

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

		Indicator	Definition	Target	Unit		Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri		
Item	Contract						1/06/23	2/06/23	Public Holiday	6/06/23	7/06/23	8/06/23	9/06/23	12/06/23	13/06/23	14/06/23	15/06/23	16/06/23	19/06/23	20/06/23	21/06/23	22/06/23	23/06/23	26/06/23	27/06/23	28/06/23	29/06/23	30/06/23		
1. CALL CENTRE																														
1.1a		Total inbound calls	Number of calls placed / received		number		1,021	994		1087	1027	1,004	896		994	985	984	933	911	1054	1027	1048	964	964	1048	1006	1087	960	868	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number		256	268			218	213	242	196		218	245	229	216	227	199	195	241	216	242	220	201	251	186	207
1.2		Total calls answered	Number of calls answered		number		958	943		1,036	998	956	865		940	939	951	901	907	1,004	971	982	894	894	978	941	1,024	916	808	
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent		6.2%	5.1%		4.7%	2.8%	4.8%	3.5%		5.4%	4.7%	3.4%	3.4%	5.6%	4.7%	5.5%	6.3%	7.3%	7.3%	6.7%	6.5%	5.8%	4.6%	6.9%	
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent		2.7%	2.2%		2.8%	2.4%	2.5%	2.0%		2.3%	1.2%	0.9%	0.9%	1.8%	2.5%	1.0%	2.1%	1.4%	1.2%	0.9%	2.5%	1.6%	1.6%	1.9%	
1.4		Results calls	Number of calls requesting test results		number		256	268		212	208	236	192		213	242	227	214	223	194	193	236	213	239	218	196	247	183	203	
1.5		% results calls	1.4 divided by 1.2		percent		25.1%	27.0%		20.1%	20.7%	24.1%	21.9%		21.4%	24.6%	23.1%	22.9%	24.5%	18.4%	18.8%	22.5%	22.1%	25.0%	20.8%	19.5%	22.7%	19.1%	23.4%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150 seconds	seconds		122	84		78	70	56	69		82	93	73	70	109	99	88	125	137	137	97	121	124	122	113	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number		68	56		59	35	52	35		59	51	38	37	56	55	61	71	75	75	75	70	68	49	65	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent		6.7%	5.6%		5.4%	3.4%	5.2%	3.9%		5.9%	5.2%	3.9%	4.0%	6.2%	5.2%	5.9%	6.8%	7.8%	7.8%	7.2%	7.0%	6.3%	5.1%	7.5%	
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	minutes		5	8			7	7	8	9		9	9	6	6	6	8	9	11	6	8	8	5	8	6	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	minutes		5	7		6	6	8	9		9	7	6	6	5	5	5	6	6	5	7	5	4	5	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	minutes		6	9		6	6	11	4		9	8	7	7	4	10	6	7	5	10	6	4	5	4	5	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number		3,894	4,485		4,343	4,263	4,055	4,286		4,327	4,210	3,916	3,857	4,010	4,151	4,101	4,129	3,779	3,910	4,264	4,039	3,972	3,750	3,874	
2.5		Long waits	Number of people waiting over 30 minutes		number		70	142		88	91	88	84		204	150	72	48	50	30	85	42	31	48	73	95	77	18	36	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent		1.8%	3.2%	#DIV/0!	2.0%	2.1%	2.2%	2.0%	#	4.7%	3.6%	1.8%	1.2%	1.2%	0.7%	2.1%	1.0%	0.8%	1.2%	1.7%	2.4%	1.9%	0.5%	0.9%	
2.7		Long waits	Maximum wait time (incl GTT's)	less than 4:00	minutes		38	70		63	71	52	53		89	54	44	46	48	53	65	43	55	42	38	52	42	38	40	
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	
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	
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		455	491		534	549	487	492		463	442	506	448	518	479	401	483	412	414	496	443	473	449	456	
3.2		Home visits attended	Number of home visits attended for the day		number		437	469		521	521	469	475		452	423	497	429	500	462	394	468	399	403	475	429	458	440	447	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent		96.0%	95.5%	#DIV/0!	97.6%	94.9%	96.3%	96.5%		97.6%	95.7%	98.2%	95.8%	96.5%	96.5%	98.3%	96.9%	96.8%	97.3%	95.8%	96.8%	96.8%	98.0%	98.0%	
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		69	59		62	63	74	75		59	65	70	60	86	47	56	63	61	55	72	59	69	81	75	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number		69	59		62	63	74	75		59	65	70	60	86	47	56	63	61	55	72	59	69	81	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%	#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%	100.0%	
4. LAB																														
4.1		Patient episodes	Total number of patient episodes		number		11,989	12,502		14,113	13,418	13,010	12,759		13,305	12,904	12,237	12,187	11,747	13,127	13,046	12,305	11,895	12,034	12,824	12,724	12,079	11,094	11,327	
4.2		Patient tests	Total number of patient tests performed		number		50,518	53,507		57,793	56,160	53,478	53,763		54,652	53,424	51,355	51,087	49,543	55,416	55,177	51,474	49,343	50,604	54,093	53,930	51,445	47,662	49,034	
4.3		Urgent tests	Total number of urgent tests		number		733	714		704	831	693	705		648	705	792	608	669	660	772	731	677	757	693	663	715	754	597	
4.4		% urgent tests	4.3 divided by 4.2		percent		1%	1%	#DIV/0!	1%	1%	1%	1%		1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	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%	
4.6		Critical results	Number of critical test results		number		51	67		70	65	52	64		63	54	54	53	53	82	54	52	66	51	50	48	60	67	43	
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		51	65		70	64	52	64		62	54	54	53	53	82	53	52	66	51	50	48	60	66	43	
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%	97%	#DIV/0!	100%	98%	100%	100%		98%	100%	100%	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%	99%	100%	
4.11		Amended Results	Number of results changed after original result was reported to referer		number		13	13		9	13	9	10		17	14	12	12	11	13	24	20	13	11	26	34	39	20	16	
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%	#DIV/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%	0.1%	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 than 95%	percent																									
5. TURNAROUND TIME																														

						Thu	Fri			Mon	Tue	Wed	Thu	Fri			Mon	Tue	Wed	Thu	Fri			Mon	Tue	Wed	Thu	Fri			Mon	Tue	Wed	Thu	Fri
Item	Contract	Indicator	Definition		Target	Unit			1/06/23	2/06/23	Public Holiday	6/06/23	7/06/23	8/06/23	9/06/23		12/06/23	13/06/23	14/06/23	15/06/23	16/06/23		19/06/23	20/06/23	21/06/23	22/06/23	23/06/23		26/06/23	27/06/23	28/06/23	29/06/23	30/06/23		
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			4:58	4:34			4:43	4:40	5:10	4:44		5:12	5:16	4:41	4:54	4:28		4:48	4:46	4:54	4:55	4:26		5:37	4:59	4:46	4:49	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			1:22	0:59			1:11	0:56	1:36	1:12		1:21	1:54	0:58	1:30	1:00		1:20	1:08	1:07	1:17	0:56		1:43	1:34	1:21	1:21	1:13	
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			7:59	7:26			7:40	7:52	7:55	7:42		7:40	7:58	7:46	7:35	7:28		7:20	7:00	7:45	7:40	7:30		7:45	7:20	7:35	7:45	7:30	
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes			5:08	4:58			6:03	5:32	5:28	5:07		5:08	6:04	4:58	5:01	4:56		5:21	5:17	5:12	5:12	5:20		5:53	4:50	4:47	5:07	4:56	
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	2:22			2:30	1:50	1:57	1:38		1:47	2:40	1:33	1:41	1:29		1:54	1:40	1:27	1:37	1:50		1:54	1:32	1:24	1:42	1:30	
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			7:54	7:10			10:30	9:42	8:08	7:56		7:59	10:43	7:43	7:52	7:47		7:50	7:40	9:00	7:50	7:50		7:55	7:40	7:30	7:50	7:45	
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes			6:41	9:14			8:38	8:14	6:44	6:13		6:49	8:35	7:39	7:05	6:18		7:05	7:33	6:15	6:01	7:06		6:25	6:01	6:13	5:50	5:26	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes			8:01	12:11			10:56	10:43	8:05	6:57		9:16	12:00	10:48	9:24	8:52		9:40	10:10	6:50	6:53	9:13		7:40	6:36	6:05	6:37	5:38	
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			12:58	17:10			15:30	16:15	13:12	11:45		14:12	16:24	16:10	14:39	13:24		14:08	15:05	12:25	11:55	14:18		12:00	11:30	11:48	10:58	10:25	
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes			5:21	6:04			6:11	5:46	5:31	5:15		5:18	6:09	5:07	5:08	5:04		5:38	5:19	5:16	5:19	5:29		5:59	5:02	4:51	5:11	5:06	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes			1:46	2:29			2:39	2:02	1:59	1:43		1:54	2:44	1:42	1:47	1:39		2:04	1:45	1:33	1:44	2:00		2:06	1:41	1:28	1:46	1:40	
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			7:59	10:20			10:42	9:45	8:15	7:55		7:55	10:05	7:49	7:43	7:47		7:50	7:30	10:00	7:55	8:30		7:50	7:40	7:30	7:45	7:30	
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			19:32	16:51			14:39	17:49	20:06			17:57	18:58	19:38	18:06			15:34	17:55	17:39	17:01			14:00	16:11	18:38	15:38		
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			18:36	16:12			11:46	15:42	18:33			16:09	16:50	17:29	16:38			13:21	16:28	15:28	15:29			11:37	14:24	15:59	13:01		
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			1.9	1.8			1.2	1.5	2.0			1.3	2.0	2.0	2.0			1.2	1.8	1.9	1.9			1.3	1.8	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%	99.9%		99.8%	99.9%	99.9%	99.9%		99.8%	99.9%	99.9%	96.0%	99.9%		99.8%	99.9%	100.0%	99.9%	99.9%		99.8%	99.9%	100.0%	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			4:33	4:18			4:20	4:22	4:40	4:41		4:41	4:40	4:38	4:42	4:26		4:28	4:27	4:53	4:27	4:20		4:14	4:25	4:30	4:31	4:19	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes			1:06	0:58			0:57	0:48	1:11	1:26		1:23	1:26	1:12	1:28	1:06		1:12	0:56	1:17	1:04	0:53		1:01	1:12	1:06	1:09	1:00	
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			5:53	5:52			5:40	5:49	4:40	5:14		5:40	5:43	5:59	5:16	5:51		5:20	5:32	5:41	6:00	6:00		5:31	5:07	5:35	5:28	5:03	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes			3:49	4:12			4:09	3:53	3:47	3:37		3:34	3:47	3:34	3:27	3:44		3:46	3:48	3:54	3:46	4:00		3:44	3:52	3:27	3:53	3:39	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes			0:50	1:06			1:27	1:04	0:49	0:50		0:49	1:08	0:45	0:46	0:46		0:59	0:47	0:53	1:05	1:13		0:52	0:58	0:59	1:04	0:48	
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			5:34	5:34			5:59	5:33	5:43	5:58		5:15	5:26	5:09	4:59	5:15		5:30	5:09	5:35	5:26	5:52		5:45	5:34	5:04	5:26	5:07	
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			95.0%	96.8%		94.3%	97.7%	96.2%	97.1%		95.2%	98.3%	96.5%	99.9%	95.8%		96.4%	98.8%	98.3%	97.5%	95.6%		96.6%	97.3%	97.6%	96.8%	96.5%		
6. RECOLLECTS																																			
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number			8,679	9,270			9,995	9,577	9,002	9,254		9,796	9,231	8,784	8,683	8,392		9,600	9,312	9,013	8,318	8,712		9,434	9,211	8,783	8,097	8,273	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number			19	26			12	17	18	16		23	14	15	10	15		18	9	20	7	19		23	14	13	9	9	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent			0.2%	0.3%		#DIV/0!	0.1%	0.2%	0.2%	0.2%		0.2%	0.2%	0.2%	0.1%	0.2%		0.2%	0.1%	0.2%	0.1%	0.2%		0.2%	0.2%	0.1%	0.1%	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				3					3							4						4						5	
7.5		Complaints closed	Number of complaints closed year to date			number				3					3							4						4						4	
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				3					3						4						4							4	
7.9		% events/issues closed	7.2 divided by 7.1	greater than	75%	percent																													

							Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Item	Contract	Indicator	Definition		Target	Unit	1/06/23	2/06/23	Public Holiday	6/06/23	7/06/23	8/06/23	9/06/23	12/06/23	13/06/23	14/06/23	15/06/23	16/06/23	19/06/23	20/06/23	21/06/23	22/06/23	23/06/23	26/06/23	27/06/23	28/06/23	29/06/23	30/06/23
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%					80.0%