

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

							Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon			
item	Contract	Indicator	Definition		Target	Unit	3/10/22	4/10/22	5/10/22	6/10/22	7/10/22	10/10/22	11/10/22	12/10/22	13/10/22	14/10/22	17/10/22	18/10/22	19/10/22	20/10/22	21/10/22	Public Holiday	25/10/22	26/10/22	27/10/22	28/10/22	31/10/22			
1. CALL CENTRE																														
1.1a		Total inbound calls	Number of calls placed / received			number	1264	1140	1051	1,085	1021	1250	1204	1126	1,025	1041	1217	1086	1124	1,025	1111		1205	1174	1,079	1155	1311			
1.1b		Total inbound calls - results line	Number of calls placed / received on results line			number	285	257	295	284	265	279	291	278	245	283	295	286	274	255	281		273	254	249	303	313			
1.2		Total calls answered	Number of calls answered			number	1,204	1,088	983	1,012	953	1,206	1,153	1,082	965	972	1,133	1,012	1,055	962	1,074		1,125	1,119	1,049	1,076	1,226			
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	4.8%	4.6%	6.5%	6.7%	6.7%	3.5%	4.2%	3.9%	5.9%	6.6%	6.9%	6.8%	6.1%	6.2%	3.3%		6.6%	4.7%	2.8%	6.8%	6.5%			
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.5%	2.3%	2.7%	2.8%	2.6%	2.5%	2.8%	2.2%	2.5%	2.8%	2.7%	2.8%	2.9%	2.8%	1.4%		2.9%	2.4%	2.8%	4.0%	2.9%			
1.4		Results calls	Number of calls requesting test results			number	285	257	295	284	265	272	283	272	239	275	287	278	266	248	277		265	248	242	291	304			
1.5		% results calls	1.4 divided by 1.2			percent	23.7%	23.6%	30.0%	28.1%	27.8%	22.6%	24.5%	25.1%	24.8%	28.3%	25.3%	27.5%	25.2%	25.8%	25.8%		23.6%	22.2%	23.1%	27.0%	24.8%			
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	64	66	78	99	81	56	64	62	55	102	109	94	82	82	42		75	63	46	102	98			
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	66	59	75	80	75	50	59	51	66	77	91	81	71	71	41		89	61	39	87	92			
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	5.2%	5.2%	7.1%	7.4%	7.4%	4.0%	4.9%	4.5%	6.4%	7.4%	7.5%	7.5%	6.3%	6.9%	3.7%		7.4%	5.2%	3.6%	7.5%	7.0%			
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	9	7	7	5	7	6	7	4	6	7	6	6	6	6	6		9	7	7	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	6	5	4	4	6	6	5	5	4	6	4	5	4	5	7		7	5	6	6	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	6	5	5	4	4	5	5	5	4	5	6	5	4	4	5		6	6	5	5	10			
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number	4,164	4,116	3,987	3,618	3,784	4,043	4,138	3,954	3,864	4,066	4,215	4,150	3,948	3,816	4,181		4,315	4,128	4,131	4,199	4,218			
2.5		Long waits	Number of people waiting over 30 minutes			number	135	81	92	27	87	63	77	37	41	108	59	69	63	58	73		179	74	68	67	179			
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	3.2%	2.0%	2.3%	0.7%	2.3%	#	1.6%	1.9%	0.9%	1.1%	2.7%	#	1.4%	1.7%	1.6%	1.5%	1.7%	#	4.1%	1.8%	1.6%	1.6%	#	4.2%
2.7		Long waits	Maximum wait time (incl GTT's)			minutes	57	46	50	35	56	49	55	60	49	59	45	59	46	60	53		59	49	57	42	59			
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			
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	492	442	547	458	490	486	471	508	470	459	533	501	515	514	463		536	613	466	446	488			
3.2		Home visits attended	Number of home visits attended for the day			number	476	422	537	439	479	461	452	488	461	449	519	486	504	500	456		521	600	452	434	476			
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater then	90%	percent	96.7%	95.5%	98.2%	95.9%	97.8%	94.9%	96.0%	96.1%	98.1%	97.8%	97.4%	97.0%	97.9%	97.3%	98.5%	#DIV/0!	97.2%	97.9%	97.0%	97.3%	97.5%			
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	62	59	74	63	74	69	74	72	77	65	75	65	79	70	83		48	78	53	74	67			
3.5		Urgent home visits completed	Number of urgent home visits completed for the day			number	62	59	74	63	74	69	74	72	77	65	75	65	79	70	83		48	78	53	74	67			
3.6	yes	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	greater then	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%	#DIV/0!	100.0%	100.0%	100.0%	100.0%	100.0%			
4. LAB																														
4.1		Patient episodes	Total number of patient episodes			number	11,952	11,848	11,413	10,714	10,930	11,866	11,805	11,467	11,125	11,472	12,072	12,208	11,688	11,509	11,606		13,043	12,411	11,768	12,232	12,925			
4.2		Patient tests	Total number of patient tests performed			number	52,950	51,968	50,337	45,972	47,979	52,145	51,787	49,960	48,337	50,658	52,944	52,196	49,196	48,596	50,353		54,859	51,979	49,759	50,973	54,699			
4.3		Urgent tests	Total number of urgent tests			number	661	698	754	752	624	684	645	701	694	660	604	749	646	670	763		694	664	598	746	694			
4.4		% urgent tests	4.3 divided by 4.2			percent	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%		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	86	79	82	80	67	90	68	84	77	59	80	74	72	80	75		108	88	78	91	83			
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	84	79	82	79	67	89	68	83	76	59	80	74	71	80	75		107	88	78	90	83			
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 then	98%	percent	98%	100%	100%	99%	100%	99%	100%	99%	99%	100%	100%	100%	99%	100%	100%		99%	100%	100%	99%	100%			
4.11		Amended Results	Number of results changed after original result was reported to referrer			number	17	17	13	12	14	28	18	21	20	14	14	14	21	16	20		12	11	14	17	17			

							Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon
item	Contract	Indicator	Definition		Target	Unit	3/10/22	4/10/22	5/10/22	6/10/22	7/10/22	10/10/22	11/10/22	12/10/22	13/10/22	14/10/22	17/10/22	18/10/22	19/10/22	20/10/22	21/10/22	Public Holiday	25/10/22	26/10/22	27/10/22	28/10/22	31/10/22
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%	0.1%	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%
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 then	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	4:44	4:46	4:33	5:05	4:25	4:38	4:35	4:33	4:10	4:47	4:36	4:27	4:26	4:26	4:26		4:49	4:35	5:11	5:26	5:45
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	1:14	1:26	1:01	1:05	0:46	1:19	1:17	1:08	0:51	1:22	1:11	1:04	0:56	1:00	0:46		1:21	1:07	1:11	0:54	1:40
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	7:30	7:30	7:30	14:00	7:30	7:50	7:30	7:30	7:00	7:30	7:30	7:40	7:30	7:40	7:30		7:30	7:30	7:40	7:40	7:40
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	4:56	4:54	4:56	5:59	5:10	4:48	4:56	4:49	6:06	5:00	5:58	4:55	4:54	5:10	4:58		4:57	5:03	4:48	6:09	5:19
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	1:37	1:28	1:55	1:33	1:33	1:38	1:26	2:46	1:38	2:32	1:34	1:24	1:46	1:20		1:31	1:40	1:23	1:25	1:42
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	7:30	7:30	7:50	14:00	7:50	7:30	7:30	7:40	10:30	7:30	7:30	7:40	7:30	7:40	7:40		7:30	7:40	7:40	7:30	7:40
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:45	4:55	5:54	6:42	5:38	5:57	5:37	5:49	6:29	5:18	7:09	5:24	6:08	5:51	5:45		5:15	5:40	5:07	5:22	5:52
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:30	1:49	2:34	2:59	2:09	3:00	2:30	2:20	3:18	2:20	4:00	2:08	2:38	2:35	2:12		2:02	2:26	2:01	2:03	2:31
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	5:30	4:30	5:30	21:00	7:30	4:30	4:30	5:30	4:30	5:30	4:30	4:30	5:50	4:30	5:30		5:30	5:30	4:30	5:40	5:40
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:16	5:01	5:05	6:07	5:19	4:56	5:05	5:02	6:17	5:08	5:59	5:02	5:02	5:16	5:06		5:14	5:12	5:33	5:10	5:27
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:43	1:42	1:37	2:03	1:43	1:39	1:47	1:38	2:57	1:47	2:34	1:40	1:34	1:53	1:27		1:46	1:46	1:29	1:33	1:52
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	7:30	7:30	7:30	14:00	7:50	7:50	7:30	7:40	10:30	7:30	7:30	7:40	7:30	7:40	7:30		7:50	7:40	7:40	7:40	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 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		16:56	16:32	17:36	17:04		15:24	16:20	16:05	15:06		14:33	15:37	15:43	15:48			12:56	16:09	15:33	
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		13:02	13:51	12:45	12:50		11:53	13:20	13:04	12:16		10:39	12:12	12:38	12:15			9:33	13:20	13:00	
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	1.9		1.2	1.9	1.9	1.9		1.3	1.9	1.9	1.9			1.2	1.9	1.9	
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 then	90%	percent	99.8%	99.9%	99.8%	99.9%	99.9%	99.7%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%		99.8%	100.0%	100.0%	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	4:08	4:21	4:31	5:12	4:26	4:23	4:16	4:30	4:23	4:23	4:34	4:17	4:19	4:32	4:23		4:24	4:33	4:56	4:25	4:36
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:58	1:13	1:06	1:02	0:56	1:08	1:01	1:08	1:10	1:12	1:16	1:00	0:58	1:10	0:58		1:03	1:01	1:09	0:51	1:09
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	5:59	4:51	5:32	5:34	5:56	5:52	5:56	6:00	5:58	5:46	6:00	5:43	6:00	5:36	6:00		5:35	5:56	5:30	5:23	5:38
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:47	3:29	3:53	4:21	4:09	3:48	4:18	3:47	4:06	3:56	4:00	4:02	4:19	4:12	3:59		3:46	4:02	4:18	4:01	3:46
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:53	1:01	1:03	1:22	1:25	0:59	1:31	1:00	1:14	1:01	1:22	1:03	1:23	1:21	1:02		0:56	1:08	1:23	1:10	1:01
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	5:34	5:37	5:22	6:00	5:39	5:33	5:43	5:27	6:00	5:05	5:48	5:29	5:19	6:00	5:36		5:23	5:18	5:11	5:45	5:18
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 then	95%	percent	96.1%	97.3%	97.4%	96.8%	97.9%	95.6%	98.0%	98.3%	96.5%	95.7%	92.8%	98.5%	96.8%	96.2%	98.1%		96.8%	94.3%	95.1%	96.4%	97.6%
6. RECOLLECTS																											
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	9,002	8,692	8,363	7,571	7,969	8,868	8,669	8,303	8,066	8,436	8,931	8,701	8,172	8,052	8,291		9,317	8,509	8,236	8,470	9,078
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	18	15	19	14	14	17	25	22	25	24	25	15	18	18	15		22	18	9	12	14

							Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon
item	Contract	Indicator	Definition		Target	Unit	3/10/22	4/10/22	5/10/22	6/10/22	7/10/22	10/10/22	11/10/22	12/10/22	13/10/22	14/10/22	17/10/22	18/10/22	19/10/22	20/10/22	21/10/22	Public Holiday	25/10/22	26/10/22	27/10/22	28/10/22	31/10/22
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%	0.2%	0.3%	0.3%	0.3%	0.3%	0.3%	0.2%	0.2%	0.2%	0.2%		0.2%	0.2%	0.1%	0.1%	0.2%
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					8						8				8	
7.5		Complaints closed	Number of complaints closed year to date			number					8					8						8				8	
7.6		New complaints	Number of new complaints received this week			number																					
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					8					8						8				8	
7.9		% events/issues closed	7.2 divided by 7.1	greater then	75%	percent																					
7.10		% timely closure	7.3 divided by 7.1	greater then	95%	percent																					
7.11		% complaints closed	7.5 divided by 7.4	greater then	75%	percent																					
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater then	80%	percent																					
7.13		% complaints response	7.8 divided by 7.4	greater then	80%	percent					100.0%					100.0%						100.0%				100.0%	