

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

							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	1/11/23	2/11/23	3/11/23	6/11/23	7/11/23	8/11/23	9/11/23	10/11/23	13/11/23	14/11/23	15/11/23	16/11/23	17/11/23	20/11/23	21/11/23	22/11/23	23/11/23	24/11/23	27/11/23	28/11/23	29/11/23	30/11/23							
1. CALL CENTRE																																			
1.1a		Total inbound calls	Number of calls placed / received			number	993	950	981	1083	1023	1062	1,064	1034	1140	1015	1108	971	1029	1178	992	1005	1,020	968	1239	1044	1094	1,060							
1.1b		Total inbound calls - results line	Number of calls placed / received on results line			number	210	238	208	193	200	224	244	217	235	229	276	226	236	201	207	203	227	222	260	212	232	255							
1.2		Total calls answered	Number of calls answered			number	974	896	951	1,019	998	1,024	1,015	1,005	1,078	973	1,066	942	969	1,120	932	962	982	930	1,168	995	1,045	1,001							
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	1.9%	5.7%	3.1%	5.9%	2.4%	3.6%	4.6%	2.8%	5.4%	4.1%	3.8%	3.0%	5.8%	4.9%	6.1%	4.3%	3.7%	3.9%	5.7%	4.7%	4.5%	5.6%							
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	1.0%	2.9%	1.9%	2.6%	2.0%	1.8%	2.9%	2.3%	3.0%	2.6%	1.8%	2.2%	2.5%	3.0%	2.9%	2.4%	2.2%	2.7%	2.7%	2.8%	2.2%	2.4%							
1.4		Results calls	Number of calls requesting test results			number	210	231	204	188	196	220	237	212	228	223	271	221	230	195	201	203	222	216	253	206	227	249							
1.5		% results calls	1.4 divided by 1.2			percent	21.2%	25.1%	21.2%	17.8%	19.6%	21.1%	22.9%	20.5%	20.0%	22.0%	24.5%	22.8%	22.4%	16.6%	20.3%	20.2%	21.8%	22.3%	20.4%	19.7%	20.8%	23.5%							
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	49	94	55	98	59	62	90	62	90	84	72	73	89	76	79	81	82	66	98	84	75	90							
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	21	62	35	72	32	44	57	35	69	50	50	36	67	65	69	52	45	48	85	58	56	65							
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	2.1%	6.5%	3.6%	6.7%	3.1%	4.1%	5.4%	3.4%	6.1%	4.9%	4.5%	3.7%	6.5%	5.5%	7.0%	5.2%	4.4%	5.0%	6.9%	5.6%	5.1%	6.1%							
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	9	12	10	8	8	7	8	8	5	9	7	7	7	5	6	6	7	6	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	6	5	10	6	7	7	5	6	10	7	8	7	6	6	6	6	7	6	8	7	6	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	9	5	5	4	13	8	5	5	7	8	8	8	9	7	9	9	7	8	7							
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number	4,540	4,336	4,311	4,498	4,617	4,381	4,235	4,474	4,499	4,492	4,278	4,163	4,427	4,532	4,539	4,420	4,245	4,435	4,581	4,566	4,391	4,269							
2.5		Long waits	Number of people waiting over 30 minutes			number	53	84	74	215	82	142	87	107	151	78	71	119	94	85	90	80	106	68	219	135	87	120							
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	1.2%	1.9%	1.7%	4.8%	1.8%	3.2%	2.1%	2.4%	3.4%	1.7%	1.7%	2.9%	2.1%	1.9%	2.0%	1.8%	2.5%	1.5%	4.8%	3.0%	2.0%	2.8%							
2.7		Long waits	Maximum wait time (incl GTT's)			minutes	52	45	48	61	39	54	42	56	60	72	54	45	44	51	53	63	56	70	73	41	49	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							
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							
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	495	450	467	470	447	520	434	454	477	470	519	450	467	438	445	460	429	430	484	418	506	427							
3.2		Home visits attended	Number of home visits attended for the day			number	489	438	451	455	433	508	422	443	461	457	512	440	457	424	434	446	420	415	463	403	495	409							
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	98.8%	97.3%	96.6%	96.8%	96.9%	97.7%	97.2%	97.6%	96.6%	97.2%	98.7%	97.8%	97.9%	96.8%	97.5%	97.0%	97.9%	96.5%	95.7%	96.4%	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	80	75	63	74	68	69	61	60	84	65	71	80	83	73	75	66	75	69	79	72	84	80							
3.5		Urgent home visits completed	Number of urgent home visits completed for the day			number	80	75	63	74	68	69	61	60	84	65	71	80	83	73	75	66	75	69	79	72	84	80							
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%							
4. LAB																																			
4.1		Patient episodes	Total number of patient episodes			number	13,317	12,942	12,338	13,790	13,787	13,048	12,897	12,892	13,643	13,632	12,756	12,476	12,642	13,665	13,604	12,869	12,586	12,010	13,378	13,127	12,541	12,242							
4.2		Patient tests	Total number of patient tests performed			number	56,385	53,911	52,871	58,661	57,320	54,444	54,119	53,829	57,180	55,476	53,161	51,873	54,023	57,132	56,674	53,947	52,320	51,702	55,983	55,107	53,539	51,482							
4.3		Urgent tests	Total number of urgent tests			number	755	758	577	793	748	707	810	696	715	698	660	629	747	701	726	707	725	707	725	689	791	672							
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%	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%							
4.6		Critical results	Number of critical test results			number	52	55	50	76	53	60	71	55	49	52	45	51	64	61	58	36	51	57	44	52	69	50							
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	52	55	50	76	53	60	71	55	49	52	45	50	64	61	58	36	51	57	44	52	69	50							
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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%							
4.11		Amended Results	Number of results changed after original result was reported to referrer			number	13	11	11	10	14	14	6	13	10	7	17	14	12	14	14	16	14	18											

							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	1/11/23	2/11/23	3/11/23	6/11/23	7/11/23	8/11/23	9/11/23	10/11/23	13/11/23	14/11/23	15/11/23	16/11/23	17/11/23	20/11/23	21/11/23	22/11/23	23/11/23	24/11/23	27/11/23	28/11/23	29/11/23	30/11/23
5.3c	yes	Total TAT HCG 95% percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours: minutes	19:56	14:44	19:43	16:24	14:29	16:36	15:55	14:41	15:06	15:12	14:12	15:30	26:06	25:29	24:52	23:54	17:24	16:24	20:01	12:15	12:21	12:12
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	7:42	6:04	5:43	5:34	5:09	5:26	5:22	5:14	5:39	5:23	5:42	5:55	5:52	6:26	6:55	6:40	7:20	6:03	6:58	7:22	6:42	7:04
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	4:00	2:32	2:07	1:55	1:32	1:34	1:35	1:26	1:55	1:41	2:14	2:14	2:06	2:45	3:02	2:45	3:28	2:16	3:33	3:47	2:41	3:13
5.5c	yes	Total TAT Liver 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours: minutes	11:46	10:49	9:55	8:59	7:51	8:04	7:55	7:50	7:59	7:52	8:59	10:35	9:45	11:02	11:19	11:19	11:38	10:31	11:38	13:31	11:34	11:46
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	15:44	15:11	16:59		16:33	15:53	16:57	15:49		15:00	14:25	15:12	14:15		14:53	16:38	18:40	16:51		14:46	15:19	16:25
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	13:33	13:58	14:27		13:40	13:36	14:57	14:19		12:45	12:09	13:35	12:42		12:48	14:17	16:56	14:27		12:16	13:57	13:33
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	1.2	1.2	1.3		1.0	1.2	1.3	1.2		1.0	1.1	1.2	1.2		1.0	1.3	1.7	1.2		1.0	1.2	1.2
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	99.9%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	100.0%	99.8%	99.9%	99.9%	99.9%	99.9%	99.7%	99.9%	99.9%	99.9%	99.9%	99.7%	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	4:39	4:27	4:36	4:44	4:46	4:51	4:50	4:41	5:22	4:52	4:34	4:50	4:36	4:15	5:08	4:46	4:55	4:52	4:44	4:45	4:59	4:45
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:09	1:10	1:09	1:08	1:07	1:00	1:03	1:06	1:54	1:25	1:04	1:13	1:00	1:10	1:09	0:56	1:09	1:10	1:20	1:14	1:02	0:59
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	5:59	6:00	5:48	5:42	5:47	4:44	5:27	5:38	5:56	5:23	5:20	5:33	5:52	5:49	5:09	5:51	5:32	5:45	5:51	5:53	5:53	5:51
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:49	3:29	4:03	3:46	3:48	3:53	4:05	3:56	3:37	4:08	4:29	3:48	3:58	4:49	4:05	3:58	5:00	3:55	4:29	4:08	4:38	3:23
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:03	0:52	1:12	0:49	1:01	0:48	1:08	0:44	0:50	1:03	1:26	1:02	0:59	1:07	1:05	1:30	1:50	0:53	1:24	1:28	1:23	2:53
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	6:00	4:55	6:00	5:43	5:01	5:31	5:29	5:38	5:25	5:30	5:39	5:26	5:44	6:00	5:59	5:28	6:00	5:46	6:31	5:49	7:16	6:00
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	96.0%	97.0%	97.9%	96.1%	95.6%	98.5%	96.7%	98.2%	98.2%	95.0%	95.0%	96.2%	98.0%	95.8%	96.5%	96.6%	95.4%	97.5%	95.3%	95.4%	95.7%	95.5%
6. RECOLLECTS																												
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	9,462	9,295	9,050	10,245	9,841	9,410	9,231	9,279	10,034	9,571	9,227	8,793	9,216	10,097	9,772	9,176	9,019	8,994	9,979	9,694	9,263	8,972
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	21	24	21	18	24	14	31	14	14	24	17	23	19	20	17	22	24	16	26	26	27	25
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.3%	0.2%	0.2%	0.2%	0.1%	0.3%	0.2%	0.1%	0.3%	0.2%	0.3%	0.2%	0.2%	0.2%	0.2%	0.3%	0.2%	0.3%	0.3%	0.3%	0.3%
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			7					7					7					7				
7.5		Complaints closed	Number of complaints closed year to date			number			7					7					7					7				
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			7					7					7					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%				