

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	2018					2019					2020					2021										
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri						
1. CALL CENTRE																														
1.1a	Total inbound calls	Number of calls placed / received		number	1442	1349	1412	1,329	1380	1405	1423	1266	1,363	1299	1500	1371	1393	1,405	1409	Public	1566	1464	1,450	1362	1560	1369	1378	1,414	1299	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	581	505	618	575	540	548	591	524	563	502	597	589	556	618	556		599	603	584	562	619	633	608	610	531	
1.2	Total calls answered	Number of calls answered		number	1,379	1,304	1,372	1,305	1,357	1,380	1,409	1,246	1,348	1,281	1,456	1,345	1,375	1,354	1,375		1,511	1,425	1,416	1,327	1,523	1,350	1,341	1,392	1,286	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	4.4%	3.3%	2.8%	1.8%	1.7%	1.8%	1.0%	1.6%	1.1%	1.4%	2.9%	1.9%	1.3%	3.6%	2.4%		3.5%	2.7%	2.3%	2.6%	2.4%	1.4%	2.7%	1.6%	1.0%
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%	1.6%	2.1%	1.6%	0.7%	1.6%	0.9%	1.0%	1.1%	0.8%	1.7%	1.0%	0.5%	1.3%	1.1%		0.7%	1.5%	1.2%	0.7%	1.5%	0.5%	1.0%	0.8%	0.4%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	62	43	51	44	41	37	29	27	26	31	45	23	32	35	38		38	45	31	38	41	29	46	22	23
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	89	65	70	55	53	64	41	40	32	47	70	40	49	60	52		70	65	55	45	75	46	68	31	25	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	6.2%	4.8%	5.0%	4.1%	3.8%	4.6%	2.9%	3.2%	2.4%	3.6%	4.7%	2.9%	3.5%	4.3%	3.7%		4.5%	4.4%	3.8%	3.3%	4.8%	3.4%	4.9%	2.2%	1.9%	
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	6	6	6	7	9	5	7	6	5	5	6	6	5	5	6		9	8	8	10	9	8	7	7	9
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	6	4	5	4	5	7	6	7	5	6	7	7	5	4	4		8	6	5	5	5	6	5	5	6
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	7	7	5	6	7	7	7	6	5	6	7	6	7	5	9		8	6	7	5	8	7	8	7	10
2.5	Long waits	Number of people waiting over 30 minutes		number	112	59	35	79	126	100	72	72	40	30	91	67	74	13	112		186	76	76	53	66	69	124	77	176	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	3.7%	2.1%	1.2%	2.9%	4.2%	3.1%	2.4%	2.5%	1.4%	1.0%	2.7%	2.2%	2.7%	0.5%	3.6%		5.2%	2.3%	2.4%	1.7%	2.0%	2.2%	4.1%	2.6%	5.7%
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	505	462	513	482	458	478	410	516	420	458	479	436	521	483	504		553	541	463	485	489	447	503	453	475	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	97.4%	96.8%	97.1%	97.7%	98.0%	97.3%	97.6%	97.9%	99.3%	97.8%	96.0%	98.2%	96.9%	98.8%	97.8%		96.7%	97.4%	97.0%	97.3%	96.7%	98.2%	98.2%	97.8%	98.5%
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	39	32	29	43	47	42	39	44	31	40	42	39	33	41	28		40	38	37	26	46	32	38	40	43	
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%
4. LAB																														
4.1	Patient episodes	Total number of patient episodes		number	11,325	10,787	10,202	9,781	10,058	11,103	10,551	10,024	9,745	9,998	11,565	11,418	10,784	10,528	10,600		12,589	11,814	11,848	11,161	12,205	11,502	11,200	10,819	10,968	
4.2	Patient tests	Total number of patient tests performed		number	44,771	43,579	41,358	39,711	40,712	44,693	43,553	41,144	39,486	40,464	45,851	44,529	41,663	40,010	41,905		46,348	45,845	45,333	44,155	47,726	45,077	43,666	42,104	43,432	
4.3	Urgent tests	Total number of urgent tests		number	388	376	337	347	369	461	431	445	357	366	481	399	383	368	428		528	460	420	431	530	458	409	379	397	
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%	
4.6	Critical results	Number of critical test results		number	63	55	59	44	52	77	43	61	49	44	67	59	51	53	32		44	45	45	45	56	55	46	47	55	
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	55	59	44	52	77	43	61	49	44	67	59	51	53	32		44	45	45	45	56	55	46	47	55	
4.8	% 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%	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%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%	0.1%		0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%
4.13	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	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	Mon					Tue					Wed					Thu					Fri						
					1/10/18	2/10/18	3/10/18	4/10/18	5/10/18	8/10/18	9/10/18	10/10/18	11/10/18	12/10/18	15/10/18	16/10/18	17/10/18	18/10/18	19/10/18	22/10/18	23/10/18	24/10/18	25/10/18	26/10/18	29/10/18	30/10/18	31/10/18	1/11/18	2/11/18		
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	4:16	4:03	4:08	4:16	4:08	4:22	4:06	4:25	4:19	4:15	4:33	4:15	4:03	4:06	4:18		5:56	4:34	4:25	4:26	4:48	4:34	4:25	4:26	4:33		
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	0:43	0:38	0:49	0:51	0:30	0:31	0:36	0:51	0:34	0:28	0:43	0:32	0:29	0:40	0:38		2:12	0:48	0:41	0:47	1:06	0:58	0:51	0:56	0:50		
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	7:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00		11:00	7:00	7:00	7:00	8:00	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	5:32	4:49	4:40	4:47	4:56	5:05	4:42	5:15	4:55	4:42	5:26	5:30	4:37	4:29	4:48		5:15	5:09	4:55	4:56	5:12	4:49	4:46	4:50	5:00		
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:58	1:23	1:20	1:20	1:15	1:19	1:12	1:40	1:06	0:53	1:34	1:46	1:01	1:04	1:09		1:30	1:20	1:11	1:17	1:37	1:13	1:10	1:19	1:15		
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	10:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00	8:00	7:00	10:00	10:00	7:00	7:00	7:00		10:00	9:00	7:00	7:00	7:00	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	6:17	5:24	5:23	5:36	5:34	5:10	5:09	5:31	5:30	4:57	5:18	5:41	5:09	4:33	4:59		5:17	5:19	5:16	5:31	5:12	5:43	6:04	5:51	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	3:00	2:11	2:21	2:16	2:17	1:47	1:48	2:05	2:01	1:28	1:47	2:24	1:42	1:33	1:33		1:51	1:53	1:59	2:16	2:17	2:17	2:35	2:26	1:42		
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	4:00	5:00	5:00	5:00	5:00	4:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	4:00	5:00		5:00	6:00	5:00	5:00	4:00	5:00	8:00	6:00	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	5:39	4:53	4:45	4:53	4:58	5:20	4:47	5:21	5:01	4:48	5:35	5:40	4:41	4:37	4:56		5:23	5:12	4:59	5:05	5:16	4:56	4:51	4:52	5:06		
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	2:02	1:25	1:23	1:26	1:19	1:24	1:16	1:44	1:14	0:59	1:44	1:55	1:06	1:10	1:15		1:37	1:23	1:15	1:23	1:42	1:19	1:14	1:21	1:25		
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	10:00	7:00	7:00	7:00	7:00	8:00	7:00	9:00	9:00	8:00	10:00	10:00	7:00	7:00	7:00		9:00	9:00	7:00	8:00	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		14:48	16:13	14:57	15:35		13:42	13:27	15:57	15:17		14:25	15:05	15:27	14:34					13:18	16:31	15:03		14:52	15:05	15:06	14:57
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		10:51	13:26	12:48	12:15		10:07	11:45	11:48	11:36		10:19	11:18	11:57	11:00					9:43	11:59	11:37		10:54	12:25	12:23	12:37
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		1.0	1.0	1.3	1.3		1.0	1.3	1.3	1.3		0.8	1.3	1.3	1.3					1.3	1.3	1.3		1.3	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	98.7%	100.0%	99.9%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%		99.9%	100.0%	100.0%	99.9%	99.8%	100.0%	100.0%	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	3:59	3:46	3:42	3:48	3:47	3:50	3:44	3:53	3:46	4:03	3:49	3:41	3:43	3:38	3:49		3:51	3:53	3:54	3:37	3:42	3:47	3:58	3:46	3:42		
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes	0:41	0:32	0:33	0:37	0:28	0:25	0:36	0:32	0:30	0:38	0:16	0:22	0:24	0:23	0:29		0:36	0:32	0:26	0:31	0:30	0:36	0:43	0:32	0:31		
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	5:15	3:45	3:45	4:45	4:15	5:00	4:00	4:45	4:45	4:45	4:15	4:45	4:45	4:45	3:45		4:00	4:00	4:45	5:00	4:00	3:45	4:00	4:00	4:15		
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours:minutes	3:51	3:42	3:27	4:00	3:47	3:36	3:43	3:36	3:39	3:33	3:53	4:05	3:50	3:25	3:24		3:49	3:42	3:50	3:20	3:39	3:50	3:38	3:30	3:49		
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes	1:07	0:59	1:00	1:18	1:04	0:58	1:07	1:02	1:07	0:56	1:03	1:01	1:05	0:56	0:56		1:01	1:03	1:07	1:00	0:58	1:10	1:02	1:03	1:01		
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	6:45	4:45	4:45	5:45	5:45	6:00	6:00	5:15	5:45	5:00	5:15	6:00	4:45	5:15	5:00		5:45	4:45	5:45	4:45	5:45	5:45	5:45	5:15	5:45		
6. RECOLLECTS																															
6.1	Total specimens	Total number of patient episodes		number	7,364	6,830	6,490	6,259	6,446	7,366	6,839	6,456	6,193	6,453	7,472	6,856	6,320	6,126	6,515		7,748	7,083	6,944	6,760	7,476	6,935	6,944	6,539	6,727		
6.5	% recollects	6.2 divided by 6.1	less than 1.0%	percent	0.2%	0.5%	0.4%	0.2%	0.2%	0.3%	0.2%	0.2%	0.1%	0.2%	0.3%	0.4%	0.3%	0.2%	0.3%		0.3%	0.3%	0.2%	0.4%	0.2%	0.3%	0.2%	0.2%	0.3%		
7. QUALITY IMPROVEMENT																															
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					21																					21	
7.6	New complaints	Number of new complaints received this week		number					1																					-	
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					1																					-	