

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

						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	1/09/23	4/09/23	5/09/23	6/09/23	7/09/23	8/09/23	11/09/23	12/09/23	13/09/23	14/09/23	15/09/23	18/09/23	19/09/23	20/09/23	21/09/23	22/09/23	25/09/23	26/09/23	27/09/23	28/09/23	29/09/23		
1. CALL CENTRE																												
1.1a		Total inbound calls	Number of calls placed / received		number	929	1213	1,065	1,055	1,023	990	1044	1026	1030	979	923	1135	1053	1105	1,005	940	1061	981	1016	970	912		
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	216	258	237	258	251	240	227	239	240	210	224	229	224	252	221	219	209	223	239	251	205		
1.2		Total calls answered	Number of calls answered		number	908	1,173	1044	1032	1,004	958	996	997	1,005	953	891	1,074	1,024	1,070	985	922	1,006	861	976	955	887		
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than 7.0%	percent	2.3%	3.3%	2.0%	2.2%	1.9%	3.2%	4.6%	2.8%	2.4%	2.7%	3.5%	5.4%	2.8%	3.2%	2.0%	1.9%	5.2%	2.0%	3.9%	1.6%	2.7%		
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	1.9%	1.6%	1.3%	1.6%	0.8%	2.5%	2.2%	1.7%	0.8%	2.4%	2.7%	2.6%	1.8%	2.0%	0.9%	0.9%	1.9%	1.4%	1.7%	0.4%	2.0%		
1.4		Results calls	Number of calls requesting test results		number	216	254	234	254	251	234	222	235	238	205	218	223	220	247	219	217	205	220	235	250	201		
1.5		% results calls	1.4 divided by 1.2		percent	23.3%	21.3%	22.3%	24.5%	24.5%	24.2%	21.3%	22.9%	23.1%	20.9%	23.6%	19.7%	20.9%	22.4%	21.8%	23.1%	19.3%	22.4%	23.1%	25.8%	22.0%		
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150 seconds	seconds	58	72	48	49	51	68	71	60	52	71	78	73	59	62	62	60	82	55	62	42	61		
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	25	48	24	28	26	39	55	35	29	32	39	66	35	42	25	24	62	28	49	20	29		
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	2.7%	4.0%	2.3%	2.7%	2.5%	3.9%	5.3%	3.4%	2.8%	3.3%	4.2%	5.8%	3.3%	3.8%	2.5%	2.6%	5.8%	2.9%	4.8%	2.1%	3.2%		
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	8	7	6	5	6	15	10	6	7	5	8	8	9	8	6	10	5	6	5	6	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	6	8	7	6	4	6	7	7	6	4	6	7	8	6	5	7	7	5	4	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	10	8	8	7	6	8	7	8	5	5	9	7	7	5	5	9	6	7	5	7	7		
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	4,280	4,289	4,518	4,192	4,178	4,254	4,522	4,551	4,231	4,103	4,257	4,452	4,301	4,230	4,158	4,321	4,155	4,066	3,887	3,896	3,965		
2.5		Long waits	Number of people waiting over 30 minutes		number	149	110	96	54	63	127	142	109	59	8	86	134	174	69	87	133	92	78	17	79	115		
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	3.5%	#	2.6%	2.1%	1.3%	1.5%	3.1%	2.4%	1.4%	0.2%	2.0%	#	3.0%	4.0%	1.6%	2.1%	3.1%	#	2.2%	1.9%	0.4%	2.0%	2.9%
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	58	32	37	61	66	65	48	72	32	45	73	45	41	41	56	45	41	35	64	71	76		
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	451	502	458	483	484	469	486	457	496	493	443	562	491	492	436	435	512	424	504	428	433		
3.2		Home visits attended	Number of home visits attended for the day		number	433	474	446	467	484	460	470	442	475	482	428	548	482	476	427	423	493	414	492	417	416		
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	96.0%	94.4%	97.4%	96.7%	100.0%	98.1%	96.7%	96.7%	95.8%	97.8%	96.6%	97.5%	98.2%	96.7%	97.9%	97.2%	96.3%	97.6%	97.6%	97.4%	96.1%		
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	51	60	67	56	60	67	64	74	72	65	67	85	72	60	78	63	71	62	76	66	70		
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	51	60	67	56	60	67	64	74	72	65	67	85	72	60	78	63	71	62	76	66	70		
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%		
4. LAB																												
4.1		Patient episodes	Total number of patient episodes		number	12,581	13,159	13,340	12,770	12,432	12,312	13,634	13,236	12,760	12,314	12,427	13,631	12,831	12,428	12,132	11,961	12,907	12,364	11,800	11,604	11,791		
4.2		Patient tests	Total number of patient tests performed		number	52,461	54,663	54,568	53,866	50,845	52,566	55,973	55,485	52,836	50,794	52,748	57,731	54,079	52,088	51,558	51,381	54,893	53,480	50,435	48,602	50,758		
4.3		Urgent tests	Total number of urgent tests		number	660	630	719	630	662	677	682	747	690	732	645	754	713	683	677	755	708	610	723	702	609		
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%		
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	64	64	61	81	55	62	90	74	53	65	56	48	56	44	45	53	60	55	54	50	59		
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	63	63	61	81	54	62	88	74	52	64	56	48	56	44	45	52	60	55	54	50	59		
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	98%	98%	100%	100%	98%	100%	98%	100%	98%	100%	100%	100%	100%	100%	100%	98%	100%	100%	100%	100%	100%		
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	11	18	9	5	15	17	17	17	13	17	10	7	10	9	16	17	8	6	11	6	7		
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%		
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	4:27	5:29	4:35	5:28	4:41	4:47	5:28	5:49	4:46	4:43	4:51	5:27	5:23	4:54	4:58	5:16	5:01	4:20	4:27	4:30	4:24		

							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	1/09/23	4/09/23	5/09/23	6/09/23	7/09/23	8/09/23	11/09/23	12/09/23	13/09/23	14/09/23	15/09/23	18/09/23	19/09/23	20/09/23	21/09/23	22/09/23	25/09/23	26/09/23	27/09/23	28/09/23	29/09/23
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	0:49	2:01	1:07	1:23	1:06	1:16	1:43	2:09	1:06	1:05	1:10	1:44	1:57	1:32	1:33	1:41	1:30	0:51	1:05	0:56	0:54
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	7:29	8:07	7:34	7:44	7:31	7:41	8:59	9:58	7:44	7:33	7:47	8:06	8:05	7:44	7:46	7:52	7:58	7:15	7:26	7:31	7:24
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:01	5:44	5:07	5:47	4:57	5:00	5:07	5:29	5:10	4:58	5:24	5:16	5:06	4:54	5:28	5:19	4:43	4:48	5:08	4:44	5:48
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:25	2:17	1:42	1:38	1:24	1:30	1:26	1:52	1:34	1:24	1:46	1:38	1:41	1:34	2:06	1:45	1:27	1:31	1:49	1:14	2:17
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	7:51	10:06	7:58	7:52	7:40	7:48	7:59	9:55	7:52	7:53	9:01	7:54	7:59	7:42	8:01	8:07	7:50	7:47	7:54	7:47	9:56
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:16	7:38	6:44	6:13	5:41	6:00	6:44	6:46	6:58	6:31	9:30	6:51	7:33	5:41	6:10	6:35	6:22	6:17	6:37	5:39	8:15
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	7:22	10:46	8:07	7:36	5:50	6:48	9:03	8:00	9:04	7:33	19:14	9:19	10:06	6:25	8:16	9:13	8:27	7:53	8:20	6:07	12:01
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	12:58	15:34	13:24	12:08	10:18	11:39	14:33	13:19	15:39	12:30	24:09	13:46	14:31	10:29	12:44	14:27	12:39	13:13	12:24	10:44	16:27
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:12	5:46	5:18	6:03	5:07	5:12	5:21	5:42	5:22	5:09	5:33	5:18	5:17	5:04	5:36	5:31	5:05	5:03	5:17	4:58	6:11
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:37	2:18	1:49	1:47	1:31	1:38	1:37	2:03	1:42	1:32	1:53	1:42	1:50	1:41	2:11	1:53	1:37	1:36	1:51	1:22	2:24
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	7:58	10:11	8:00	7:57	7:52	7:51	8:10	9:59	7:56	7:57	9:08	7:53	7:58	7:43	8:02	8:15	7:46	9:50	7:53	7:42	9:58
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	16:14		16:30	16:36	18:42	15:38		16:01	16:38	17:18	16:27		17:27	16:30	18:02	16:18		15:15	16:05	16:53	15:16
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	13:50		14:14	14:51	15:53	14:26		13:32	14:57	15:06	15:27		15:25	13:54	16:38	13:48		12:53	13:46	14:38	12:42
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	1.3		1.2	1.3	1.7	1.3		1.1	1.3	1.3	1.3		1.2	1.3	1.3	1.3		1.0	1.2	1.3	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%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	99.9%	100.0%	99.9%	99.8%	99.9%	99.9%	100.0%	99.9%	99.8%	100.0%	100.0%	99.9%	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	4:25	4:47	4:33	4:40	4:38	4:46	4:45	4:42	4:31	4:32	4:26	4:38	4:37	4:45	4:52	4:26	4:18	4:24	4:26	4:34	4:32
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:57	1:27	1:04	1:23	1:18	1:20	1:14	1:08	0:57	1:01	0:59	1:11	1:16	1:25	1:26	1:10	0:59	0:51	1:03	1:11	1:15
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	5:11	4:48	5:47	5:14	5:23	5:51	5:02	5:18	5:50	5:47	5:58	5:10	5:15	5:17	5:30	5:13	5:33	5:54	5:41	5:31	5:43
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:45	3:59	3:49	3:52	3:38	3:40	3:43	4:04	4:01	3:49	4:10	3:45	4:02	4:04	4:02	3:51	3:39	3:56	3:57	3:58	3:56
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	0:59	1:00	0:58	0:49	0:48	0:58	1:01	1:07	0:55	1:07	0:54	1:08	1:14	1:22	1:00	0:57	1:05	1:01	0:57	1:15
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	5:28	5:43	5:19	5:16	5:26	5:37	5:37	6:51	6:00	5:19	5:48	5:36	6:00	5:30	5:29	5:26	4:47	5:43	6:00	5:54	5:43
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	97.0%	95.5%	97.7%	95.3%	96.7%	96.3%	96.1%	97.7%	97.4%	98.5%	95.9%	96.4%	96.7%	96.1%	96.4%	98.6%	96.4%	99.0%	97.0%	95.7%	96.2%
6. RECOLLECTS																											
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	8,995	9,548	9,512	9,147	8,698	9,037	9,723	9,603	9,160	8,621	8,928	9,953	9,245	8,816	8,802	9,066	9,684	9,176	8,829	8,496	8,837
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	18	15	17	15	11	17	13	31	13	19	13	16	18	21	18	19	13	29	20	19	16
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.2%	0.2%	0.1%	0.2%	0.1%	0.3%	0.1%	0.2%	0.1%	0.2%	0.2%	0.2%	0.2%	0.2%	0.1%	0.3%	0.2%	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	5					5					5					5					5
7.5		Complaints closed	Number of complaints closed year to date			number	5					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					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																					
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater than	80%	percent																					
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	percent	100.0%					100.0%					100.0%					100.0%					100.0%

							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	1/09/23	4/09/23	5/09/23	6/09/23	7/09/23	8/09/23	11/09/23	12/09/23	13/09/23	14/09/23	15/09/23	18/09/23	19/09/23	20/09/23	21/09/23	22/09/23	25/09/23	26/09/23	27/09/23	28/09/23	29/09/23