

Lab Tests Auckland Pathology Service KPI Reporting
KPI definition - Template version 4

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	Indicator	Definition	Target	Unit	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		
					30/04/18	1/05/18	2/05/18	3/05/18	4/05/18	7/05/18	8/05/18	9/05/18	10/05/18	11/05/18	14/05/18	15/05/18	16/05/18	17/05/18	18/05/18	21/05/18	22/05/18	23/05/18	24/05/18	25/05/18	28/05/18	29/05/18	30/05/18	31/05/18	1/06/18		
1. CALL CENTRE																															
1.1a	Total inbound calls	Number of calls placed / received		number	1,580	1,609	1,478	1,468	1,430	1,591	1,531	1,478	1,496	1,446	1,567	1,453	1,581	1,476	1,437	1,522	1,586	1,465	1,385	1,413	1,551	1,494	1,396	1,381	1,435		
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	658	710	681	601	639	634	685	665	702	640	624	603	689	674	643	595	697	619	650	572	604	629	608	608	656		
1.2	Total calls answered	Number of calls answered		number	1,539	1,574	1,431	1,443	1,400	1,566	1,510	1,456	1,470	1,408	1,525	1,441	1,537	1,427	1,406	1,511	1,560	1,446	1,373	1,397	1,537	1,465	1,380	1,364	1,416		
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	2.6%	2.2%	3.2%	1.7%	2.1%	1.6%	1.4%	1.5%	1.7%	2.6%	2.7%	0.8%	1.5%	3.3%	2.2%	0.7%	1.6%	1.3%	0.9%	1.1%	0.9%	1.9%	1.2%	1.2%	1.3%	
1.3b	% calls unanswered for results line	Also known as "abandonment". 1- (1.4 divided by 1.1b)	less than	3.0%	percent	1.1%	1.1%	2.1%	0.7%	1.6%	1.0%	0.9%	0.5%	0.4%	2.0%	1.0%	0.7%	1.0%	2.1%	0.9%	0.8%	1.0%	0.3%	0.2%	0.4%	0.3%	0.6%	0.7%	1.2%	0.3%	
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	42	50	53	37	32	37	44	26	44	42	35	29	39	44	36	29	29	25	26	20	29	28	28	36	37	
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	65	76	72	40	37	70	65	19	59	54	46	42	68	62	44	43	46	24	28	13	62	46	27	37	57		
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	4.1%	4.7%	4.9%	2.7%	2.6%	4.4%	4.3%	1.3%	3.9%	3.7%	2.9%	2.9%	4.4%	4.2%	3.1%	2.8%	2.9%	1.6%	2.0%	0.9%	4.0%	3.1%	1.9%	2.7%	4.0%		
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	10	9	9	8	7	14	9	7	6	7	11	8	7	5	7	8	8	6	5	5	7	5	5	6	8	
2.2	Wait time Auckland DHB	Average waiting time in minutes for a sample of patients attending Auckland DHB collection centres between 7am and 11am (peak collection time)	less than	30	minutes	8	7	7	6	6	8	6	4	4	6	5	6	5	5	6	6	3	3	5	5	5	5	4	5	5	
2.3	Wait time Waitemata DHB	Average waiting time in minutes for a sample of patients attending Waitemata DHB collection centres between 7am and 11am (peak collection time)	less than	30	minutes	9	7	8	6	6	7	6	5	4	4	6	5	5	5	6	5	4	4	4	5	6	5	4	4	5	
2.5	Long waits	Number of people waiting over 30 minutes		number	131	80	159	89	46	171	81	52	12	69	103	100	32	32	40	54	82	45	8	23	58	18	15	50	67		
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	3.8%	2.4%	5.1%	3.0%	1.5%	4.9%	2.5%	1.7%	0.4%	2.3%	3.3%	3.2%	1.0%	1.1%	1.3%	1.7%	2.7%	1.7%	0.3%	0.8%	1.9%	0.7%	0.6%	1.9%	2.3%	
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	486	446	478	483	505	510	449	473	458	496	489	427	449	470	449	484	436	456	416	450	501	430	501	476	471		
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.9%	97.3%	98.3%	96.7%	98.8%	97.1%	98.7%	97.7%	98.3%	97.0%	97.1%	98.1%	97.6%	98.3%	97.8%	96.3%	97.5%	96.5%	97.1%	96.2%	96.8%	97.9%	97.0%	97.5%	97.7%	
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	28	30	39	46	39	25	33	29	32	44	27	39	32	40	32	31	37	34	25	30	35	44	35	34	45		
3.6	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%	100.0%	100.0%	
4. LAB																															
4.1	Patient episodes	Total number of patient episodes		number	12,192	12,229	11,420	11,217	11,192	12,524	12,035	11,630	11,378	10,882	12,059	11,585	11,619	11,158	10,978	12,239	11,928	10,753	10,732	10,466	11,674	11,204	10,594	10,132	10,499		
4.2	Patient tests	Total number of patient tests performed		number	48,693	49,156	46,250	43,709	45,164	48,226	47,715	45,707	43,520	43,548	46,688	46,885	46,404	43,848	43,599	48,022	45,712	41,872	40,454	41,074	44,137	42,395	39,944	39,145	41,913		
4.3	Urgent tests	Total number of urgent tests		number	381	426	360	386	344	427	363	312	388	439	406	416	416	401	356	460	381	370	385	340	406	376	360	338	360		
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%	1%	1%		
4.6	Critical results	Number of critical test results		number	55	50	46	43	48	47	54	37	59	45	58	42	47	33	41	49	53	23	44	46	44	44	31	49	47		
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	55	50	46	43	48	47	54	37	59	45	58	42	47	33	41	49	53	23	44	46	44	44	31	49	47		
4.8	% 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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
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	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.0%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%		
4.13	Timeliness of Send aways	80th centile for collection to receipt by LabPlus measured in hours:minutes (Excludes frozen samples)	less than	20:00	hours:minutes																										
4.14	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																										

Item	Indicator	Definition	Target	Unit	30/04/18					7/05/18					14/05/18					21/05/18					28/05/18					
					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	
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	4:57	4:35	4:58	4:39	4:42	4:53	4:46	4:34	4:45	4:56	4:45	4:17	4:33	4:16	4:18	4:59	4:16	4:13	4:23	4:21	4:12	4:16	4:21	4:01	4:13
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	0:46	0:40	0:53	0:46	0:51	0:44	0:33	0:34	0:28	0:57	0:58	0:32	0:45	0:32	0:40	0:55	0:42	0:43	0:48	0:44	0:47	0:45	0:47	0:27	0:31
5.1c	Complete blood count 95th percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	9:00	7:00	9:00	7:00	7:00	9:00	7:00	8:00	9:00	9:00	9:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:55	5:22	5:12	5:00	5:19	6:23	5:27	5:37	5:39	5:09	5:21	5:26	5:08	4:50	4:58	5:25	6:48	5:09	4:39	5:23	5:12	4:59	4:40	4:35	4:49
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:44	1:27	1:06	1:08	1:27	2:12	1:16	1:35	1:21	1:10	1:37	1:40	1:22	1:05	1:19	1:29	3:13	1:35	1:02	1:43	1:47	1:27	1:04	0:59	1:05
5.2c	Total TAT Electrolytes 95th percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	11:00	10:00	9:00	7:00	9:00	11:00	10:00	10:00	10:00	8:00	10:00	8:00	8:00	7:00	7:00	10:00	11:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:41	5:47	5:44	5:28	5:34	6:05	5:46	6:01	6:14	5:02	6:06	5:14	5:20	5:06	5:16	5:34	7:15	5:35	4:53	6:03	5:08	5:08	5:23	5:25	5:02
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:32	1:55	1:50	1:49	2:18	2:15	1:52	2:13	2:09	1:30	2:47	1:50	1:45	1:43	1:55	2:04	3:33	2:02	1:30	2:35	2:01	1:48	2:07	2:02	1:40
5.3c	Total TAT HCG 95th percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	5:00	7:00	7:00	5:00	5:00	5:00	7:00	6:00	6:00	5:00	5:00	4:00	5:00	5:00	7:00	5:00	6:00	7:00	3:00	6:00	5:00	5:00	6:00	5:00	5:00
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:57	5:30	5:13	5:05	5:26	6:39	5:32	5:41	5:42	5:18	5:24	5:36	5:16	4:57	5:05	5:46	6:50	5:11	4:40	5:27	5:20	5:00	4:44	4:37	4:54
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:45	1:37	1:08	1:10	1:34	2:28	1:19	1:38	1:23	1:15	1:40	1:50	1:28	1:09	1:23	1:32	3:14	1:35	1:03	1:47	1:55	1:29	1:06	1:02	1:11
5.5c	Total TAT Liver 95th percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	11:00	10:00	9:00	8:00	9:00	11:00	5:00	10:00	10:00	9:00	10:00	9:00	9:00	7:00	8:00	10:00	11:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00
5.6a	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	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	Total TAT Histology 98th 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		14:49	15:03	17:01	14:10		13:32	14:12	16:14	15:52		14:00	15:12	16:08	17:09		15:19	16:38	16:59	15:59		13:41	16:09	17:03	16:39
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		11:06	12:48	13:20	11:31		10:16	11:21	11:50	12:41		10:51	12:14	12:46	14:08		12:11	13:42	15:14	13:38		10:41	13:34	14:09	14:11
5.7c	Total TAT Urine Micro & Culture - non-urgent 90th percentile	Turnaround time for 90th centile from collection to report, expressed in working days	less than	2.0	working days		1.3	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.3	1.3	1.3	1.3		0.8	1.3	1.3	1.3
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	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	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%	100.0%	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	3:56	3:52	4:01	3:58	3:53	4:03	3:55	3:56	4:00	3:49	4:01	3:51	3:58	3:55	4:05	3:59	3:55	3:54	3:48	4:00	3:45	3:40	3:40	3:43	3:49
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:15	0:26	0:25	0:30	0:26	0:07	0:12	0:17	0:14	0:27	0:30	0:24	0:31	0:24	0:47	0:33	0:34	0:30	0:38	0:42	0:31	0:30	0:34	0:29	0:30
5.9c	Total TAT INR 95th percentile	Turnaround time from 95th centile collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	5:00	5:15	4:15	6:00	5:15	5:45	6:00	5:00	5:15	4:45	4:00	4:45	4:45	4:20	4:45	4:45	3:15	5:45	6:00	4:45	5:45	5:45	4:45	4:45	4:45
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	4:10	3:53	3:53	4:14	4:20	4:11	3:54	4:10	4:00	4:05	3:57	3:53	4:03	3:50	3:52	3:56	3:37	3:47	3:31	3:37	3:38	3:33	4:03	3:46	4:06
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:15	1:03	1:02	1:06	1:25	1:01	1:02	1:07	1:01	0:58	1:04	1:08	1:03	1:04	0:56	1:07	1:07	1:02	1:02	1:00	1:06	1:08	1:02	1:07	1:12
5.10c	Total TAT Troponin 98th centile	Turnaround time from 98th centile collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	6:00	5:45	6:00	6:00	5:45	5:45	6:00	5:15	6:00	5:45	5:45	6:00	5:45	5:45	6:00	6:00	6:00	5:45	5:45	5:15	5:45	5:45	6:00	6:00	5:45
6. RECOLLECTS																														
6.1	Total specimens	Total number of patient episodes		number	7,792	7,633	7,028	6,799	6,910	7,659	7,221	6,841	6,523	6,468	7,338	7,140	6,762	6,501	6,592	7,502	6,936	6,198	6,173	6,167	6,936	6,377	6,055	6,110	6,586	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.4%	0.4%	0.4%	0.3%	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.4%	0.2%	0.2%	0.3%	0.2%	0.3%	0.4%	0.3%	0.2%	0.4%	0.4%	0.3%	0.4%	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																										
7.4	Total Complaints	Number of complaints received year to date		number					11					12					14					15					15	
7.6	New complaints	Number of new complaints received this week		number					1					1					2					1					-	
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					1					1					2					1					-	