

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

						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	1/02/23	2/02/23	3/02/23		Public Holiday	7/02/23	8/02/23	9/02/23	10/02/23		13/02/23	14/02/23	15/02/23	16/02/23	17/02/23		20/02/23	21/02/23	22/02/23	23/02/23	24/02/23		27/02/23	28/02/23
1. CALL CENTRE																													
1.1a		Total inbound calls	Number of calls placed / received		number	1111	1,118	1169			1225	1224	1,164	1185		1053	941	1143	1,161	1117		1,191	1,088	1058	1,031	998		1076	1030
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	223	254	281			260	290	289	312		236	227	222	259	257		254	263	252	260	258		221	227
1.2		Total calls answered	Number of calls answered		number	1,039	1,050	1,094			1,141	1,139	1,100	1,104		1,023	916	1,069	1,132	1,073		1,119	1,039	1,034	983	937		1,004	962
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than 7.0%	percent	6.5%	6.1%	6.4%			6.9%	6.9%	5.5%	6.8%		2.9%	2.7%	6.5%	2.5%	3.9%		6.1%	4.5%	2.3%	4.7%	6.1%		6.7%	6.6%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	2.7%	2.8%	2.5%			2.7%	2.8%	2.4%	2.6%		2.5%	2.2%	2.3%	2.3%	2.7%		2.8%	2.7%	2.4%	2.3%	2.7%		2.7%	3.1%
1.4		Results calls	Number of calls requesting test results 1.4 divided by 1.2		number	223	254	281			260	290	289	304		230	222	217	253	250		247	256	246	254	251		215	220
1.5		% results calls	1.4 divided by 1.2		percent	21.5%	24.2%	25.7%			22.8%	25.5%	26.3%	27.5%		22.5%	24.2%	20.3%	22.4%	23.3%		22.1%	24.6%	23.8%	25.8%	26.8%		21.4%	22.9%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150 seconds	seconds	90	87	89			89	99	86	129		47	48	65	47	75		80	82	65	65	100		89	91
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	78	75	81			91	93	70	90		37	30	79	36	52		79	57	27	59	69		78	75
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	7.0%	6.7%	6.9%			7.4%	7.6%	6.0%	7.6%		3.5%	3.2%	6.9%	3.1%	4.7%		6.6%	5.2%	2.6%	5.7%	6.9%		7.3%	7.3%
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	8	9	11			15	13	14	11		7	5	11	11	10		14	12	12	10	9		11	8
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	6	8	10			10	10	9	10		4	3	7	7	8		12	9	8	7	8		7	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	minutes	6	7	9			13	11	11	13		5	4	7	8	9		9	10	11	9	9		7	5
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,735	4,250	4,253			4,681	4,819	4,524	4,737		2,991	2,552	4,500	4,417	4,641		4,541	4,613	4,374	4,331	4,422		4,436	4,532
2.5		Long waits	Number of people waiting over 30 minutes		number	28	34	157			336	222	177	232		12	3	90	154	130		266	156	221	60	112		209	106
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	0.7%	0.8%	3.7%		#DIV/0!	7.2%	4.6%	3.9%	4.9%		0.4%	0.1%	2.0%	3.5%	2.8%		5.9%	3.4%	5.1%	1.4%	2.5%		4.7%	2.3%
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	47	48	63			60	65	54	58		59	43	50	52	65		69	60	68	69	52		62	63
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
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	595	342	474			380	551	461	461		313	336	546	510	508		489	469	559	478	477		474	436
3.2		Home visits attended	Number of home visits attended for the day		number	571	329	456			364	535	442	449		307	325	527	491	486		466	448	543	462	466		463	428
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	96.0%	96.2%	96.2%		#DIV/0!	95.8%	97.1%	95.9%	97.4%		98.1%	96.7%	96.5%	96.3%	95.7%		95.3%	95.5%	97.1%	96.7%	97.7%		97.7%	98.2%
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	56	50	76			66	74	72	75		27	13	88	67	68		40	40	68	74	83		59	75
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	56	50	76			66	74	72	75		27	13	88	67	68		40	40	68	74	83		59	75
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%		#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%
4. LAB																													
4.1		Patient episodes	Total number of patient episodes		number	11,801	11,924	11,824			13,333	13,192	12,625	12,882		8,191	6,510	13,087	12,899	13,061		13,664	13,312	12,729	12,440	12,252		13,200	13,227
4.2		Patient tests	Total number of patient tests performed		number	52,934	53,455	53,277			58,444	58,891	56,513	57,759		36,989	27,677	57,038	56,363	58,105		60,241	58,512	55,444	54,399	54,106		58,045	57,531
4.3		Urgent tests	Total number of urgent tests		number	665	728	701			716	687	664	623		543	406	802	846	703		713	748	655	697	605		667	763
4.4		% urgent tests	4.3 divided by 4.2		percent	1%	1%	1%		#DIV/0!	1%	1%	1%	1%		1%	1%	1%	2%	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%
4.6		Critical results	Number of critical test results		number	81	68	59			92	74	57	80		52	38	62	63	68		81	64	56	83	45		60	57
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	75	68	58			84	73	56	78		51	38	61	63	67		78	63	56	82	41		60	57
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	93%	100%	98%		#DIV/0!	91%	99%	98%	98%		98%	100%	98%	100%	99%		96%	98%	100%	99%	91%		100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	12	34	11			11	7	28	24		15	10	13	18	68		9	22	35	33	27		19	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%	0.1%	0.0%		#DIV/0!	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.1%		0.0%	0.0%	0.1%	0.1%	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																								

							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	1/02/23	2/02/23	3/02/23	Public Holiday	7/02/23	8/02/23	9/02/23	10/02/23	13/02/23	14/02/23	15/02/23	16/02/23	17/02/23	20/02/23	21/02/23	22/02/23	23/02/23	24/02/23	27/02/23	28/02/23
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	4:28	4:29	4:35		5:10	5:07	5:02	5:03	4:22	4:03	4:25	4:41	4:49	5:01	5:12	4:31	4:54	4:46	5:27	5:12
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	0:51	1:01	1:08		1:44	1:36	1:31	1:30	1:11	0:50	1:01	1:10	1:11	1:32	1:39	0:58	1:26	1:11	2:05	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		7:40	7:50	7:40	7:30	7:30	7:00	7:00	7:30	7:40	7:50	7:40	7:00	7:30	7:00	7:50	7:50
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:29	6:18	5:23		6:04	5:53	6:52	6:22	4:59	4:54	5:53	5:45	5:58	5:39	6:04	6:13	6:01	5:25	6:59	7:27
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:55	2:50	1:59		2:38	2:24	3:26	2:49	1:50	1:39	2:29	2:13	2:22	2:11	2:34	2:41	2:34	1:51	3:40	3:48
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	10:00	10:00	7:50		10:30	11:00	11:00	10:30	7:30	7:00	10:30	10:30	10:30	10:00	10:30	10:00	10:30	8:00	10:30	11:00
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:11	6:38	5:42		6:46	6:17	7:48	6:31	6:42	5:43	6:49	6:12	7:29	7:22	6:53	6:31	6:19	6:30	8:12	5:40
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:37	3:20	2:27		3:33	2:52	4:00	3:04	3:34	2:37	3:41	2:39	4:00	3:56	3:30	3:07	3:04	3:09	4:52	2:16
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	5:50	5:40	5:50		5:30	9:00	5:30	11:50	4:30	21:00	6:00	15:00	4:30	6:00	9:00	12:00	5:30	5:30	5:30	22:00
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:40	6:38	5:37		6:06	5:59	7:04	6:29	5:26	5:15	5:59	5:49	6:07	5:49	6:13	6:27	6:12	5:37	7:09	7:33
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:05	2:57	2:11		2:43	2:30	3:37	2:56	2:19	2:02	2:34	2:18	2:33	2:21	2:42	2:56	2:45	2:03	3:51	4:00
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	10:00	10:00	9:00		10:30	10:30	11:00	11:00	7:50	7:00	10:30	10:30	10:30	10:00	10:00	10:00	10:00	9:00	10:30	11:00
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	14:32	16:41	17:35			14:35	18:00	17:54		21:08	14:27	15:57	15:52		17:21	18:06	18:56	17:54		17:29
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	11:39	14:14	15:49		11:36	16:33	16:26			19:43	11:52	13:44	13:06		15:31	16:17	17:23	16:09		16:27
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	2.0	2.1			1.2	1.9	2.0		3.1	1.2	1.3	1.9		1.3	1.9	2.0	2.0		1.8
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	100.0%	100.0%	99.9%		99.9%	100.0%	100.0%	100.0%	99.7%	99.8%	100.0%	100.0%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.7%	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	4:42	4:28	4:15		4:33	4:37	4:35	4:42	4:34	4:15	4:22	4:17	4:39	4:17	4:26	4:24	4:47	4:27	4:31	4:33
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:09	0:59	1:01		1:10	1:08	1:07	1:11	1:14	0:51	1:02	0:58	1:11	0:54	0:58	0:56	1:20	1:05	1:14	1:10
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	6:00	5:50	4:52		5:57	5:51	6:00	6:00	5:28	5:39	4:54	5:37	5:17	5:39	5:42	5:47	6:00	6:00	5:52	5:12
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:43	4:18	4:13		4:04	4:06	4:08	4:13	3:47	3:55	4:05	4:12	4:20	3:38	4:02	4:29	3:52	4:03	3:59	4:23
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:00	1:22	1:11		1:14	1:18	1:21	1:10	0:59	0:57	1:09	1:19	1:23	1:02	1:14	1:21	1:07	1:02	1:15	1:23
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	5:29	5:46	5:38		5:50	5:39	5:56	6:00	5:38	5:27	5:31	5:34	6:00	5:25	5:33	6:00	5:39	5:32	6:14	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	98.1%	95.5%	96.2%		96.4%	96.3%	95.7%	97.4%	97.6%	97.4%	98.0%	96.8%	97.0%	97.1%	96.8%	95.1%	98.5%	95.2%	96.7%	97.3%
6. RECOLLECTS																										
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	9,073	9,255	9,230		10,525	10,321	9,874	10,086	6,497	4,928	10,208	9,663	9,931	10,393	10,033	9,518	9,219	9,204	9,981	9,953
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	18	15	12		22	30	22	26	17	5	8	13	19	17	14	23	17	12	19	21
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.1%	#DIV/0!	0.2%	0.3%	0.2%	0.3%	0.3%	0.1%	0.1%	0.1%	0.2%	0.2%	0.1%	0.2%	0.2%	0.1%	0.2%	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			2					2					2					2		

						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	1/02/23	2/02/23	3/02/23	Public Holiday	7/02/23	8/02/23	9/02/23	10/02/23	13/02/23	14/02/23	15/02/23	16/02/23	17/02/23	20/02/23	21/02/23	22/02/23	23/02/23	24/02/23	27/02/23	28/02/23
7.5		Complaints closed	Number of complaints closed year to date		number			2					2					2					2		
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			2					2					2					2		
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%		