

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	Fri	Mon	Tue	Wed	Thu	Fri	Tue	Wed	Thu	Fri	Mon	
Item	Contract	Indicator	Definition		Target	Unit	2/10/23	3/10/23	4/10/23	5/10/23	6/10/23	9/10/23	10/10/23	11/10/23	12/10/23	13/10/23	16/10/23	17/10/23	18/10/23	19/10/23	20/10/23	24/10/23	25/10/23	26/10/23	27/10/23	30/10/23	
1. CALL CENTRE																											
1.1a		Total inbound calls	Number of calls placed / received			number	1103	1016	996	925	927	998	969	971	957	986	1072	1034	977	953	956	1099	1017	1,010	948	1029	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line			number	204	229	227	244	236	222	205	195	231	226	221	250	247	239	209	223	229	247	208	197	
1.2		Total calls answered	Number of calls answered			number	1,063	998	977	893	906	947	917	928	927	944	1,021	992	965	924	927	1,038	982	966	904	981	
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	3.6%	1.8%	1.9%	3.5%	2.3%	5.1%	5.4%	4.4%	3.1%	4.3%	4.8%	4.1%	3.3%	3.0%	3.0%	5.6%	3.4%	4.4%	4.6%	4.7%	
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%	1.3%	1.8%	2.5%	1.7%	2.7%	2.9%	2.6%	1.7%	2.2%	2.7%	2.0%	1.6%	1.7%	2.4%	2.7%	2.6%	2.8%	2.4%	2.5%	
1.4		Results calls	Number of calls requesting test results			number	199	226	223	238	232	216	199	190	227	221	215	245	243	235	204	217	223	240	203	192	
1.5		% results calls	1.4 divided by 1.2			percent	18.5%	22.5%	22.8%	26.4%	25.5%	22.2%	20.5%	19.6%	23.7%	22.4%	20.1%	23.7%	24.9%	24.7%	21.3%	19.8%	21.9%	23.8%	21.4%	18.7%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	58	46	54	62	54	75	70	58	62	75	95	85	62	82	61	90	72	91	75	84	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	46	25	25	39	26	58	59	48	36	48	59	59	39	35	35	69	42	50	52	53	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	4.2%	2.5%	2.5%	4.2%	2.8%	5.8%	6.1%	4.9%	3.8%	4.9%	5.5%	5.7%	4.0%	3.7%	3.7%	6.3%	4.1%	5.0%	5.5%	5.2%	
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	9	6	7	6	9	7	8	5	6	8	6	5	5	8	10	9	7	8	8	
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	5	5	5	5	7	7	6	5	6	6	5	6	6	6	10	5	9	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	8	8	6	6	11	9	7	6	6	12	6	5	5	6	8	9	6	7	8	5	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number	4,459	4,184	3,967	3,949	4,046	4,389	4,441	4,275	3,982	4,337	4,346	4,488	4,232	4,116	4,524	4,426	4,301	4,356	4,254	4,395	
2.5		Long waits	Number of people waiting over 30 minutes			number	101	96	47	62	63	77	53	90	23	78	152	47	77	49	106	152	80	69	51	80	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	2.3%	2.3%	1.2%	1.6%	1.6%	1.8%	1.2%	2.1%	0.6%	1.8%	3.5%	1.0%	1.8%	1.2%	2.3%	3.4%	1.9%	1.6%	1.2%	1.8%	
2.7		Long waits	Maximum wait time (incl GTTs)			minutes	54	55	57	44	54	44	38	55	42	74	54	69	51	67	68	70	66	70	48	72	
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	493	451	482	458	450	498	469	506	467	458	489	446	491	445	496	515	548	497	436	453	
3.2		Home visits attended	Number of home visits attended for the day			number	476	441	471	435	438	476	457	485	454	444	467	430	473	427	478	490	532	485	430	433	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.6%	97.8%	97.7%	95.0%	97.3%	95.6%	97.4%	95.8%	97.2%	96.9%	95.5%	96.4%	96.3%	96.0%	96.4%	95.1%	97.1%	97.6%	98.6%	95.6%	
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	62	73	77	74	85	66	94	62	84	66	70	55	57	72	63	85	94	89	74	64	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day			number	62	73	77	74	85	66	94	62	84	66	70	55	57	72	63	85	94	89	74	64	
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	13,405	12,593	11,982	11,738	11,864	13,367	13,476	12,845	12,402	13,067	13,590	13,523	12,801	12,401	12,833	13,834	13,243	12,824	12,559	13,389	
4.2		Patient tests	Total number of patient tests performed			number	57,962	54,166	51,893	50,807	52,242	57,175	56,681	53,794	51,179	54,526	56,592	55,869	53,457	50,387	54,620	55,989	55,068	54,538	52,550	56,107	
4.3		Urgent tests	Total number of urgent tests			number	742	680	594	698	768	745	854	776	675	706	767	728	841	669	702	635	723	746	639	579	
4.4		% urgent tests	4.3 divided by 4.2			percent	1%	1%	1%	1%	1%	1%	2%	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%	
4.6		Critical results	Number of critical test results			number	67	59	51	46	51	72	76	71	51	57	54	61	72	57	65	72	68	51	66	68	
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	67	59	50	46	51	72	75	71	51	57	54	61	72	57	65	72	68	51	66	67	
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%	98%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	
4.11		Amended Results	Number of results changed after original result was reported to referer			number	14	8	16	20	12	15	18	8	11	10	8	14	9	7	8	10	11	12	5	24	

							Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Tue	Wed	Thu	Fri	Mon
item	Contract	Indicator	Definition		Target	Unit	2/10/23	3/10/23	4/10/23	5/10/23	6/10/23	9/10/23	10/10/23	11/10/23	12/10/23	13/10/23	16/10/23	17/10/23	18/10/23	19/10/23	20/10/23	24/10/23	25/10/23	26/10/23	27/10/23	30/10/23
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	% 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																										
5.1a		Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:26	4:57	4:45	4:28	4:35	4:54	5:03	4:37	5:22	4:45	4:51	5:04	4:41	4:31	5:08	4:56	5:08	4:48	4:37	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	1:52	1:26	1:12	0:57	1:08	1:30	1:27	1:02	1:53	1:04	1:15	1:35	1:10	1:01	1:31	1:19	1:14	1:16	1:05	1:10
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	9:25	7:44	7:42	7:26	7:25	8:00	7:58	7:31	7:53	7:38	7:47	7:48	7:34	7:32	7:51	7:55	8:05	7:48	7:33	7:28
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:30	5:10	5:04	5:35	6:03	5:49	5:51	5:24	6:20	5:46	5:07	5:12	5:04	4:56	5:00	5:05	5:02	6:31	5:37	5:54
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:00	1:41	1:34	2:08	2:37	2:24	1:57	1:50	2:52	2:07	1:34	1:46	1:36	1:31	1:25	1:32	1:30	3:01	2:11	2:35
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	9:28	7:58	7:50	9:28	10:53	10:28	8:10	8:02	10:57	9:55	8:02	7:52	7:53	7:41	7:44	8:15	8:05	11:16	10:01	10:31
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	7:12	6:38	6:20	7:00	7:24	6:44	7:18	7:03	8:45	6:44	7:58	7:34	6:55	6:31	7:08	7:46	7:33	10:35	8:05	8:13
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	9:59	9:00	7:30	8:33	9:19	9:35	9:32	10:06	11:26	8:24	10:44	10:01	9:14	8:07	10:27	12:00	9:57	14:52	11:16	11:59
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	15:06	15:51	12:40	14:03	14:41	13:56	13:57	15:00	15:57	13:43	15:08	15:21	14:57	12:36	15:30	16:44	15:10	22:12	16:56	16:46
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:57	5:18	5:14	5:32	6:14	5:58	5:40	5:33	6:35	6:01	5:24	5:27	5:11	5:12	5:09	5:18	5:26	6:36	5:56	6:12
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:15	1:46	1:39	2:06	2:47	2:32	2:05	1:55	3:03	2:18	1:47	1:58	1:40	1:40	1:33	1:40	1:28	3:05	2:28	2:49
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	9:55	7:56	7:56	8:59	10:54	10:32	8:59	7:58	10:58	9:54	8:00	7:56	7:56	7:48	7:45	8:59	8:54	11:15	10:28	10:36
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		14:29	15:59	16:20	15:48		14:49	16:02	16:40	16:32		17:04	15:30	16:18	17:15		14:25	17:02	16:22	
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		12:16	13:57	14:46	14:27		12:36	14:00	15:21	15:50		15:19	13:15	14:12	15:00		11:27	14:33	14:29	
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		1.0	1.2	1.2	1.2		1.0	1.2	1.3	1.2		1.2	1.2	1.3	1.3		1.0	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	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	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	4:46	4:40	4:39	5:37	4:30	4:18	4:44	4:17	4:38	4:42	5:01	4:41	4:44	4:40	4:40	4:38	4:42	4:26	4:23	4:27
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:19	1:09	1:08	1:16	1:16	0:55	1:11	0:49	1:06	1:04	1:27	1:13	1:15	1:18	1:19	1:12	1:10	1:05	0:59	1:11
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	6:25	5:49	6:00	5:41	5:52	4:40	5:27	5:31	5:03	5:47	5:47	5:36	5:00	5:25	5:06	5:36	5:58	5:02	5:57	5:51
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:42	3:52	4:08	3:47	3:54	3:46	4:00	3:58	3:55	3:49	3:40	3:53	3:49	3:58	3:51	3:33	4:18	4:00	3:58	3:40
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:53	1:00	0:56	0:57	1:00	0:56	1:03	0:59	1:19	1:03	0:53	1:03	0:59	1:15	0:51	0:49	1:18	1:13	1:14	0:59
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	5:40	6:00	5:14	5:06	5:52	5:31	5:41	6:00	5:25	5:15	5:35	5:41	5:24	5:11	5:46	5:02	5:24	6:00	5:59	5:22
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	96.3%	96.9%	96.5%	95.6%	97.4%	97.2%	97.8%	95.6%	95.6%	98.7%	95.0%	97.4%	96.1%	97.5%	96.5%	96.3%	97.4%	95.0%	96.3%	95.2%
6. RECOLLECTS																										
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	10,233	9,497	9,042	8,898	9,014	10,096	9,752	9,240	8,798	9,429	9,811	9,472	9,281	8,713	9,470	9,851	9,329	9,265	9,175	9,861
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	15	17	17	16	21	14	17	16	19	16	12	20	15	11	21	23	12	22	15	14
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%	0.1%	0.2%	0.2%	0.2%	0.2%	0.1%	0.2%	0.2%	0.2%	0.2%	0.2%	0.1%	0.2%	0.2%	0.1%

							Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Tue	Wed	Thu	Fri	Mon	
Item	Contract	Indicator	Definition		Target	Unit	2/10/23	3/10/23	4/10/23	5/10/23	6/10/23	9/10/23	10/10/23	11/10/23	12/10/23	13/10/23	16/10/23	17/10/23	18/10/23	19/10/23	20/10/23	24/10/23	25/10/23	26/10/23	27/10/23	30/10/23	
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					6					6				7		
7.5		Complaints closed	Number of complaints closed year to date			number					5					6					6				7		
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					5					6					6				7		
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					100.0%					100.0%					100.0%					100.0%	