

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 exist in the data source
- blue cells indicate contracted KPIs

Item	Indicator	Definition	Target	Unit		Tue 1/11/22	Wed 2/11/22	Thu 3/11/22	Fri 4/11/22	Mon 7/11/22	Tue 8/11/22	Wed 9/11/22	Thu 10/11/22	Fri 11/11/22	Mon 14/11/22	Tue 15/11/22	Wed 16/11/22	Thu 17/11/22	Fri 18/11/22	Mon 21/11/22	Tue 22/11/22	Wed 23/11/22	Thu 24/11/22	Fri 25/11/22	Mon 28/11/22	Tue 29/11/22	Wed 30/11/22			
1. CALL CENTRE																														
1.1a	Total inbound calls	Number of calls placed / received		number		1146	1163	1,064	1048	1218	1072	1121	1,069	1089	1186	1195	1122	1,035	1090	1155	1131	1059	1,066	1082	1161	1051	1,044			
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number		265	284	301	240	226	262	285	238	295	242	283	269	290	274	292	249	272	288	297	244	250	234			
1.2	Total calls answered	Number of calls answered		number		1,084	1,106	1,009	1,008	1,146	1,020	1,079	1,026	1,019	1,111	1,147	1,060	973	1,030	1,121	1,086	1009	1,021	1,025	1,111	1,004	993			
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	5.4%	4.9%	5.2%	3.6%	5.9%	4.9%	3.8%	4.0%	6.4%	6.3%	4.0%	5.5%	5.9%	5.5%	2.9%	4.0%	4.7%	4.2%	5.3%	4.3%	4.5%	4.9%			
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.3%	2.5%	2.7%	2.5%	2.6%	2.3%	2.5%	2.5%	2.7%	2.9%	2.5%	2.6%	2.8%	2.6%	2.4%	2.4%	2.9%	2.4%	4.0%	2.9%	2.8%	2.6%			
1.4	Results calls	Number of calls requesting test results		number		265	284	301	240	266	262	285	232	287	235	276	262	282	267	285	243	264	281	285	237	243	228			
1.5	% results calls	1.4 divided by 1.2		percent		24.4%	25.7%	29.8%	23.8%	23.2%	25.7%	26.4%	22.6%	28.1%	21.5%	24.1%	24.7%	29.0%	25.9%	25.4%	22.4%	26.2%	27.5%	27.8%	21.3%	24.2%	23.0%			
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds		76	74	61	75	100	63	70	78	91	75	54	105	82	84	60	60	76	62	80	64	74	68			
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number		67	63	62	45	78	58	50	49	78	81	75	68	69	69	39	51	56	49	67	57	52	57			
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent		5.9%	5.4%	5.8%	4.3%	6.4%	5.4%	4.5%	4.6%	7.2%	6.8%	6.3%	6.1%	6.7%	6.3%	3.4%	4.5%	5.3%	4.6%	6.2%	4.9%	5.0%	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		7	6	5	7	10	8	6	5	6	8	6	6	6	7	9	8	5	5	6	6	5	5			
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	6	6	7	6	5	5	5	5	6	6	6	5	7	6	6	4	4	6	8	4	4			
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	4	5	6	6	6	5	4	4	7	6	6	4	6	6	6	5	5	5	7	5	6			
2.4	Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number		4,458	4,298	4,255	4,293	4,500	4,204	4,261	3,883	3,783	4,336	4,245	4,562	4,001	4,261	4,298	4,446	4,059	3,685	4,350	4,226	4,292	4,169			
2.5	Long waits	Number of people waiting over 30 minutes		number		132	64	54	185	139	71	52	24	43	145	68	94	54	147	113	110	49	54	57	167	43	80			
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	3.0%	1.5%	1.3%	4.3%	#	3.1%	1.7%	1.2%	0.6%	#	3.3%	1.6%	2.1%	1.3%	3.4%	#	2.6%	2.5%	1.2%	1.5%	1.3%	#	4.0%	1.0%	1.9%
2.7	Long waits	Maximum wait time (incl GTTs)	less than	minutes		56	59	58	58	58	59	49	39	60	48	44	59	57	60	58	48	48	51	53	53	56	57	41		
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		486	527	514	467	453	459	503	425	436	504	450	522	454	449	482	454	531	486	430	451	429	494			
3.2	Home visits attended	Number of home visits attended for the day		number		480	516	496	452	433	445	492	411	423	487	439	509	445	440	476	432	517	477	412	426	415	480			
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	98.8%	97.9%	96.5%	96.8%	95.6%	96.9%	97.8%	96.7%	97.0%	96.6%	97.6%	97.5%	98.0%	98.0%	98.8%	95.2%	97.4%	98.1%	95.8%	94.5%	96.7%	97.2%		
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	53	67	56	70	60	52	37	54	71	65	58	66	81	50	61	58	81	82	73	70	60	62			
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	53	67	56	70	60	52	37	54	71	65	58	66	81	50	61	58	81	82	73	70	60	62			
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%			
4. LAB																														
4.1	Patient episodes	Total number of patient episodes		number		13,167	12,600	12,431	12,217	13,004	12,685	12,427	11,541	11,556	12,925	12,391	12,631	11,424	11,512	12,470	12,825	12,292	11,346	11,818	12,510	12,232	11,695			
4.2	Patient tests	Total number of patient tests performed		number		56,530	54,238	52,667	52,113	54,963	52,891	52,334	48,473	49,308	54,694	53,200	53,594	49,569	49,235	54,578	54,217	51,221	47,511	49,357	52,235	51,614	49,597			
4.3	Urgent tests	Total number of urgent tests		number		745	748	629	687	605	772	548	616	538	605	725	638	652	632	749	733	660	698	677	657	637	670			
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%	percent	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		95	84	50	53	74	70	67	53	59	49	66	56	64	59	65	58	65	53	58	78	76	64			
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		95	83	50	53	74	70	67	53	59	48	65	56	63	54	65	57	65	53	57	78	76	64			
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%	100%	100%	100%	100%	98%	98%	100%	98%	92%	100%	98%	100%	100%	98%	100%	100%	100%			
4.11	Amended Results	Number of results changed after original result was reported to referer		number		15	27	21	31	27	19	23	20	20	21	13	29	12	18	22	8	28	19	17	21	11	32			
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%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	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																									
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																														

							Tue	Wed	Thu	Fri		Mon	Tue	Wed	Thu	Fri		Mon	Tue	Wed	Thu	Fri		Mon	Tue	Wed	Thu	Fri		Mon	Tue	Wed
Item	Contract	Indicator	Definition		Target	Unit	1/11/22	2/11/22	3/11/22	4/11/22		7/11/22	8/11/22	9/11/22	10/11/22	11/11/22		14/11/22	15/11/22	16/11/22	17/11/22	18/11/22		21/11/22	22/11/22	23/11/22	24/11/22	25/11/22		28/11/22	29/11/22	30/11/22
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%																