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 do not meet target blue cells indicate contracted KPIs

				_	1 14/1	Thu	r.:l	Man	т	اد - ۱۸۷	Thu	F.:	Man	Torr	\A/- d	Thu	r.:l	Man	т	ا ۱۸/- ما	Thu	r.:l	Man	т	١٨/- ما	Thu
					Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed		Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu
item Contrac	Indicator 1. CALL CENTRE	Definition	Targe	et 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
1.1a	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	Number of calls placed / received on results		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	line 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".	less 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%
	% calls unanswered for	1- (1.2 divided by 1.1a) Also known as "abandonment".	than less 3.0	0/ porcont	1.0%	2.0%	1.9%	2 60/	2.0%	1 00/.	2.9%	2 20/	3.0%	2 60/	1 00/.	2 20/	2 50/	3.0%	2.9%	2.40/	2 20/	2.7%	2.7%	2 00/	2.2%	2.4%
1.3b	results line	1 - (1.4 divided by 1.1b)	than	% percent	1.0%	2.9%	1.970	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%	2.170	2.170	2.8%	2.270	2.470
1.4	Results calls	Number of calls requesting test results		number	210	231	204	188	196	220	237	212	228	223	271		230	195	201	203	222	216	253	206	227	249
1.5	% results calls Average wait time	1.4 divided by 1.2 Average wait time on the phone for results,	less 15	percent 50 seconds		25.1% 94	21.2%	17.8%	19.6%	21.1%	22.9%	20.5%	20.0%	22.0% 84	24.5% 72		22.4%	16.6%	20.3%	20.2%	21.8%	22.3%	20.4%	19.7%	20.8%	23.5%
1.0		measured in seconds ("Lab Results" figure)	than					30	39	02		02	90	0.		73		70	13	•	02		90			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		less	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%
	seconds 2. COLLECTION CENTRES		than																							
2.1	Wait time Manukau DHB	Average waiting time in minutes for a sample	less 3	30 minutes	8	7	9	12	10	8	8	7	8	8	5	9	7	7	7	5	6	6	7	6	8	8
		of patients attending Manukau DHB collection centres between 7am and 11am (peak	than																							
2.2	Wait time Auckland DHB	collection time) Average waiting time in minutes for a sample	less 3	30 minutes	6	5	10	6	7	7	5	6	10	7	8	7	6	6	6	6	7	6	8	7	6	7
		of patients attending Auckland collection	than																							
		centres between 7am and 11am (peak collection time)																								
2.3	Wait time Waitemata DHB	Average waiting time in minutes for a sample of patients attending Waitemata collection	less 3	30 minutes	6	4	5	9	5	5	4	13	8	5	5	7	8	8	8	9	7	9	9	7	8	7
		of patients attending Waitemata collection centres between 7am and 11am (peak	uiail																							
2.4	Number waiting	collection time) Total number people attending Manukau,		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
Z. 4	Tanasa walang	Auckland and Waitemata collection centres		, and about	7,540	7,000	7,011	7,700	7,017	7,001	7,200	7,414	7,408	7,402	7,210	7,103	7,721	7,002	7,008	7,420	7,240	7,700	7,501	7,000	7,001	7,200
2.5	Long waits	between 7am and 11am 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 10	% percent	1.2%	1.9%	1.7%	4.8%	1.8%	3.2%	2.1%	2.4%	3.4%	1.7%			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)	than	minutes		45	48	61	39	54	42	56	60	72			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	less 4:(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
		(hrs:minutes)	than	minutes																						
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		number	495	450	467	470	447	520	434	454	477	470	519	450	467	438	445	460	429	430	484	418	506	427
		home)																								
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		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 90 then	% 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		number	80	75	63	74	68	69	61	60	84	65	71	80	83	73	75	66	75	69	79	72	84	80
		day (exclude home visits where the patient was not home)																								
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		greater 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%
ŕ	4. LAB	3.5 divided by 3.4	then																							
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			57,180				54,023	57,132		53,947	52,320	51,702	55,983	55,107	53,539	51,482
4.3	Urgent tests	Total number of urgent tests		number		758	577	793	748	707	810	696	715	698			747	701	726	707	725	707	725	689	791	672
4.4	% urgent tests Data for HealthPac	4.3 divided by 4.2 Percentage of completed test enisodes	equal to 100	percent 0/ percent		1% 100%	100%	1% 100%			1% 100%															
4.5	Data for mealthrac	Percentage of completed test episodes provided to HealthPac within agreed	100	% percent	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		timeframes (kpi to be reported once a month																								
		only - first day of month for previous month performance)																								
4.6	Critical results	Number of critical test results		number		55	50	76	53	60	71	55	49	52			64	61	58	36	51	57	44	52	69	50 50
4.7	Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour		number	52	55	50	76	53	60	71	55	49	52	45	50	64	61	58	36	51	57	44	52	69	50
10	% of critical require at a second	(a.Referrer; b. patient; c. police)	grooter	0/ parcent	4000/	4000/	1000/	1000/	1000/	4000/	1000/	1000/	4000/	4000/	4000/	000/	1000/	4000/	1000/	4000/	1000/	1000/	1000/	1000/	1000/	4000/
4.8 yes	% of critical results phoned within 1 hour	Percentage of critical test results phoned through to appropriate contact person within 1	greater 98 then	% 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	hour (a.Referrer: b. patient: c. police)		number	40	44	44	40	14	14		40	40	-	47	4.4	40	14	4.4	16	14	18	0	40	0	45
4.11		Number of results changed after original result was reported to referrer				11	11	10			ь	13	10		17		12				- '		8	12	9	15
4.12	% Amended Results	Percentage of results changed after original		% 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%
		result was reported to referrer. 4.11 divided by 4.2	than																							
	5. TURNAROUND TIME																									
5.10	NON-URGENT Total TAT Complete blood	Average turnaround time from collection to	less 8:0	00 hours:	4:50	4:46	4:49	5:08	5:12	4:57	5:23	5:09	5:50	5:26	4:40	5:02	4:54	5:28	5:31	4:46	5:10	4:51	5:06	4:46	5:14	4:51
5.1a	count	report, expressed in hour:minutes	than	minutes																						
5.1b	Lab TAT Complete blood	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less 4:0	00 hours: minutes	1:15	1:19	1:20	1:28	1:32	1:05	1:32	1:23	2:09	1:45	1:10	1:19	1:08	1:46	1:39	0:53	1:23	1:03	1:36	1:17	1:05	1:07
5.1c yes		Turnaround time for 95th centile from	less 12:0	00 hours:	7:49	7:35	7:49	8:00	7:53	7:56	7:59	7:52	8:08	8:05	7:34	8:08	7:42	9:00	7:55	7:47	7:55	7:51	7:53	7:40	9:05	7:50
5.2a	percentile - in zone Total TAT Electrolytes	collection to report, expressed in hour:minutes Average turnaround time from collection to	than less 8:0	minutes 00 hours:	7:35	5:53	5:36	5:50	4:59	5:16	5:09	5:03	5:18	5:07	5:39	5:44	5:44	6:10	6:49	6:30	7:09	5:50	6:49	7:25	6:38	6:58
		report, expressed in hour:minutes	than	minutes																						
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less 4:(00 hours: minutes	4:00	2:25	2:01	1:41	1:25	1:24	1:24	1:20	1:46	1:31	2:10	2:07	2:01	2:31	2:57	2:36	3:28	2:08	3:29	3:53	2:37	3:09
5.2c yes		Turnaround time for 95th centile from		00 hours:	11:41	10:47	9:56	9:01	7:49	7:58	7:50	7:47	7:58	7:52	8:59	10:38	9:28	10:57	11:21	10:51	11:35	10:30	11:43	13:29	11:44	11:38
5.3a	percentile in zone Total TAT HCG	collection to report, expressed in hour:minutes Average turnaround time from collection to	than less 8:0	minutes 00 hours:	10:38	7:11	8:36	8:12	7:35	8:32	7:53	7:39	7:51	7:39	7:36	8:22	10:06	10:46	11:18	10:27	10:08	8:31	8:57	7:09	7:29	7:36
	Quantification	report, expressed in hour:minutes	than	minutes																						
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less 4:0	00 hours: minutes	13:52	9:32	12:22	10:43	10:13	11:32	10:40	9:57	10:29	10:37	10:05	11:14	21:00	20:54	19:53	13:19	12:33	10:58	10:00	7:31	5:59	7:15

							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%	Turnaround time for 95th centile from	less	-	hours:	19:56	14:44	19:43	16:24	14:29	16:36	15:55	14:41	15:06	15:12		15:30	26:06	25:29	24:52	23:54	17:24	16:24	20:01	12:15	12:21	12:12
5.5a		percentile - in zone Total TAT Liver functions	collection to report, expressed in hour:minutes Average turnaround time from collection to	than less	8:00	minutes hours:	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
			report, expressed in hour:minutes	than		minutes		2.00			4.00			4.00			2.11					0.45		2.40			2.44	
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%	Turnaround time for 95th centile from	less	12:00	hours:	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		percentile in zone Total TAT - Urine Micro &	Average turnaround time from collection to	than less	48:00		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		Culture - non-urgent Total TAT - Urine Micro &	report, expressed in hour:minutes Turnaround time from 90th centile receipt to	than less	48:00	minutes hours:	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
		Culture - non-urgent Total TAT Urine Micro &	report, expressed in hour:minutes Turnaround time for 90th centile from	than less		minutes	1.2	1.2	1.3		1.0	1.2	1.3	1.2		1.0			1.2		1.0	1.3	1.7	1.2		1.0	1.2	1.2
5.7c	yes	Culture - non-urgent 90%	collection to report, expressed in working days		2.0	working days	1.2	1.2	1.5		1.0	1.2	1.3	1.2		1.0	1.1	1.2	1.2			1.3	1.7	1.2		1.0	1.2	
5.8		Lab TAT - Routine Biochem and Haem	Percentage of biochem & haem reports with TAT (from receipt of test in lab to	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	communication of results) less than 48 hours																									
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%	Turnaround time from 95th centile collection to		6:00	hours:	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		percentile in zone Total TAT - Troponin	report, expressed in hour:minutes in zone Average turnaround time from collection to	less	6:00		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	report, expressed in hour:minutes Turnaround time from 95th centile receipt to	than less	3:00	minutes hours:	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	ves	Total TAT Troponin 98%	report, expressed in hour:minutes Turnaround time from 98th centile collection to	than less	6:00	minutes hours:	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
= 11	,	centile in zone	report, expressed in hour:minutes in zone	than	0.50/	minutes	00.00/	07.00/	07.00/	00.40/	05.00/	00.50/	00.70/	00.00/	00.00/	05.00/	05.00/	00.00/	00.00/	05.00/	00.50/	00.00/	05.40/	07.50/	05.00/	05.40/	05.70/	05.50/
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		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%
6.1		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)			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	(excluding self collects) 6.2 divided by 6.1	less	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%
		Z OLIALITY IMPROVEMENT	F make a substanced a fee has no marked suspends	than																								
		7. QUALITY IMPROVEMEN	Finote - 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			number																						
7.2	+	Events / issues closed	year to date, entered into Riskman Number of issues / events closed year to date	+		number																						
7.3	\vdash	Timely closure	Number of events closed by due date (within			number																						
7.4	+-	Total Complaints	six months) Number of complaints received year to date	\vdash		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			number																						
7.8		Complaints response	48 hours) this week Number of complaints (year to date) that have received a final response (letter) within 35			number			7					7					7					7				
7.9	\vdash	% events/issues closed	working days 7.2 divided by 7.1	greater	75%	percent																						
7.10	+	% timely closure	7.3 divided by 7.1	then greater	95%	percent																						
7.11	$\dagger \exists$	% complaints closed	7.5 divided by 7.4	then greater	75%	percent																						
7.12	\dagger	% complaints	7.7 divided by 7.6	greater	80%	percent																						
7.13	+	acknowledgement % complaints response	7.8 divided by 7.4	then greater	80%	percent			100.0%					100.0%					100.0%					100.0%				
				then																								