

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	Contact	Indicator	Definition		Target	Unit		Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu
1. CALL CENTRE																														
1.1a		Total inbound calls	Number of calls placed / received			number		867	886	885	775	983	874	877	907	776	1055	1019	951	870	893	944	924	928	825	869	950	760	948	793
1.1b		Total inbound calls - results line	Number of calls placed / received on results line			number		155	168	163	119	137	157	149	154	138	175	194	164	174	142	152	166	187	159	161	153	136	160	129
1.2		Total calls answered	Number of calls answered			number		823	837	856	744	980	834	848	880	751	994	950	889	839	853	915	908	897	799	829	919	739	913	768
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1)	less than	7.0%	percent		5.1%	5.5%	3.3%	4.0%	3.2%	4.6%	3.3%	3.0%	3.2%	5.8%	6.8%	6.5%	3.6%	4.5%	3.1%	1.7%	3.3%	3.2%	4.6%	3.3%	2.8%	3.7%	3.2%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent		1.9%	3.0%	1.8%	2.5%	2.2%	2.6%	2.0%	2.0%	1.5%	2.9%	2.6%	2.4%	2.3%	2.8%	1.3%	1.2%	2.1%	1.9%	2.5%	2.0%	1.5%	1.9%	1.6%
1.4		Results calls	Number of calls requesting test results			number		152	163	160	116	134	153	146	151	136	170	189	160	170	138	150	922	183	156	157	150	134	157	127
1.5		% results calls	1.4 divided by 1.2			percent		17.9%	19.0%	18.4%	15.4%	13.9%	18.0%	17.0%	17.0%	17.5%	16.1%	18.6%	16.8%	19.5%	15.5%	15.9%	17.8%	19.7%	18.9%	18.1%	15.8%	17.6%	16.6%	16.0%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds		89	84	58	68	72	81	69	70	62	91	92	91	77	69	67	49	57	63	75	74	71	69	59
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number		50	55	33	38	36	48	35	32	29	69	78	70	36	45	35	20	36	34	48	36	25	40	29
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent		5.8%	6.2%	3.7%	4.9%	3.7%	5.5%	4.0%	3.5%	3.7%	6.5%	7.7%	7.4%	4.1%	5.0%	3.7%	2.2%	3.9%	4.1%	5.5%	3.8%	3.3%	4.2%	3.7%
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		5	6	9	6	8	8	7	6	8	9	7	6	6	5	7	5	7	5	5	7	5	6	6
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		4	5	6	4	7	5	5	6	6	6	6	5	4	5	5	5	5	4	5	5	4	4	3
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	7	9	7	9	6	7	7	8	10	8	8	6	7	7	8	6	5	9	7	5	6	4
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number		4,770	4,261	4,386	4,551	4,459	4,246	4,163	3,967	4,278	4,696	4,461	4,535	4,050	4,531	4,438	4,307	4,187	3,960	4,393	4,763	3,977	4,356	4,220
2.5		Long waits	Number of people waiting over 30 minutes			number		132	77	153	28	189	112	87	49	113	227	96	82	41	99	44	97	68	12	96	102	32	51	14
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent		2.8%	1.8%	3.5%	0.6%	4.2%	2.6%	2.1%	1.2%	2.6%	4.8%	2.2%	1.8%	1.0%	2.2%	1.0%	2.3%	1.6%	0.3%	2.2%	2.1%	0.8%	1.2%	0.3%
2.7		Long waits	Maximum wait time (incl GTT's)			minutes		58	42	51	40	61	50	60	43	49	53	46	53	35	47	39	49	46	38	69	44	45	37	36
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	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	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		378	410	335	350	374	355	373	329	359	369	359	388	333	354	360	371	372	371	354	379	351	427	315
3.2		Home visits attended	Number of home visits attended for the day			number		370	400	319	339	364	342	364	326	345	357	348	380	321	346	345	357	362	353	338	365	340	416	301
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent		97.9%	97.6%	95.2%	96.9%	97.3%	96.3%	97.6%	99.1%	96.1%	96.7%	96.9%	97.9%	96.4%	97.7%	95.8%	96.2%	97.3%	95.1%	95.5%	96.3%	96.9%	97.4%	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		52	63	59	66	40	46	62	53	57	47	56	63	37	57	46	54	53	60	50	40	60	67	42
3.5		Urgent home visits completed	Number of urgent home visits completed for the day			number		52	63	59	66	40	46	62	53	57	47	56	63	37	57	46	54	53	60	50	40	60	67	42
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%	100.0%
4. LAB																														
4.1		Patient episodes	Total number of patient episodes			number		13,759	13,140	11,741	13,170	13,705	12,985	12,372	11,462	11,945	14,576	13,971	14,032	13,291	14,042	14,503	14,359	13,380	13,139	13,238	14,694	12,673	14,130	13,484
4.2		Patient tests	Total number of patient tests performed			number		58,941	55,873	48,855	56,929	58,212	55,813	53,178	48,988	50,880	61,927	58,400	59,332	55,475	57,929	59,443	57,464	54,287	52,358	54,240	59,533	50,026	56,427	54,134
4.3		Urgent tests	Total number of urgent tests			number		633	561	563	594	535	634	577	570	550	613	654	641	535	559	555	564	568	565	592	596	490	642	508
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%	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%	100%
4.6		Critical results	Number of critical test results			number		48	30	38	53	51	37	53	37	39	56	46	43	50	38	50	42	51	45	34	52	31	49	38
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		48	30	38	53	50	37	53	37	39	56	46	43	50	38	50	42	51	45	34	48	31	49	38
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%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	92%	100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referer			number		4	-	6	6	6	7	2	8	2	5	2	-	3	5	1	2	4	9	20	7	2	6	1
4.12		% Amended Results	Percentage of results changed after original result was reported to referer. 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%	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																														

							Tue	Wed	Thu	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
Item	Contract	Indicator	Definition	Target	Unit		10/07/25	2/07/25	3/07/25	4/07/25	7/07/25	8/07/25	9/07/25	10/07/25	11/07/25	14/07/25	15/07/25	16/07/25	17/07/25	18/07/25	21/07/25	22/07/25	23/07/25	24/07/25	25/07/25	28/07/25	29/07/25	30/07/25	31/07/25					
5.1a		Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:13	5:02	4:27	4:23	4:42	4:22	4:17	4:17	4:18	5:08	4:23	4:16	4:30	4:30	4:46	4:26	4:20	4:30	4:44	4:40	4:22	4:28	4:19					
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	1:22	2:43	1:57	1:30	1:48	1:33	1:00	1:12	1:23	2:54	1:34	1:29	1:34	1:22	2:12	1:08	1:12	1:37	1:58	2:15	1:26	1:25	1:11					
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	7:55	8:36	7:47	7:27	8:04	7:49	7:33	7:46	7:05	8:33	7:28	7:21	8:01	7:25	8:15	7:48	8:06	7:35	7:39	7:33	7:03	7:16	7:00					
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:36	4:53	4:33	5:02	5:03	4:42	4:47	4:37	4:42	5:17	4:45	4:45	4:46	4:49	5:07	5:01	4:54	4:44	5:13	4:38	4:46	4:51	4:46					
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:16	2:43	2:21	2:29	2:21	2:22	1:50	1:53	2:12	3:28	2:26	2:32	2:29	2:31	2:44	2:29	2:25	2:19	2:55	2:28	2:30	2:10	2:05					
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	8:15	7:54	7:25	7:45	8:10	7:49	7:38	7:54	7:50	8:54	7:43	7:47	8:11	7:55	8:08	8:20	8:15	7:11	7:49	7:15	7:08	7:06	7:07					
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:33	4:47	5:31	5:25	5:28	5:15	4:54	5:15	4:34	6:08	5:34	5:03	5:26	5:10	5:22	5:05	5:15	5:21	5:11	5:42	5:07	5:13	5:12					
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:30	2:42	3:10	3:09	2:34	2:46	2:40	2:14	2:33	3:53	2:40	3:15	3:02	2:33	3:06	2:54	2:36	2:34	2:59	3:31	3:18	2:28	2:16					
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	8:28	7:35	7:35	8:06	7:43	8:05	7:31	7:50	7:10	8:56	7:49	7:39	7:52	7:49	8:25	8:03	8:29	7:10	7:23	6:43	6:48	7:03	7:04					
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:29	4:56	5:31	5:07	5:20	4:46	4:51	4:51	4:49	5:25	4:49	4:52	5:03	4:53	5:20	5:05	5:01	4:54	5:18	4:51	4:56	5:03	4:51					
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:18	2:43	2:21	2:30	2:23	2:10	1:46	1:53	2:10	3:34	2:26	2:33	2:28	2:25	2:47	2:32	2:28	2:21	2:56	2:26	2:28	2:10	2:02					
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	8:22	7:58	7:29	7:38	8:07	7:49	7:41	8:00	7:52	8:57	7:49	7:51	8:11	7:54	8:18	8:33	8:23	7:15	7:54	7:18	7:12	7:10	7:09					
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	15:43	16:29	17:46	16:26		16:42	16:19	18:34	17:00		16:21	16:48	17:18	15:23		17:58	17:25	18:00	16:27		17:03	17:16	17:37					
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	11:54	12:45	14:28	13:35		12:27	12:20	14:54	12:48		12:40	13:45	14:57	12:48		14:14	14:03	16:34	14:14		13:15	14:29	14:16					
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	1.2	1.0	0.8		1.0	0.9	0.9	0.9		0.9	0.9	1.0	1.0		0.9	1.4	1.0	0.8		0.9	0.9	0.9					
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%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	99.9%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	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	4:09	4:25	4:13	4:23	4:26	4:12	4:19	4:04	4:04	4:19	4:12	4:11	4:21	4:19	4:21	4:30	4:21	5:00	4:32	4:25	4:28	4:16	4:28					
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:57	0:49	0:38	1:05	1:24	1:01	1:31	0:58	0:55	0:43	0:33	0:36	0:43	0:35	1:45	0:33	1:38	1:19	0:58	0:42	0:50	1:45	1:50					
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	4:52	5:41	5:10	5:31	5:31	5:54	5:14	5:38	6:00	6:00	5:10	6:00	5:05	4:17	5:57	5:25	5:38	5:41	5:45	5:17	4:33	6:00	6:00					
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:51	3:46	3:52	3:51	3:24	3:52	4:00	3:34	3:52	4:00	4:01	3:54	4:01	4:06	3:58	4:28	4:14	4:23	4:06	3:49	3:42	4:05	3:31					
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:49	0:50	0:56	0:48	0:46	0:53	0:54	0:49	0:59	1:08	1:01	0:55	0:58	1:03	0:58	1:09	1:13	1:15	0:55	0:58	0:49	1:00	0:06					
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	5:50	5:51	5:46	5:52	5:54	5:38	5:55	5:46	6:00	6:00	6:00	5:24	5:35	5:52	5:57	6:00	5:57	5:50	5:50	5:39	5:50	5:55	5:40					
5.11		Lab TAT - Urgent Biochem and Haem	Percentage of biochem & haem (as nominated clinically urgent by the referer) with TAT (from receipt of test in lab to communication of results) less than 3 hours	greater then	95%	percent	99.3%	97.0%	96.3%	98.8%	98.2%	98.4%	98.8%	99.8%	98.7%	97.3%	98.5%	97.7%	99.1%	97.3%	97.4%	99.2%	98.5%	97.9%	99.0%	98.2%	98.4%	98.7%	99.4%					
6. RECOLLECTS																																		
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number		11,231	10,084	8,617	10,279	10,701	10,107	9,704	8,711	9,250	11,278	10,226	10,508	9,583	10,429	10,674	10,133	9,781	9,319	9,950	10,803	8,730	10,272	10,253					
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number		15	23	8	20	22	10	19	18	14	18	21	19	18	29	17	17	16	15	28	19	26	16	26					
6.5	yes	6.5% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.1%	0.2%	0.1%	0.2%	0.2%	0.1%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%	0.2%	0.2%	0.2%	0.2%	0.3%	0.2%	0.3%	0.2%	0.3%	0.2%	0.3%	0.2%	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					3					3						3					3								
7.5		Complaints closed	Number of complaints closed year to date		number					3					3						3					3								
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					3					3						3					3								
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number					3					3						3					3								
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																												

							Tue	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	1/07/25	2/07/25	3/07/25	4/07/25	7/07/25	8/07/25	9/07/25	10/07/25	11/07/25	14/07/25	15/07/25	16/07/25	17/07/25	18/07/25	21/07/25	22/07/25	23/07/25	24/07/25	25/07/25	28/07/25	29/07/25	30/07/25	31/07/25
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																							