

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	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon								
item	Contract	Indicator	Definition		Target	Unit		3/07/23	4/07/23	5/07/23	6/07/23	7/07/23	10/07/23	11/07/23	12/07/23	13/07/23	17/07/23	18/07/23	19/07/23	20/07/23	21/07/23	24/07/23	25/07/23	26/07/23	27/07/23	28/07/23	31/07/23							
1. CALL CENTRE																																		
1.1a		Total inbound calls	Number of calls placed / received			number		1200	999	1027	948	1007	1135	1032	1030	1,126	1201	1131	1004	968	968	1228	1048	1019	1,100	979	1101							
1.1b		Total inbound calls - results line	Number of calls placed / received on results line			number		239	212	229	214	221	201	243	227	269	222	254	214	214	225	271	214	258	255	222	241							
1.2		Total calls answered	Number of calls answered			number		1,079	962	971	910	960	1,068	975	994	1,090	1,138	1,059	964	946	925	1,186	972	972	1,020	917	1,035							
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent		10.1%	3.7%	5.5%	4.0%	4.7%	5.9%	5.5%	3.5%	3.2%	5.3%	6.4%	4.0%	2.3%	4.4%	3.4%	7.3%	4.6%	7.3%	6.3%	3.3%							
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent		2.9%	0.9%	1.8%	2.3%	1.4%	1.5%	1.2%	0.9%	0.4%	1.4%	1.2%	0.9%	0.9%	1.3%	0.7%	2.3%	0.8%	3.9%	2.7%	2.1%							
1.4		Results calls	Number of calls requesting test results			number		239	212	229	214	221	201	240	225	268	219	251	212	212	222	269	209	256	245	216	236							
1.5		% results calls	1.4 divided by 1.2			percent		19.9%	21.2%	22.3%	22.6%	22.0%	17.7%	23.3%	21.8%	23.8%	18.2%	22.2%	21.1%	21.9%	22.9%	21.9%	19.9%	25.1%	22.3%	22.1%	21.4%							
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds		202	105	124	95	135	137	127	90	69	103	103	87	84	111	80	146	107	132	110	67							
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number		126	42	61	43	52	72	62	41	41	68	77	45	27	48	47	81	52	89	69	42							
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent		10.5%	4.2%	5.9%	4.5%	5.2%	6.4%	6.0%	4.0%	364.0%	5.7%	6.8%	4.5%	2.8%	5.0%	3.8%	7.7%	5.1%	8.1%	7.1%	3.8%							
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		9	7	7	8	8	10	8	7	12	11	10	10	6	7	6	5	7	6	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		5	6	6	8	5	7	4	7	8	9	7	7	5	4	8	5	4	5	5	7							
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		6	4	5	6	5	7	9	6	7	8	5	4	4	8	6	5	9	5	7	7							
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number		3,980	3,833	3,793	3,715	4,011	4,222	4,087	3,798	4,100	4,484	4,188	4,131	3,976	6,385	4,171	4,025	3,723	3,830	4,067	4,119							
2.5		Long waits	Number of people waiting over 30 minutes			number		135	45	33	84	62	88	100	50	84	150	146	93	30	31	97	85	51	34	47	108							
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent		3.4%	1.2%	0.9%	2.3%	1.5%	2.1%	2.4%	1.3%	2.0%	3.3%	3.5%	2.3%	0.8%	0.5%	2.3%	2.1%	1.4%	0.9%	1.2%	2.6%							
2.7		Long waits	Maximum wait time (incl GTT's)			minutes		49	56	40	47	46	45	51	47	46	58	62	51	40	42	47	58	40	36	36	60							
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							
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							
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	452	480	468	471	479	425	535	516	522	477	527	430	479	491	435	490	449	451	457							
3.2		Home visits attended	Number of home visits attended for the day			number		467	439	468	454	464	456	409	516	499	491	462	511	415	473	473	416	478	442	444	443							
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent		96.1%	97.1%	97.5%	97.0%	98.5%	95.2%	96.2%	96.4%	96.7%	94.1%	96.9%	97.0%	96.5%	98.7%	96.3%	95.6%	97.6%	98.4%	98.4%	96.9%							
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		78	77	52	56	71	58	63	73	74	74	70	68	68	61	72	82	82	60	49	56							
3.5		Urgent home visits completed	Number of urgent home visits completed for the day			number		78	77	52	56	71	58	63	73	74	74	70	68	68	61	72	82	82	60	49	56							
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%							
4. LAB																																		
4.1		Patient episodes	Total number of patient episodes			number		12,403	11,813	11,863	11,022	11,582	12,224	12,071	11,358	11,998	13,090	12,856	12,435	11,913	11,490	13,330	12,857	11,851	11,921	11,973	13,329							
4.2		Patient tests	Total number of patient tests performed			number		54,313	51,447	51,031	47,651	50,065	53,573	53,440	49,782	52,989	56,314	54,970	53,722	50,687	49,657	55,774	53,613	49,940	49,329	50,822	54,328							
4.3		Urgent tests	Total number of urgent tests			number		675	707	651	651	625	648	685	690	625	755	789	674	717	580	751	760	629	709	615	699							
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%							
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%							
4.6		Critical results	Number of critical test results			number		51	65	66	60	52	84	58	54	50	72	50	42	37	62	71	63	60	55	59	72							
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		50	65	65	60	52	84	58	54	50	72	50	42	37	62	71	63	60	54	58	72							

							Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	
item	Contract	Indicator	Definition		Target	Unit	3/07/23	4/07/23	5/07/23	6/07/23	7/07/23	10/07/23	11/07/23	12/07/23	13/07/23	17/07/23	18/07/23	19/07/23	20/07/23	21/07/23	24/07/23	25/07/23	26/07/23	27/07/23	28/07/23	31/07/23	
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 then	98%	percent	98%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	98%	100%	
4.11		Amended Results	Number of results changed after original result was reported to referrer			number	14	8	11	11	18	19	10	15	17	15	18	13	10	10	8	6	11	3	9	10	
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%	0.0%	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%	
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 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 then	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	4:52	5:29	4:42	4:31	5:10	4:50	5:06	4:56	5:16	4:48	4:27	4:23	4:26	4:24	5:19	4:48	4:09	4:30	4:32	5:15	
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	1:27	2:13	1:15	1:04	1:42	1:18	1:44	1:15	1:38	1:25	1:02	0:58	1:05	1:00	1:51	1:28	0:43	1:04	0:54	1:51	
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	7:40	9:00	7:30	7:30	10:05	7:30	7:50	7:30	7:50	7:30	7:40	7:40	7:30	7:48	7:58	7:29	7:15	7:10	7:28	7:58	
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:00	5:00	4:49	4:55	5:01	5:48	5:09	5:23	5:09	5:27	5:30	6:07	5:42	5:04	4:57	4:47	4:39	4:39	4:57	4:55	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:35	1:44	1:26	1:29	1:35	2:16	1:46	1:43	1:32	2:08	2:08	2:41	2:22	1:41	1:32	1:27	1:15	1:15	1:20	1:31	
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	7:40	7:40	7:00	7:30	7:50	11:00	7:50	9:00	7:40	9:00	9:30	10:30	10:30	7:50	7:51	7:38	7:28	7:35	7:46	7:42	
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:01	6:25	6:10	5:40	5:05	7:30	6:11	7:56	6:18	6:55	7:23	8:00	7:30	6:33	5:45	5:47	5:34	5:40	6:20	6:03	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	6:50	7:36	7:25	7:17	6:36	9:53	8:03	9:50	8:02	9:18	11:36	12:30	8:55	9:40	7:01	7:24	6:38	6:14	7:21	7:24	
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	11:55	11:15	13:05	12:38	11:45	14:06	13:02	15:07	11:50	15:36	17:35	19:18	15:00	13:50	11:03	11:56	10:53	10:52	12:31	13:09	
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:13	5:08	4:59	5:02	5:11	5:47	5:14	5:29	5:20	6:55	5:35	6:15	5:56	5:11	5:14	4:59	4:47	4:46	5:03	5:09	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:47	1:51	1:32	1:36	1:44	2:15	1:52	1:48	1:44	2:18	2:15	2:49	2:34	1:50	1:48	1:45	1:24	1:22	1:28	1:45	
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	7:50	7:40	7:40	7:40	7:50	10:30	7:50	8:30	7:30	9:30	9:00	11:00	9:30	7:50	7:54	7:36	7:35	7:40	7:44	7:44	
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		16:12	16:18	18:27	15:41		15:34	16:43	16:33		16:46	17:20	17:56	18:14		18:36	15:59	18:49	17:09		
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		13:42	14:03	16:38	14:31		13:28	14:18	15:19		14:19	15:18	16:56	17:27		16:22	14:43	17:53	15:47		
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		1.6	1.8	1.9	1.8		1.3	1.8	1.9		1.3	1.9	1.9	1.9		1.3	1.8	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 then	90%	percent	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	99.9%	100.0%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	96.4%	99.9%	99.9%	99.9%	99.7%	
URGENT																											
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	4:30	4:27	4:34	4:16	4:31	4:22	4:49	4:40	4:50	4:43	4:25	4:29	4:12	4:14	4:40	4:19	4:16	4:22	4:33	4:37	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:15	1:17	1:24	1:01	1:13	1:02	1:30	1:05	1:13	1:26	1:00	1:05	0:55	1:02	1:27	0:53	0:54	1:07	1:07	1:18	
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	5:05	5:16	5:34	5:38	5:00	5:45	6:00	5:08	4:58	5:20	5:39	5:50	5:56	5:39	5:45	5:15	5:31	5:45	5:31	5:20	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:41	3:51	3:52	4:15	3:41	3:59	3:44	3:56	3:45	3:58	4:03	4:06	4:05	3:38	3:39	3:29	3:43	3:50	4:04	4:04	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:46	1:02	1:05	1:16	0:44	1:10	0:51	1:02	0:44	1:02	1:06	1:23	1:11	0:48	0:48	0:46	0:48	0:59	0:44	0:48	
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	5:11	5:19	4:51	5:01	5:38	5:53	5:21	6:30	5:46	5:23	5:22	5:14	5:56	5:26	5:30	5:01	5:11	5:43	5:32	5:02	

							Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon		
item	Contract	Indicator	Definition		Target	Unit	3/07/23	4/07/23	5/07/23	6/07/23	7/07/23	10/07/23	11/07/23	12/07/23	13/07/23	17/07/23	18/07/23	19/07/23	20/07/23	21/07/23	24/07/23	25/07/23	26/07/23	27/07/23	28/07/23	31/07/23		
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 then	95%	percent	98.5%	97.4%	97.6%	97.8%	97.6%	95.5%	99.1%	95.3%	96.3%	95.7%	98.2%	96.7%	96.7%	96.2%	98.5%	99.9%	95.6%	97.9%	97.5%	97.3%		
6. RECOLLECTS																												
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	9,418	8,722	8,651	8,144	8,612	9,469	9,254	8,528	9,139	9,964	9,379	9,092	8,547	8,306	9,643	9,035	8,577	8,444	8,873	9,553		
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	25	25	18	11	17	13	10	11	23	11	26	11	24	9	16	14	22	15	12	16		
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.3%	0.2%	0.1%	0.2%	0.1%	0.1%	0.1%	0.3%	0.1%	0.3%	0.1%	0.3%	0.1%	0.2%	0.2%	0.3%	0.2%	0.1%	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					5									5					5			
7.5		Complaints closed	Number of complaints closed year to date			number					4									5					5			
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					4									5					5			
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					80.0%									100.0%					100.0%			