

Lab Tests Auckland Pathology Service KPI Reporting 2024

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

item	Contract	Indicator	Definition	Target	Unit	Fri 1/03/24	Mon 4/03/24	Tue 5/03/24	Wed 6/03/24	Thu 7/03/24	Fri 8/03/24	Mon 11/03/24	Tue 12/03/24	Wed 13/03/24	Thu 14/03/24	Fri 15/03/24	Mon 18/03/24	Tue 19/03/24	Wed 20/03/24	Thu 21/03/24	Fri 22/03/24	Mon 25/03/24	Tue 26/03/24	Wed 27/03/24	Thu 28/03/24
<b>1. CALL CENTRE</b>																									
1.1a		Total inbound calls	Number of calls placed / received		number	1133	1484	1278	1234	1,169	1074	1472	1326	1314	1,297	1173	1,201	1180	1138	1,085	1151	1250	1195	1150	1,197
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	314	379	281	279	304	254	325	322	342	334	308	255	261	287	270	279	246	280	252	286
1.2		Total calls answered	Number of calls answered		number	1,059	1,299	1,217	1,162	1,110	1,020	1,272	1,224	1,224	1,212	1,098	1,120	1,109	1,098	1,036	1,110	1,175	1,116	1,091	1,115
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than 7.0%	percent	6.5%	12.5%	4.9%	5.8%	5.1%	5.0%	13.6%	7.7%	6.9%	6.6%	6.4%	6.7%	6.0%	3.5%	4.5%	3.6%	6.0%	6.6%	5.1%	6.9%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	2.9%	4.8%	2.5%	2.9%	2.6%	2.4%	5.5%	4.7%	2.9%	2.7%	2.9%	2.4%	2.7%	1.7%	2.2%	1.1%	2.9%	2.9%	2.4%	2.5%
1.4		Results calls	Number of calls requesting test results		number	305	361	274	271	296	246	307	307	332	325	299	249	254	282	264	276	239	272	246	279
1.5		% results calls	1.4 divided by 1.2		percent	27.7%	25.5%	22.5%	22.6%	26.0%	23.7%	20.9%	23.2%	25.3%	25.1%	25.5%	20.7%	21.5%	24.8%	24.3%	24.0%	19.1%	22.8%	21.4%	23.3%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	115	146	84	92	86	87	185	142	139	140	122	100	89	69	84	72	88	95	82	98
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	83	210	72	81	69	60	254	141	101	99	91	100	78	49	55	45	84	89	65	93
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	7.3%	14.2%	5.8%	6.6%	5.9%	5.6%	17.3%	10.6%	7.7%	7.6%	7.8%	8.3%	6.6%	4.3%	5.1%	3.9%	6.7%	7.5%	5.7%	7.8%
<b>2. COLLECTION CENTRES</b>																									
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	9	6	8	7	6	9	9	8	8	8	15	9	8	11	10	9	11	9	8	9
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	9	8	9	6	12	7	12	8	8	6	10	6	5	7	6	7	8	6	7	5
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	11	9	10	7	9	13	9	8	8	11	11	10	9	7	10	10	8	7	10
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	4,743	4,620	4,378	4,453	4,103	4,334	4,380	4,247	4,210	4,114	4,273	4,167	4,187	4,029	3,764	3,964	4,179	4,121	4,163	4,299
2.5		Long waits	Number of people waiting over 30 minutes		number	215	261	163	182	81	209	379	185	149	95	184	250	194	156	56	194	297	162	155	290
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	4.5%	5.6%	3.7%	4.1%	2.0%	4.8%	8.7%	4.4%	3.5%	2.3%	4.3%	6.0%	4.6%	3.9%	1.5%	4.9%	7.1%	3.9%	3.7%	6.7%
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	45	54	40	46	64	48	65	42	49	51	60	36	37	65	56	67	42	31	53	45
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
<b>3. HOME VISITS</b>																									
3.1		Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not home)		number	462	448	445	488	482	491	484	420	512	481	467	458	435	487	412	444	446	432	536	504
3.2		Home visits attended	Number of home visits attended for the day		number	451	440	432	471	472	477	464	404	501	470	454	441	425	480	405	431	425	422	525	484
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	97.6%	98.2%	97.1%	96.5%	97.9%	97.1%	95.9%	96.2%	97.9%	97.7%	97.2%	96.3%	97.7%	98.6%	98.3%	97.1%	95.3%	97.7%	97.9%	96.0%
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	61	59	86	86	79	64	58	76	71	81	58	62	66	73	68	75	59	62	72	69
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	61	59	86	86	79	64	58	76	71	81	58	62	66	73	68	75	59	62	72	69
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%
<b>4. LAB</b>																									
4.1		Patient episodes	Total number of patient episodes		number	13,806	14,337	14,774	14,332	13,568	13,864	14,693	14,116	13,550	14,052	13,547	14,312	14,078	13,194	12,990	13,060	13,901	13,357	13,570	12,956
4.2		Patient tests	Total number of patient tests performed		number	60,801	61,783	61,910	61,359	57,510	59,956	61,903	60,164	57,951	57,945	57,997	60,287	59,475	55,577	53,955	54,912	58,391	56,809	56,755	54,163
4.3		Urgent tests	Total number of urgent tests		number	535	531	549	547	629	519	592	587	670	567	443	684	644	521	528	516	533	631	597	566
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%

item	Contract	Indicator	Definition	Target	Unit	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	
						1/03/24	4/03/24	5/03/24	6/03/24	7/03/24	8/03/24	11/03/24	12/03/24	13/03/24	14/03/24	15/03/24	18/03/24	19/03/24	20/03/24	21/03/24	22/03/24	25/03/24	26/03/24	27/03/24	28/03/24	
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	63	70	60	57	56	56	57	69	56	48	48	79	62	58	47	53	46	70	63	62
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	70	60	57	56	56	57	69	56	48	48	79	61	58	47	53	46	69	63	62
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%	99%	100%	100%	
4.11		Amended Results	Number of results changed after original result was reported to referrer			number	29	49	35	28	56	40	40	34	59	73	37	43	40	45	33	43	45	37	53	45
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%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%
<b>5. TURNAROUND TIME</b>																										
<b>NON-URGENT</b>																										
5.1a		Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:49	5:36	4:58	5:17	5:50	5:00	4:54	4:58	5:54	6:11	6:10	5:22	4:49	5:07	5:00	4:58	5:19	5:10	5:15	5:40
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	3:42	3:53	3:16	3:38	3:59	1:10	1:03	1:14	1:55	2:27	2:37	1:27	1:38	1:19	1:12	0:57	1:40	1:25	1:09	1:33
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	10:45	10:15	7:52	9:57	11:05	9:55	8:00	8:05	10:55	11:01	10:35	9:30	8:30	9:12	8:58	8:57	10:06	9:01	10:05	10:00
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:15	5:08	5:04	5:19	6:07	5:25	5:15	5:12	5:24	5:52	5:49	5:29	5:52	5:54	5:13	5:03	5:39	4:51	5:23	5:23
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	4:00	3:37	3:34	3:52	3:58	1:53	1:24	1:38	1:42	2:12	2:11	1:34	1:42	2:03	1:24	1:03	2:01	1:07	1:19	1:11
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	11:07	8:57	7:56	9:31	10:35	9:54	8:12	8:00	10:06	11:00	10:00	9:35	11:07	10:32	8:29	7:56	10:31	7:55	9:59	10:10
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:43	5:39	6:01	5:39	5:49	7:25	6:33	6:11	6:12	6:24	6:32	6:11	6:03	7:19	5:23	5:19	5:47	6:33	5:51	5:46
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	4:00	3:46	4:00	4:00	3:46	3:29	2:42	2:31	2:21	2:45	2:42	3:42	2:00	3:41	1:59	1:24	2:16	3:01	2:06	1:35
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	11:55	9:00	8:05	10:01	10:32	10:05	10:00	8:02	10:05	11:05	10:36	12:29	11:08	9:49	7:59	7:50	11:32	7:45	9:15	10:05
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:37	5:21	5:10	5:31	5:41	6:02	5:20	5:24	5:39	6:08	5:57	5:36	6:00	6:45	5:35	5:09	5:55	5:07	5:41	5:37
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	3:44	3:33	3:54	3:47	2:26	1:47	1:46	1:36	2:30	2:11	1:39	1:51	2:52	1:47	1:10	2:18	1:25	1:34	1:26
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	10:33	8:55	8:02	9:30	10:15	9:59	8:55	8:02	10:15	11:08	9:55	9:15	11:05	10:34	8:05	8:30	10:10	7:59	10:15	10:30
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	20:40		17:33	18:01	17:50	16:22		17:12	19:39	20:27	19:08		19:48	16:29	20:49	18:01		15:57	16:01	18:22
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	18:48		16:54	17:01	16:52	16:45		14:59	16:58	20:03	17:29		17:30	15:03	18:10	15:46		14:15	14:06	18:02
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	0.8		0.8	0.8	0.8	0.8		0.9	0.9	1.0	0.9		0.8	0.9	0.9		0.9	0.9	0.9	0.8
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%	99.7%	99.9%	99.9%	99.9%	99.8%	99.7%	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%
<b>URGENT</b>																										
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	5:33	5:05	5:06	5:28	5:22	4:50	5:15	5:21	5:09	5:21	5:27	5:29	5:11	5:20	3:55	5:04	4:58	4:58	5:01	5:24
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:36	1:29	1:11	1:01	1:28	1:09	1:13	1:07	1:08	1:24	1:28	1:39	0:54	1:35	1:52	1:04	1:17	1:09	0:49	1:22
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	5:41	7:19	5:57	5:50	6:00	6:00	6:18	6:00	5:38	5:46	5:39	5:37	6:34	5:24	5:27	5:21	6:00	5:59	5:24	7:05
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	4:28	4:12	4:04	4:01	3:58	3:49	4:13	4:08	3:40	4:02	4:04	4:05	3:53	3:40	5:44	4:33	3:54	3:52	4:00	4:01
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:12	1:07	1:00	1:05	0:55	0:57	0:53	1:03	0:42	0:56	0:46	0:56	0:51	0:48	0:44	0:58	1:01	0:45	0:57	0:51
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	5:55	5:55	5:35	5:47	6:00	5:49	5:58	6:00	5:59	6:00	6:00	5:57	6:00	5:35	6:17	5:57	5:37	5:41	5:54

							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		1/03/24	4/03/24	5/03/24	6/03/24	7/03/24	8/03/24	11/03/24	12/03/24	13/03/24	14/03/24	15/03/24	18/03/24	19/03/24	20/03/24	21/03/24	22/03/24	25/03/24	26/03/24	27/03/24	28/03/24	
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	95.1%	95.3%	96.7%	95.4%	95.0%	96.0%	96.5%	95.4%	95.0%	95.1%	95.8%	97.1%	95.1%	95.6%	97.4%	95.2%	97.7%	98.3%	95.5%	96.1%	
<b>6. RECOLLECTS</b>																											
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	9,868	10,124	9,810	9,769	9,165	9,544	9,938	9,635	9,363	9,176	9,251	9,776	9,429	8,838	8,270	8,697	9,431	9088	9145	9252	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	26	19	22	23	24	5	31	24	18	26	33	21	24	30	34	27	22	21	26	18	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.2%	0.2%	0.2%	0.3%	0.1%	0.3%	0.2%	0.2%	0.3%	0.4%	0.2%	0.3%	0.3%	0.4%	0.3%	0.2%	0.2%	0.3%	0.2%	
<b>7. QUALITY IMPROVEMENT note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"</b>																											
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	1					1						1					1				
7.5		Complaints closed	Number of complaints closed year to date			number	1					1						1					1				
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	1					1						1					1				
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%				