

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	Mon	Tue	Wed	Thu	Fri
Item	Contract	Indicator	Definition		Target	Unit	1/12/23	4/12/23	5/12/23	6/12/23	7/12/23	8/12/23	11/12/23	12/12/23	13/12/23	14/12/23	15/12/23	18/12/23	19/12/23	20/12/23	21/12/23	22/12/23	27/12/23	28/12/23	29/12/23							
1. CALL CENTRE																																
1.1a		Total inbound calls	Number of calls placed / received			number	993	1304	1248	1152	1,105	1052	1230	1161	1073	1,050	1003	1201	1060	1081	1,043	940	805	681	672							
1.1b		Total inbound calls - results line	Number of calls placed / received on results line			number	213	249	282	249	223	238	217	235	268	210	218	228	239	237	259	242	127	122	136							
1.2		Total calls answered	Number of calls answered			number	932	1,226	1,182	1,091	1,057	1,003	1,172	1,112	1,029	1,025	971	1,140	984	1,046	253	238	678	649	645							
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	6.1%	6.0%	5.3%	5.3%	4.3%	4.7%	4.7%	4.2%	4.1%	2.4%	3.2%	5.1%	6.7%	3.2%	4.9%	3.4%	4.6%	4.7%	4.0%							
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.8%	2.8%	2.1%	2.0%	2.2%	2.5%	2.8%	2.6%	2.2%	1.9%	1.4%	2.6%	2.9%	2.5%	2.3%	1.7%	2.4%	1.6%	2.2%							
1.4		Results calls	Number of calls requesting test results			number	207	242	276	244	218	232	211	235	262	216	215	222	232	231	1037	908	124	120	133							
1.5		% results calls	1.4 divided by 1.2			percent	21.5%	19.1%	22.6%	21.6%	20.2%	22.6%	17.2%	19.7%	24.4%	19.6%	21.4%	18.5%	20.4%	21.4%	24.3%	25.3%	15.4%	17.6%	19.8%							
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	79	92	88	87	68	72	75	82	76	64	67	66	69	69	88	70	90	73	54							
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	69	85	75	69	54	55	66	58	50	30	38	69	84	40	60	38	42	38	30							
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	7.0%	6.5%	6.0%	6.0%	4.9%	5.2%	5.4%	5.0%	4.7%	2.9%	3.8%	5.8%	7.4%	3.7%	5.8%	4.0%	5.2%	5.6%	4.5%							
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	10	8	7	10	7	10	8	6	8	7	10	8	6	5	5	3	3	3							
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	11	7	16	8	7	10	8	6	7	7	7	6	6	5	4	3	2	2							
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	9	15	8	8	8	7	20	10	7	8	9	8	5	6	8	3	4	2	2							
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number	4,551	4,348	4,384	4,251	3,589	4,204	4,283	4,345	4,042	3,874	4,188	4,368	4,147	3,969	3,562	3,469	2,108	1,782	1,844							
2.5		Long waits	Number of people waiting over 30 minutes			number	203	297	130	119	209	199	267	177	61	104	179	137	135	94	124	12	10	2	-							
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	4.5%	6.8%	3.0%	2.8%	5.8%	4.7%	6.2%	4.1%	1.5%	2.7%	4.3%	3.1%	3.3%	2.4%	3.5%	0.3%	0.5%	0.1%	0.0%							
2.7		Long waits	Maximum wait time (incl GTT's)			minutes	79	56	50	75	50	56	63	68	55	35	67	43	52	56	40	46	42	30	15							
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							
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							
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	456	480	450	506	459	474	495	511	527	433	448	495	482	518	481	378	490	415	416							
3.2		Home visits attended	Number of home visits attended for the day			number	440	463	436	491	445	462	473	492	516	419	430	469	472	504	470	365	472	406	404							
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.5%	96.5%	96.9%	97.0%	96.9%	97.5%	95.6%	96.3%	97.9%	96.8%	96.0%	94.7%	97.9%	97.3%	97.7%	96.6%	96.3%	97.8%	97.1%							
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	68	79	66	77	78	66	59	86	72	58	66	64	67	58	71	64	88	58	73							
3.5		Urgent home visits completed	Number of urgent home visits completed for the day			number	68	79	66	77	78	66	59	86	72	58	66	64	67	58	71	64	88	58	73							
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%							
4. LAB																																
4.1		Patient episodes	Total number of patient episodes			number	12,550	13,174	13,603	12,977	11,854	12,413	13,573	13,051	12,311	11,880	12,340	12,976	12,490	11,661	10,639	8,983	6,004	5,436	5,564							
4.2		Patient tests	Total number of patient tests performed			number	53,964	58,155	57,341	55,073	50,634	53,592	58,488	56,101	52,537	51,465	53,358	55,354	54,239	49,957	44,880	38,490	22,906	22,234	22,578							
4.3		Urgent tests	Total number of urgent tests			number	709	656	726	829	677	794	728	793	790	757	676	680	820	645	690	602	352	407	391							
4.4		% urgent tests	4.3 divided by 4.2			percent	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	2%	2%	2%	2%	2%							
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%							
4.6		Critical results	Number of critical test results			number	61	65	40	45	47	50	8	54	62	61	69	62	60	65	63	66	61	46	42							
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	61	65	40	45	47	50	8	54	60	61	69	62	59	64	62	66	61	45	42							
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%	97%	100%	100%	100%	98%	98%	98%	100%	100%	98%	100%							
4.11		Amended Results	Number of results changed after original result was reported to referrer			number	10	8	10	16	11	20	10	19	10	13	14	33	13	9	8	4	10	6	9							

							Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Wed	Thu	Fri								
item	Contract	Indicator	Definition		Target	Unit	1/12/23	4/12/23	5/12/23	6/12/23	7/12/23	8/12/23	11/12/23	12/12/23	13/12/23	14/12/23	15/12/23	18/12/23	19/12/23	20/12/23	21/12/23	22/12/23	27/12/23	28/12/23	29/12/23								
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%	0.1%	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 then	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	5:23	5:35	5:07	5:56	4:54	5:07	5:43	5:37	4:48	4:41	6:15	5:56	5:04	5:17	5:02	4:41	4:08	4:03	3:58								
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	1:36	1:48	1:28	2:11	1:09	1:06	1:45	1:47	1:13	0:55	2:29	2:17	1:22	1:26	1:17	0:47	0:54	0:52	0:46								
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	8:06	9:05	8:08	10:45	7:53	8:10	9:30	9:05	7:44	7:45	10:25	10:04	8:00	7:59	7:50	7:38	7:05	7:04	6:56								
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:14	6:16	7:14	8:30	8:59	9:17	5:46	6:02	5:19	5:07	5:29	5:23	5:15	5:01	5:01	5:05	4:20	4:07	4:26								
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:37	2:38	3:39	4:41	5:13	5:19	1:52	2:11	1:46	1:23	1:47	1:48	1:34	1:17	1:18	1:17	1:08	0:59	0:59								
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	11:27	11:14	11:39	22:52	23:13	23:05	10:29	11:04	9:57	9:30	9:56	10:06	10:00	9:00	7:59	9:03	7:23	7:03	6:58								
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	8:53	17:30	10:36	11:35	9:54	12:42	7:40	7:33	6:27	6:09	6:32	6:30	6:40	6:11	5:44	5:53	4:22	4:27	4:18								
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	17:48	28:13	18:57	18:42	18:24	22:13	7:29	7:49	6:20	5:24	6:07	6:09	6:08	4:57	5:06	4:18	2:35	3:02	2:32								
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	24:24	32:31	24:49	24:22	24:53	29:34	13:18	12:49	11:29	10:44	10:49	10:52	11:20	9:58	9:00	9:43	6:36	7:21	6:29								
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:26	6:26	7:35	8:55	9:06	9:33	6:00	6:13	5:27	5:20	5:38	5:35	5:19	5:07	5:07	5:20	4:16	4:08	4:21								
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:45	2:50	3:59	5:00	5:15	5:29	1:59	2:20	1:51	1:33	1:54	2:00	1:39	1:20	1:22	1:28	1:08	0:56	1:10								
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	11:29	11:23	11:52	22:52	23:14	23:13	10:24	11:10	9:59	10:01	9:59	10:16	10:00	8:58	8:31	9:00	7:12	7:01	6:51								
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	15:10		15:47	16:47	17:41	18:05		14:55	15:53	18:09	15:55		16:01	16:11	18:06	19:27		17:05	15:39								
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	13:12		12:26	14:11	14:35	15:22		12:19	13:31	16:01	13:50		13:25	13:53	16:03	16:44		12:27	12:43								
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		1.0	1.2	1.3	1.3		1.0	1.2	1.3	1.2		1.1	1.2	1.3	1.7		1.1	1.1								
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	100.0%	99.6%	99.9%	99.9%	99.9%	99.9%	99.7%	100.0%	99.9%	99.9%	100.0%	99.8%	99.9%	100.0%	99.9%	99.9%	100.0%	100%	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	4:51	5:29	4:38	4:49	4:41	4:33	4:55	4:50	4:48	4:33	4:51	4:48	4:24	4:49	4:48	4:46	4:20	4:12	4:08								
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:21	1:52	1:08	1:11	1:01	0:54	0:48	0:57	1:14	0:52	1:18	1:11	0:46	1:04	1:16	1:04	1:06	1:00	1:05								
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	4:46	6:00	5:46	6:16	5:21	5:48	5:58	6:00	6:00	6:00	5:38	5:06	5:34	6:00	5:43	5:09	5:53	5:02	5:24								
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	4:51	4:28	4:09	4:04	4:30	5:05	4:20	4:16	3:53	4:12	4:13	3:59	4:37	4:05	4:20	4:10	3:28	3:23	3:42								
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:09	1:48	1:15	1:15	1:26	1:58	1:16	1:09	1:06	1:06	1:25	1:07	1:33	1:00	1:05	1:02	0:59	0:48	0:46								
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	5:04	6:25	6:00	6:00	5:56	6:54	6:17	6:21	5:27	5:59	5:50	5:52	6:00	5:59	5:54	5:37	5:21	4:44	5:01								
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	95.8%	95.0%	95.3%	95.2%	95.7%	95.0%	95.2%	96.6%	96.5%	96.2%	96.0%	96.3%	96.1%	97.3%	95.3%	96.0%	95.7%	96.6%	98.1%								
6. RECOLLECTS																																	
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	9,390	9,574	9,377	8,948	8,038	8,729	9,630	9,268	8,634	8,309	8,783	9,385	8,856	8,138	7,370	6,206	4,041	3,658	3,738								
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	13	16	17	21	23	21	24	24	29	28	16	15	27	15	14	17	7	17	6								

							Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Wed	Thu	Fri
item	Contract	Indicator	Definition	Target	Unit		1/12/23	4/12/23	5/12/23	6/12/23	7/12/23	8/12/23	11/12/23	12/12/23	13/12/23	14/12/23	15/12/23	18/12/23	19/12/23	20/12/23	21/12/23	22/12/23	27/12/23	28/12/23	29/12/23
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%	0.3%	0.2%	0.2%	0.3%	0.3%	0.3%	0.2%	0.2%	0.3%	0.2%	0.2%	0.3%	0.2%	0.5%	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	8					8					8					8			
7.5		Complaints closed	Number of complaints closed year to date			number	7					8					8					8			
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					8					8					8			
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	87.5%					100.0%					100.0%					100.0%			