%	98.8%	98.1%	97.0%	97.7%	98.9%	98.8%	97.9%	96.3%	98.4%	97.7%	
6. RECOLLECTS																														
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	8,727	8,167	8,012	7,630	7,952	8,639	8,369	7,879	7,719	7,740	8,535	8,219	7,740	7,190	8,040	8,817	8,730	8,194	7,239	8,108	8,764	8,366	8,075	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	19	18	15	19	15	28	18	17	24	18	12	18	15	14	18	11	18	14	18	18	10	16	22	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%	0.2%	0.2%	0.3%	0.2%	0.1%	0.2%	0.2%	0.2%	0.2%	0.1%	0.2%	0.2%	0.2%	0.2%	0.1%	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					5					6										6			7	
7.5		Complaints closed	Number of complaints closed year to date			number					5					5										6			6	
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													1	
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days			number					5					5										6			6	
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																								
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	percent					100.0%					83.3%										100.0%				85.0%