


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 exist in the original data
blue cells indicate contracted KPIs

Item	Contract	Indicator	Definition		Target	Unit		Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	
1. CALL CENTRE																															
1.1a		Total inbound calls	Number of calls placed / received			number		1,147	993	1053	1,065	998	1081	970	1081	961	967	957	984	988	1,000	934	1,043	984	988	875	887	1008	954	1018	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line			number		201	234	266	270	230	216	215	239	233	221	177	211	211	233	229	226	220	234	209	237	236	210	255	
1.2		Total calls answered	Number of calls answered			number		1,076	953	997	1,016	937	1,010	928	1,023	921	939	902	942	956	964	902	992	929	939	823	858	946	903	967	
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent		6.2%	4.0%	5.3%	4.6%	5.2%	6.6%	4.3%	5.4%	4.2%	2.9%	5.8%	4.3%	3.2%	3.6%	3.4%	4.9%	5.6%	5.0%	5.9%	6.2%	5.4%	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		2.5%	3.0%	2.3%	2.6%	2.2%	2.8%	2.3%	2.1%	2.6%	1.8%	2.8%	2.4%	2.4%	2.2%	1.8%	2.2%	2.7%	1.7%	2.9%	2.1%	3.0%	1.9%	2.0%	
1.4		Results calls	Number of calls requesting test results			number		196	227	260	263	225	210	200	234	227	217	172	206	206	228	225	221	214	230	203	232	229	206	250	
1.5		% results calls	1.4 divided by 1.2			percent		17.5%	23.6%	25.3%	25.4%	23.3%	20.0%	22.2%	21.7%	23.6%	22.4%	18.0%	20.9%	20.9%	22.8%	24.0%	21.2%	21.8%	23.3%	23.2%	26.2%	22.7%	21.6%	24.6%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds		98	65	72	69	69	99	70	69	59	69	84	61	72	63	52	100	92	70	110	62	98	84	75	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number		78	45	61	55	58	78	49	65	45	34	61	49	38	41	35	55	61	55	59	36	69	58	59	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent		6.8%	4.5%	5.8%	5.2%	5.9%	7.2%	5.1%	6.0%	4.7%	3.5%	6.4%	5.0%	3.9%	4.1%	3.8%	5.3%	6.2%	5.6%	6.7%	4.1%	6.9%	6.1%	5.8%	
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		13	7	6	7	6	5	5	6	6	6	10	9	7	5	8	8	7	7	5	7	9	9	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		7	7	10	7	8	10	9	7	5	6	8	7	6	7	7	7	8	5	5	4	6	5	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		7	6	6	6	7	7	9	6	7	5	9	7	6	6	7	5	7	5	6	5	7	5	7	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number		4,388	4,483	4,121	4,195	4,270	4,356	4,151	3,972	3,810	4,083	4,151	4,248	4,104	3,934	3,960	4,062	4,140	4,055	3,875	3,964	4,109	4,331	4,026	
2.5		Long waits	Number of people waiting over 30 minutes			number		102	97	42	70	49	144	68	92	41	52	110	105	51	66	118	139	82	72	91	94	61	88	68	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent		2.3%	2.2%	1.0%	1.7%	1.1%	3.3%	1.6%	2.3%	1.1%	1.3%	2.6%	2.5%	1.2%	1.7%	3.0%	3.4%	2.0%	1.8%	2.3%	2.4%	1.5%	2.0%	1.7%	
2.7		Long waits	Maximum wait time (incl GTT's)			minutes		66	96	63	58	78	70	71	43	63	58	63	43	72	32	56	41	62	47	71	51	72	69	57	
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		503	428	554	474	449	489	383	543	478	443	468	448	572	446	413	458	448	512	421	402	503	422	524	
3.2		Home visits attended	Number of home visits attended for the day			number		487	413	536	459	441	462	373	526	468	437	457	437	554	432	398	444	440	496	404	392	492	404	512	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent		96.8%	96.5%	96.8%	96.8%	98.2%	94.5%	97.4%	96.9%	97.9%	98.6%	97.6%	97.5%	96.9%	96.9%	96.4%	96.9%	98.2%	96.9%	96.0%	97.5%	97.8%	95.7%	97.7%	
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		57	59	66	78	79	68	63	61	77	62	64	59	84	76	83	54	86	74	82	67	70	82	91	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day			number		57	59	66	78	79	68	63	61	77	62	64	59	84	76	83	54	86	74	82	67	70	82	91	
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		13,365	13,459	12,780	12,389	12,470	13,826	9,267	13,307	12,166	12,267	13,139	13,234	12,768	12,388	12,105	13,059	13,226	12,599	12,106	12,063	13,003	13,040	12,384	
4.2		Patient tests	Total number of patient tests performed			number		56,977	57,795	55,593	54,626	54,676	58,814	39,232	55,228	52,524	52,797	56,155	55,135	52,697	51,960	51,844	54,852	55,507	52,769	51,008	51,219	54,598	54,984	51,009	
4.3		Urgent tests	Total number of urgent tests			number		662	742	742	696	814	591	541	798	717	618	696	748	690	667	689	680	734	723	656	679	683	788	758	
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%	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		59	50	59	47	61	62	43	53	42	48	48	59	67	64	47	58	69	57	42	50	61	51	56	
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		59	50	59	47	61	62	43	53	42	48	48	59	67	63	47	57	68	56	42	49	60	51	56	
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	98%	99%	98%	100%	98%	98%	100%	100%	
4.11		Amended Results	Number of results changed after original result was reported to referer			number		16	18	11	8	12	8	4	12	16	10	10	19	13	20	22	21	14	6	11	71	7	13	6	
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%	0.0%	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%	0.0%	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																									
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 referers:hospitals (assumes mutually agreed and clinically appropriate booking)	greater than	95%	percent																									
5. TURNAROUND TIME NON-URGENT																															

						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	Mon	Tue	Wed
Item	Contract	Indicator	Definition	Target	Unit	1/05/23	2/05/23	3/05/23	4/05/23	5/05/23	8/05/23	9/05/23	10/05/23	11/05/23	12/05/23	15/05/23	16/05/23	17/05/23	18/05/23	19/05/23	22/05/23	23/05/23	24/05/23	25/05/23	26/05/23	29/05/23	30/05/23	31/05/23					
5.1a		Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours: minutes	5:15	4:48	5:19	4:59	4:35	5:46	5:58	5:06	5:06	4:52	4:45	4:44	4:43	5:06	5:07	4:52	5:06	4:53	5:08	4:31	5:48	4:43	4:41					
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	1:48	1:15	1:49	1:21	1:02	2:10	1:18	1:24	1:23	1:17	1:03	1:02	1:15	1:34	1:23	1:28	1:39	1:58	1:42	1:01	2:20	1:14	1:00					
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	8:00	7:45	8:05	7:55	7:58	10:05	10:59	7:58	7:55	7:42	7:45	7:28	7:35	7:47	7:51	7:52	7:58	7:43	7:44	7:30	9:26	7:52	7:42					
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours: minutes	5:39	5:17	5:52	6:39	5:45	5:29	6:06	5:34	6:16	5:20	4:45	5:56	5:24	5:25	5:22	5:33	5:28	5:35	5:09	5:29	5:48	5:50	5:11					
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes	2:13	1:45	2:22	2:59	2:12	1:54	1:25	1:55	2:32	1:48	2:01	2:12	1:57	1:57	1:45	2:10	2:04	2:09	1:42	1:59	2:22	2:24	1:28					
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	7:00	8:00	10:17	11:20	9:35	9:40	10:59	9:10	10:50	7:59	10:50	9:58	8:10	7:58	7:59	9:05	8:55	8:10	7:48	8:24	9:48	10:35	8:10					
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours: minutes	7:56	7:28	14:00	10:40	7:45	7:25	7:17	6:40	8:00	6:03	6:48	8:48	8:17	7:04	8:22	8:08	8:24	6:29	6:14	7:47	7:56	7:05	7:06					
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes	9:53	9:40	22:15	20:17	9:57	10:18	15:00	7:33	9:45	6:30	8:57	12:14	9:52	9:03	10:19	10:15	10:26	6:55	6:08	9:03	10:12	9:28	8:59					
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	14:30	14:05	32:32	14:40	14:55	15:50	21:00	11:00	14:28	11:15	13:15	17:08	15:00	14:21	15:22	14:54	15:03	12:13	10:35	13:45	15:28	14:28	13:56					
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours: minutes	5:50	5:24	5:57	6:49	5:54	5:37	6:16	5:41	6:22	5:26	5:56	6:00	5:32	5:33	5:29	5:34	5:32	5:43	5:14	5:30	5:57	5:58	5:22					
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes	2:23	1:53	2:27	3:08	2:24	2:06	1:37	2:01	2:38	1:54	2:18	2:16	2:05	2:05	1:53	2:09	2:08	2:15	1:48	2:00	2:30	2:31	1:38					
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	9:50	7:59	10:33	11:15	9:55	9:50	11:04	9:55	10:47	7:57	11:00	10:05	8:42	7:59	8:10	8:20	8:30	8:15	7:58	8:10	9:55	10:29	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 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		14:57	17:28	17:04	15:36		17:10	17:47	18:34	20:46		16:55	16:41	17:40	17:07		14:56	17:42	19:00	19:02		16:01	17:00					
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		12:24	15:25	15:40	13:35		15:15	16:30	16:04	19:05		15:05	14:50	17:07	15:38		13:18	16:04	17:35	16:51		14:32	14:50					
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		1.1	2.0	1.8	1.7		1.3	2.0	1.8	2.0		1.3	1.8	1.9	1.8		1.2	1.8	1.9	1.9		1.2	1.5					
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%	100.0%	94.8%	99.9%	99.9%	99.9%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	99.9%	100.0%	100.0%	99.8%	99.9%	100.0%	99.9%	99.9%	99.7%	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	4:35	4:24	4:28	4:33	4:31	4:37	6:00	4:48	4:57	4:31	4:50	4:31	4:37	4:40	4:28	4:21	4:39	4:50	4:39	4:23	4:47	4:42	4:45					
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours: minutes	1:12	0:52	1:09	1:01	1:07	1:17	1:26	1:15	1:22	1:08	1:20	0:49	1:14	1:15	1:07	1:06	1:15	1:13	1:19	1:08	1:19	1:24	1:08					
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	5:42	5:34	4:40	5:38	5:56	5:55	8:58	5:36	5:59	5:34	5:54	5:25	5:42	5:27	5:14	5:30	5:53	5:18	5:28	3:30	5:14	5:45	5:49					
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours: minutes	3:34	4:01	4:08	4:36	4:02	3:50	4:57	3:53	3:55	4:11	3:58	3:47	4:08	3:47	3:43	3:37	3:40	3:36	4:02	3:56	4:21	4:03	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	0:52	1:11	1:19	1:41	1:14	1:00	0:55	1:04	1:03	1:04	0:49	0:49	1:13	1:12	0:53	1:03	0:55	1:02	1:03	0:58	1:41	1:05	0:46					
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	4:58	5:56	5:32	5:53	5:28	4:59	7:18	5:37	5:29	5:27	5:41	5:28	5:38	5:23	5:17	5:18	5:29	5:48	4:57	6:17	6:59	5:29	5:23					
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	95.9%	97.3%	100.0%	95.9%	94.6%	96.1%	96.2%	96.3%	95.0%	97.7%	96.2%	97.8%	97.2%	96.7%	98.5%	96.7%	95.5%	96.7%	96.1%	95.2%	92.6%	96.4%	98.1%					
6. RECOLLECTS																																	
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	9,850	9,666	9,047	8,711	9,128	9,951	6,701	9,217	8,716	8,933	9,509	9,409	8,938	8,512	8,755	9,299	9,213	8,834	8,572	8,692	9,394	9,293	8,816					
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	14	15	14	19	15	23	22	15	18	17	18	11	22	9	9	11	13	15	13	15	22	11	19					
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than 1.0%	percent	0.1%	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%	0.2%	0.2%	0.2%	0.2%	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	0.2%	0.2%	0.2%	0.2%	0.1%	0.2%					
7. QUALITY IMPROVEMENT <small>note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"</small>																																	
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					3								
7.5		Complaints closed	Number of complaints closed year to date		number					2					2					2					3								
7.6		New complaints	Number of new complaints received this week		number																				1								
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number																				1								
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					3								
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																												

							Mon	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	1/05/23	2/05/23	3/05/23	4/05/23	5/05/23	8/05/23	9/05/23	10/05/23	11/05/23	12/05/23	15/05/23	16/05/23	17/05/23	18/05/23	19/05/23	22/05/23	23/05/23	24/05/23	25/05/23	26/05/23	29/05/23	30/05/23	31/05/23
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%			