

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

Item	Contract	Indicator	Definition	Target	Unit		Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu				
1. CALL CENTRE																																	
1.1a		Total inbound calls	Number of calls placed / received		number		1021	1054	935	906		1165	1024	1003	991	913		1138	973	1005	1,008	945		1099	1048	969	983	1053		1085	1073	1017	908
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number		241	255	219	232		224	248	251	224	223		250	211	227	255	224		245	250	230	230	249		209	223	229	207
1.2		Total calls answered	Number of calls answered		number		970	1,026	895	878		1,091	972	961	951	895		1,088	922	968	976	919		1,047	1,043	947	958	1,023		1,036	1,052	988	884
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	5.0%	2.7%	4.3%	3.1%		6.4%	5.1%	4.2%	4.0%	2.0%		4.4%	5.2%	3.7%	3.2%	2.8%		4.7%	0.5%	2.3%	2.5%	2.9%		4.5%	1.9%	2.9%	2.6%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1- ((1.4 divided by 1.1b)	less than	3.0%	percent	2.9%	2.0%	2.3%	2.2%		2.7%	2.4%	2.0%	2.7%	1.4%		2.8%	2.4%	1.8%	1.6%	1.3%		2.0%	0.4%	1.7%	1.7%	2.4%		2.4%	1.8%	2.6%	1.5%
1.4		Results calls	Number of calls requesting test results		number		234	250	214	227		218	242	246	218	220		243	206	223	251	221		240	249	226	226	243		204	219	223	204
1.5		% results calls	1.4 divided by 1.2		percent		23.6%	24.2%	23.4%	25.6%		19.2%	24.2%	25.0%	22.0%	24.1%		21.4%	21.2%	22.2%	24.9%	22.4%		21.8%	23.8%	23.3%	23.0%	23.1%		18.8%	20.4%	21.9%	22.5%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	95	51	64	72		90	79	74	74	49		75	77	69	70	61		91	39	64	67	61		92	46	84	62
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number		58	35	45	35		80	59	47	46	25		59	56	42	37	30		58	8	29	29	37		55	29	35	31
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent		5.7%	3.3%	4.8%	3.9%		6.9%	5.8%	4.7%	4.6%	2.7%		5.2%	5.8%	4.2%	3.7%	3.2%		5.3%	0.8%	3.0%	3.0%	3.5%		5.1%	2.7%	3.4%	3.4%
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	6	8	8		9	5	7	6	8		8	6	5	5	7		5	9	5	7	8		9	8	5	7
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	8	5	6	5		6	4	4	4	4		7	5	5	4	6		6	7	5	5	5		8	5	6	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	7	7	8	7		8	6	5	4	8		10	9	9	8	10		6	5	7	5	8		7	7	6	6
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number		4,184	3,999	3,887	4,151		4,383	4,135	4,006	3,931	4,165		4,347	4,258	4,037	3,799	4,210		4,145	4,220	4,031	3,959	4,043		4,416	4,232	4,051	3,811
2.5		Long waits	Number of people waiting over 30 minutes		number		149	37	78	94		142	63	71	25	105		257	144	100	77	114		80	110	53	62	58		150	117	43	52
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	3.6%	0.9%	2.0%	2.3%		3.2%	1.5%	1.8%	0.6%	2.5%		5.9%	3.4%	2.5%	2.0%	2.7%		1.9%	2.6%	1.3%	1.6%	1.4%	#	3.4%	2.8%	1.1%	1.4%
2.7		Long waits	Maximum wait time (incl GTTs)		minutes		59	33	61	65		47	45	50	34	33		56	61	71	51	64		57	53	40	71	76		76	48	42	62
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		424	468	480	444		505	383	529	475	420		497	450	523	428	451		519	465	480	428	446		445	419	465	431
3.2		Home visits attended	Number of home visits attended for the day		number		414	454	466	433		493	372	512	464	407		480	442	507	411	442		498	453	467	412	433		426	406	455	413
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	97.6%	97.0%	97.1%	97.5%		97.6%	97.1%	96.8%	97.7%	96.9%		96.6%	98.2%	96.9%	96.0%	98.0%		96.0%	97.4%	97.3%	96.3%	97.1%		95.7%	96.9%	97.8%	95.8%
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		66	67	52	53		76	65	70	88	63		79	62	68	53	45		65	71	57	69	79		69	62	66	58
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number		66	67	52	53		76	65	70	88	63		79	62	68	53	45		65	71	57	69	79		69	62	66	58
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		13,010	12,144	12,231	12,296		13,697	13,390	12,596	12,160	12,302		13,576	13,204	12,688	12,261	12,532		12,971	13,175	12,231	12,141	12,080		13,490	13,084	12,280	11,774
4.2		Patient tests	Total number of patient tests performed		number		54,244	51,141	51,474	52,529		57,657	54,658	52,533	50,149	52,833		55,614	54,928	53,160	50,470	52,913		54,226	54,510	50,337	49,861	51,297		54,988	53,183	50,718	48,799
4.3		Urgent tests	Total number of urgent tests		number		667	720	634	609		789	750	800	783	618		788	746	766	641	630		673	836	694	726	743		731	675	636	713
4.4		% urgent tests	4.3 divided by 4.2		percent		1%	1%	1%	1%		1%	1%	1%	2%	2%	1%		1%	1%	1%	1%		1%	2%	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		66	60	42	48		63	63	76	55	47		65	54	50	63	61		69	69	45	61	80		59	63	74	47
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		66	60	42	48		63	62	76	55	46		65	54	50	63	60		69	69	45	61	79		59	63	74	47
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%	98%	100%	100%	98%		100%	100%	100%	100%	98%		100%	100%	100%	100%	99%		100%	100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number		14	11	15	16		13	23	17	11	6		14	11	15	10	6		19	10	10	14	17		15	7	11	16
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%	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 referrers/hospitals (assumes mutually agreed and clinically appropriate booking)	greater than	95%	percent																											
5. TURNAROUND TIME NON-URGENT																																	

Item	Contract	Indicator	Definition	Target	Unit	Tue 1/08/23	Wed 2/08/23	Thu 3/08/23	Fri 4/08/23	Mon 7/08/23	Tue 8/08/23	Wed 9/08/23	Thu 10/08/23	Fri 11/08/23	Mon 14/08/23	Tue 15/08/23	Wed 16/08/23	Thu 17/08/23	Fri 18/08/23	Mon 21/08/23	Tue 22/08/23	Wed 23/08/23	Thu 24/08/23	Fri 25/08/23	Mon 28/08/23	Tue 29/08/23	Wed 30/08/23	Thu 31/08/23	
5.1a		Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00 hours: minutes	4:34	4:28	4:28	4:49	5:11	4:53	4:56	4:32	5:05	4:45	4:36	4:55	4:43	5:28	5:06	4:47	4:40	4:27	4:25	4:58	4:57	5:00	4:32	
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	1:09	1:02	1:06	1:23	1:43	1:24	1:21	1:07	1:26	1:16	1:07	1:15	1:21	1:55	1:42	1:19	1:20	1:03	0:54	1:29	1:26	1:28	1:08	
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	7:34	7:29	7:28	7:44	7:59	7:44	7:40	7:21	7:57	7:44	7:43	7:55	7:35	8:59	7:54	7:51	7:28	7:26	7:32	7:47	7:48	7:49	7:32	
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00 hours: minutes	4:57	4:43	4:34	4:53	5:10	5:09	4:54	4:50	5:17	4:59	5:03	5:05	4:57	5:13	4:55	5:09	4:31	4:46	4:57	5:09	4:52	5:14	4:41	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00 hours: minutes	1:34	1:21	1:06	1:29	1:43	1:43	1:21	1:26	1:40	1:31	1:38	1:26	1:35	1:43	1:33	1:43	1:14	1:24	1:30	1:40	1:25	1:41	1:17	
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	7:48	7:33	7:26	7:48	7:54	7:52	7:43	7:33	7:58	7:42	7:53	7:56	7:44	8:02	7:51	7:56	7:27	7:43	7:48	7:58	7:44	8:02	7:38	
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00 hours: minutes	5:51	5:56	5:26	6:43	6:48	6:17	5:56	5:28	6:09	5:57	6:32	6:22	6:30	6:43	5:36	6:20	5:58	5:54	6:22	6:29	6:25	6:26	5:57	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00 hours: minutes	6:39	7:02	7:29	9:01	8:39	7:49	6:59	5:56	6:37	6:37	7:55	8:06	8:47	8:39	6:39	8:07	7:20	6:32	8:01	8:04	7:48	7:46	7:02	
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	11:48	11:36	10:54	13:48	13:21	12:18	11:55	10:55	12:03	11:29	12:31	13:29	13:14	14:40	11:20	13:10	12:40	11:29	12:01	12:34	12:07	12:32	11:55	
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00 hours: minutes	5:09	4:54	4:40	5:06	5:22	5:18	4:59	4:52	5:22	5:11	5:13	5:20	5:06	5:30	5:14	5:08	4:32	4:58	5:05	5:33	4:57	5:18	4:53	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00 hours: minutes	1:44	1:29	1:19	1:44	1:54	1:49	1:27	1:30	1:45	1:42	1:45	1:37	1:44	2:00	1:52	1:42	1:16	1:35	1:36	2:06	1:30	1:44	1:30	
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	7:56	7:41	5:54	7:54	7:57	7:50	7:42	7:35	8:10	7:46	7:57	7:59	7:47	8:08	7:47	7:58	7:26	7:44	7:50	7:56	7:51	7:59	7:40	
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	16:37	16:27	18:43	17:32		17:21	16:18	18:18	18:09		16:58	18:21	20:03	17:40		15:32	15:58	18:13	17:12		17:35	17:49	18:10	
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	14:49	14:25	17:12	17:38		15:16	14:51	17:27	16:48		14:05	15:53	17:21	15:39		15:21	15:19	16:35	16:05		15:37	15:53	16:23	
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	1.8	2.0	1.9		1.3	1.8	1.8	1.8		1.3	1.9	2.0	2.0		1.3	1.7	2.0	2.0		1.3	1.8	1.3	
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%	100.0%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.7%	99.9%	99.9%	99.9%	99.9%	99.6%	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	4:37	4:31	4:41	4:39	4:34	4:36	4:35	4:11	4:30	4:19	4:22	4:42	4:32	4:36	4:39	4:14	4:23	4:30	4:44	4:37	4:24	4:42	4:29	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00 hours: minutes	1:16	1:15	1:20	1:18	1:16	1:18	1:06	0:57	1:08	1:11	1:02	1:12	1:16	1:15	1:24	1:04	1:08	1:11	1:19	1:13	1:00	1:18	1:10	
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	5:07	5:32	5:57	6:00	5:59	5:18	4:58	5:22	6:00	5:34	7:44	5:49	5:52	5:10	5:33	5:44	5:38	5:43	6:00	5:56	5:36	5:50	6:00	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00 hours: minutes	3:34	3:37	3:40	3:25	3:43	3:55	3:46	3:48	3:56	3:37	3:52	3:49	3:28	3:38	3:55	3:42	3:36	3:55	3:44	3:47	3:55	3:38	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	0:51	0:44	0:52	0:44	0:55	0:49	0:45	1:03	0:58	0:49	0:59	0:56	0:50	0:53	0:46	0:53	0:44	0:56	0:52	0:50	1:07	0:55	0:47	
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	5:29	5:11	5:09	5:08	5:29	5:52	5:43	5:21	5:48	5:15	5:45	5:34	5:01	5:52	6:00	5:45	5:16	5:48	5:38	5:15	5:10	5:14	5:41	
5.11		Lab TAT - Urgent Biochem and Haem	Percentage of biochem & haem (as nominated clinically urgent by the referer) with TAT (from receipt of test in lab to communication of results) less than 3 hours	greater than	95% percent	97.9%	96.5%	98.2%	97.7%	97.0%	98.1%	96.1%	97.5%	97.5%	96.0%	97.9%	97.5%	98.0%	96.3%	98.3%	98.1%	97.2%	97.9%	98.8%	96.2%	97.7%	97.1%	98.7%	
6. RECOLLECTS																													
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	9,429	8,686	8,835	9,096	9,889	9,333	8,845	8,456	9,006	9,704	9,384	9,016	8,567	9,070	9,336	9,292	8,722	8,500	8,819	9,741	9,186	8,724	8,389	
6.2		6.2. Recollects	Total number of specimens recollects (total from rec panel slats error code summary) (excluding self collects)		number	17	15	17	13	20	9	8	11	14	18	11	12	15	14	24	15	17	16	14	17	19	11	15	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0% percent	0.2%	0.2%	0.2%	0.1%	0.2%	0.1%	0.1%	0.1%	0.2%	0.2%	0.1%	0.1%	0.2%	0.2%	0.3%	0.2%	0.2%	0.2%	0.2%	0.2%	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				5					
7.5		Complaints closed	Number of complaints closed year to date		number				5					5						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				5					5						5				5					
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																								

							Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu
Item	Contract	Indicator	Definition		Target	Unit	1/08/23	2/08/23	3/08/23	4/08/23	7/08/23	8/08/23	9/08/23	10/08/23	11/08/23	14/08/23	15/08/23	16/08/23	17/08/23	18/08/23	21/08/23	22/08/23	23/08/23	24/08/23	25/08/23	28/08/23	29/08/23	30/08/23	31/08/23
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%					100.0%				