

Lab Tests Auckland Pathology Service KPI Reporting 2023
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	Tue
Item	Contract	Indicator	Definition	Target	Unit	Public Holiday	Public Holiday	4/01/23	5/01/23	6/01/23	9/01/23	10/01/23	11/01/23	12/01/23	13/01/23	16/01/23	17/01/23	18/01/23	19/01/23	20/01/23	23/01/23	24/01/23	25/01/23	26/01/23	27/01/23	Public Holiday	31/01/23
1. CALL CENTRE																											
1.1a		Total inbound calls	Number of calls placed / received		number			1323	1187	962	1,125	1120	1066	1,041	1060	1194	1073	1135	1,091	1033	1188	1139	1085	970	957		1239
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number			230	240	202	305	233	222	241	233	255	263	280	274	233	250	255	247	229	215		239
1.2		Total calls answered	Number of calls answered		number			1,172	1,105	897	1,049	1,044	992	971	992	1,115	1,001	1,059	1,023	964	1,107	1,064	1,013	912	897		1,158
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent			11.4%	6.9%	6.8%	6.8%	6.7%	6.9%	6.7%	6.4%	6.6%	6.7%	6.7%	6.2%	6.7%	6.8%	6.6%	6.6%	6.0%	6.3%		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			4.4%	2.9%	2.5%	2.6%	2.6%	1.8%	2.9%	2.2%	2.8%	2.7%	2.9%	2.9%	2.6%	2.4%	2.8%	2.4%	2.6%	2.8%		2.9%
1.4		Results calls	Number of calls requesting test results		number			230	240	202	305	227	218	234	228	248	256	272	266	227	244	248	241	223	209		232
1.5		% results calls	1.4 divided by 1.2		percent			19.6%	21.7%	22.5%	29.1%	21.7%	22.0%	24.1%	23.0%	22.2%	25.6%	25.7%	26.0%	23.5%	22.0%	23.3%	23.8%	24.5%	23.3%		20.0%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150 seconds	seconds			129	110	112	110	114	108	114	94	100	103	91	95	94	109	101	103	98	99		94
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number			182	90	71	81	84	81	75	75	84	79	81	75	75	92	82	79	65	71		89
1.8		% of calls with wait time > 150 seconds	1.7 divided by 1.1	less than	percent			13.8%	7.6%	7.4%	7.2%	7.5%	7.6%	7.2%	7.1%	7.0%	7.4%	7.1%	6.9%	7.3%	7.7%	7.2%	7.3%	6.7%	7.4%		7.2%
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	minutes			10	9	9	11	9	8	10	10	10	11	10	9	10	8	11	8	8	6		11
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	minutes			5	5	5	6	6	7	6	7	10	8	7	9	7	7	7	8	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	minutes			5	4	7	10	7	7	6	6	9	7	10	8	12	9	6	5	7	8		9
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number			2,918	2,580	2,647	4,181	4,024	3,909	3,923	4,131	4,403	4,528	4,500	4,321	4,202	4,334	4,271	4,369	4,035	3,781		4,275
2.5		Long waits	Number of people waiting over 30 minutes		number			93	8	29	104	35	40	42	70	199	85	110	79	113	101	77	46	65	38		115
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent		#DIV/0!	3.2%	0.3%	1.1%	2.5%	0.9%	1.0%	1.1%	1.7%	4.5%	1.9%	2.4%	1.8%	2.7%	2.3%	1.8%	1.1%	1.6%	1.0%	#DIV/0!	2.7%
2.7		Long waits	Maximum wait time (incl GTT's)		minutes			49	35	74	86	42	42	57	53	60	52	49	57	55	66	68	58	45	47		64
2.8		Time from collection to lab	90th 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
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
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			547	490	464	480	454	536	480	483	505	442	576	503	488	464	398	499	416	463		500
3.2		Home visits attended	Number of home visits attended for the day		number			521	477	456	461	442	521	458	472	492	426	557	482	471	444	390	480	404	453		482
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent		#DIV/0!	95.2%	97.3%	98.3%	96.0%	97.4%	97.2%	95.4%	97.7%	97.4%	96.4%	96.7%	95.8%	96.5%	95.7%	98.0%	96.2%	97.1%	97.8%	#DIV/0!	96.4%
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			52	65	69	63	62	49	57	59	68	59	70	69	58	54	47	69	54	53		73
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number			52	65	69	63	62	49	57	59	68	59	70	69	58	54	47	69	54	53		73
3.6	yes	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	greater than 99%	percent		#DIV/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%	#DIV/0!	100.0%
4. LAB																											
4.1		Patient episodes	Total number of patient episodes		number			8,450	7,845	7,927	11,882	11,686	11,784	11,435	11,442	12,309	12,495	12,251	12,012	11,661	12,166	11,990	12,033	11,446	10,393		12,239
4.2		Patient tests	Total number of patient tests performed		number			34,770	33,607	34,541	53,674	52,732	52,520	51,607	52,523	55,788	57,193	54,501	54,666	53,345	55,679	54,717	54,370	50,529	46,537		53,250
4.3		Urgent tests	Total number of urgent tests		number			471	461	497	591	581	596	602	683	541	700	761	668	629	621	581	748	590	518		671
4.4		% urgent tests	4.3 divided by 4.2		percent		#DIV/0!	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	#DIV/0!	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%
4.6		Critical results	Number of critical test results		number			59	56	56	70	63	48	41	58	45	42	41	74	69	66	57	56	66	56		88
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			59	54	55	69	63	48	41	57	42	42	41	73	68	66	56	55	65	56		88
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		#DIV/0!	100%	96%	96%	99%	100%	100%	100%	98%	93%	100%	100%	99%	99%	100%	98%	98%	98%	100%	#DIV/0!	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number			11	10	21	15	23	26	19	24	14	23	29	26	20	26	13	40	18	27		14
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		#DIV/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%	0.1%	#DIV/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			4:36	4:06	3:53	4:41	4:41	4:28	4:17	4:46	4:48	4:29	4:46	4:51	4:36	4:56	4:37	4:36	4:51	4:32		4:55
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			1:24	0:59	0:47	1:18	1:27	0:58	1:00	1:16	1:18	1:04	1:07	1:24	1:03	1:27	1:11	1:09	1:27	0:56		1:19

							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	Public Holiday	Public Holiday																					
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			7:50	7:30	7:30	7:30	7:30	7:40	7:50	7:30	7:30	7:50	7:30	7:50	7:40	7:00	7:30	7:00	7:00	7:30	7:30		7:50
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours: minutes			4:58	4:37	4:27	5:25	5:42	5:45	5:31	5:30	6:50	6:12	5:34	5:12	5:24	5:53	5:30	6:20	5:44	5:18		5:41	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes			1:45	1:31	1:20	1:49	2:22	2:18	2:16	2:16	3:17	2:45	1:57	1:49	1:55	2:26	2:07	2:53	2:24	1:42		2:07	
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			7:50	7:30	7:30	7:40	10:00	11:00	10:00	9:00	11:00	11:00	9:00	7:50	9:00	9:00	10:00	10:00	10:30	7:50		10:00	
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours: minutes			5:14	5:10	5:01	5:27	7:19	6:22	6:22	6:25	7:21	5:09	6:48	6:04	5:51	6:38	6:41	8:00	6:25	5:31		6:12	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes			2:18	2:09	2:06	2:19	4:00	3:01	3:27	3:13	4:00	1:47	3:17	2:42	2:24	3:20	3:24	3:59	3:08	2:07		2:34	
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			5:30	5:50	5:40	5:30	5:40	10:00	5:50	5:50	4:30	13:00	7:00	5:30	5:30	5:30	10:00	5:50	5:30	10:00		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			5:06	4:40	4:31	5:14	5:46	5:58	5:44	5:37	6:57	6:17	5:42	5:26	5:34	5:56	5:41	6:30	5:54	5:25		5:59	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes			1:53	1:36	1:25	1:53	2:26	2:30	2:29	2:23	3:36	2:49	2:04	2:00	2:06	2:29	2:16	3:04	2:33	1:52		2:24	
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			7:50	7:30	7:30	7:40	10:00	10:00	10:00	9:00	11:00	11:00	9:00	9:30	9:00	10:00	10:00	10:00	11:00	7:50		10:00	
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				15:15	17:14		15:15	14:09	15:48	14:57		16:09	16:24	17:15	15:38		14:41	15:57	16:15	17:38			
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				13:10	14:25		12:50	12:28	13:32	12:45		12:49	13:45	14:36	13:31		13:21	14:15	13:46	15:09			
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		1.3	1.3	1.8	2.0		1.3	1.4	1.9	2.0		1.2	1.3	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 than 90%	percent			99.9%	100.0%	100.0%	99.9%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.7%	99.9%	99.9%	99.9%	99.9%		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			4:19	4:01	3:59	4:28	4:21	4:16	4:05	4:19	4:27	4:18	4:32	4:23	4:41	4:22	4:22	4:18	4:41	4:33		4:31	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours: minutes			1:03	0:54	0:55	1:10	1:08	0:54	0:55	1:01	1:00	0:56	1:06	0:58	1:03	1:04	1:02	0:58	1:20	1:05		0:57	
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			4:49	4:58	5:40	5:18	5:27	4:46	4:55	4:42	5:28	5:46	5:01	5:40	5:34	5:38	5:51	5:28	5:56	5:25		5:07	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours: minutes			3:40	3:15	4:04	3:54	4:06	4:07	4:08	3:59	4:10	4:00	4:08	4:06	3:53	4:04	4:02	4:47	4:23	4:08		4:09	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours: minutes			0:58	0:57	1:11	1:09	1:12	1:33	1:25	1:10	1:09	1:14	1:25	1:05	1:02	1:06	1:13	1:33	1:30	1:03		1:18	
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			5:48	5:02	5:55	6:00	6:08	5:54	6:14	5:44	6:00	5:39	6:24	6:19	5:47	6:00	6:00	6:45	6:00	5:49		6:00	
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			96.3%	98.9%	98.7%	95.6%	95.0%	97.2%	96.9%	95.2%	95.1%	95.3%	96.8%	97.2%	97.9%	96.5%	95.0%	95.0%	95.1%	98.1%		98.3%	
6. RECOLLECTS																												
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number			6,446	6,035	6,194	9,399	9,156	9,183	8,977	9,086	9,880	9,931	9,572	9,298	9,153	9,690	9,448	9,480	8,886	8,135		9,664	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number			12	10	11	10	22	14	16	18	12	24	16	17	17	18	16	15	15	21		14	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than 1.0%	percent	#DIV/0!	#DIV/0!	0.2%	0.2%	0.2%	0.1%	0.2%	0.2%	0.2%	0.2%	0.1%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%	#DIV/0!	0.1%	
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					-					1					2					2			
7.5		Complaints closed	Number of complaints closed year to date		number					-					1					1					2			
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					-					1					1					2			
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%					50.0%					100.0%			