

**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				
					5/09/16	6/09/16	7/09/16	8/09/16	9/09/16	12/09/16	13/09/16	14/09/16	15/09/16	16/09/16	19/09/16	20/09/16	21/09/16	22/09/16	23/09/16	26/09/16	27/09/16	28/09/16	29/09/16	30/09/16					
<b>1. CALL CENTRE</b>																													
1.1a	Total inbound calls	Number of calls placed / received		number	1,589	1,492	1,485	1,566	1,518	1,498	1,480	1,493	1,477	1,465	1,629	1,479	1,477	1,542	1,417	1,568	1,456	1,488	1,437	1,484					
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	738	695	697	749	721	640	677	710	698	657	704	682	745	713	661	682	699	718	641	721					
1.2	Total calls answered	Number of calls answered		number	1,547	1,463	1,466	1,554	1,500	1,478	1,472	1,487	1,473	1,455	1,608	1,461	1,437	1,517	1,410	1,555	1,426	1,477	1,423	1,465					
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	2.6%	1.9%	1.3%	0.8%	1.2%	1.3%	0.5%	0.4%	0.3%	0.7%	1.3%	1.2%	2.7%	1.6%	0.5%	0.8%	2.1%	0.7%	1.0%	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	1.8%	1.3%	0.3%	0.8%	0.6%	0.5%	0.3%	0.0%	0.0%	0.2%	0.7%	0.3%	1.5%	0.1%	0.3%	0.4%	1.3%	0.3%	0.5%	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	43	35	33	22	22	14	13	12	14	19	27	22	38	25	14	16	29	10	22	17				
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	79	66	38	36	44	22	22	19	17	19	71	29	87	45	15	35	63	15	34	26				
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1			percent	5.0%	4.4%	2.6%	2.3%	2.9%	1.5%	1.5%	1.3%	1.2%	1.3%	4.4%	2.0%	5.9%	2.9%	1.1%	2.2%	4.3%	1.0%	2.4%	1.8%				
<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	15	14	16	11	12	15	13	11	11	12	14	9	11	10	10	10	11	9	9	11				
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	9	9	7	6	10	9	8	8	6	7	9	15	8	7	8	9	7	7	7	8				
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	11	10	10	7	10	11	11	9	10	9	12	13	10	9	12	8	7	7	6	7				
2.5	Long waits	Number of people waiting over 30 minutes			number	250	245	202	80	191	255	180	204	140	128	228	247	130	110	182	85	100	76	58	81				
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	9.0%	8.8%	8.1%	3.4%	7.8%	9.3%	6.8%	8.1%	5.6%	5.1%	8.1%	9.1%	5.2%	4.5%	7.1%	3.5%	4.0%	3.3%	2.5%	3.2%				
<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	568	444	567	511	564	581	536	560	551	523	663	498	539	516	469	565	545	548	529	506				
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	98.6%	97.5%	99.3%	98.2%	99.8%	98.1%	98.7%	98.6%	98.9%	99.2%	98.8%	99.0%	99.4%	99.2%	98.7%	99.1%	99.1%	99.5%	98.9%	98.6%				
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	20	6	14	10	7	13	10	12	16	9	19	30	13	22	18	11	10	21	26	16				
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%				
<b>4. LAB</b>																													
4.1	Patient episodes	Total number of patient episodes			number	11,894	11,516	11,004	10,224	10,228	11,632	10,924	10,858	10,325	10,150	11,878	11,050	10,076	9,727	9,606	10,183	9,844	9,170	9,370	9,233				
4.2	Patient tests	Total number of patient tests performed			number	46,018	45,447	43,514	39,742	40,367	45,373	42,707	42,856	41,074	41,196	45,973	44,628	41,152	39,712	39,803	42,573	42,334	38,844	38,711	39,284				
4.3	Urgent tests	Total number of urgent tests			number	442	409	389	391	401	371	407	352	386	364	397	425	430	413	373	369	375	383	388	376				
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%				
4.6	Critical results	Number of critical test results			number	42	52	35	49	49	51	44	24	54	41	36	42	38	43	25	41	50	45	39	36				
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	42	52	35	49	49	51	44	24	54	41	36	42	37	43	25	41	50	45	39	36				
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%	97%	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%	0.1%	0.1%	0.1%	0.0%	0.1%	0.0%	0.0%	0.1%	0.1%	0.1%	0.0%	0.1%	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	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
					5/09/16	6/09/16	7/09/16	8/09/16	9/09/16	12/09/16	13/09/16	14/09/16	15/09/16	16/09/16	19/09/16	20/09/16	21/09/16	22/09/16	23/09/16	26/09/16	27/09/16	28/09/16	29/09/16	30/09/16	
<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	6:01	5:30	5:19	5:27	5:20	5:39	5:19	5:28	5:43	5:15	5:39	5:08	5:06	5:08	5:26	5:27	5:14	5:42	5:17	5:32
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	1:08	1:52	1:02	0:48	0:52	1:14	1:08	0:52	1:05	0:53	0:57	0:57	1:01	1:00	1:07	1:15	1:11	0:54	0:49	0:43
5.1c	Complete blood count 95% percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	10:00	10:00	8:00	8:00	8:00	10:00	9:00	8:00	10:00	8:00	10:00	8:00	7:00	7:00	8:00	9:00	8:00	10:00	8:00	9:00
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:20	5:54	5:25	5:41	5:36	6:16	6:24	5:59	6:11	5:56	6:21	5:47	5:41	5:33	5:49	5:46	7:29	6:17	5:52	6:13
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:25	2:40	1:07	1:00	1:04	1:44	2:09	1:20	1:20	1:28	1:33	1:32	1:34	1:26	1:27	1:31	3:20	1:32	1:25	1:22
5.2c	Total TAT Electrolytes 95% percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	10:00	10:00	8:00	8:00	8:00	10:00	10:00	9:00	10:00	9:00	10:00	9:00	8:00	7:00	8:00	10:00	11:00	10:00	9:00	10:00
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:48	6:00	5:34	5:41	5:34	6:08	5:55	6:02	6:29	6:00	6:29	5:35	6:40	5:39	5:59	6:08	7:12	5:44	5:35	5:54
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:12	1:50	1:51	1:21	1:26	2:09	2:06	1:48	2:06	1:57	2:10	1:44	2:34	1:51	1:59	2:39	3:31	1:30	1:29	1:32
5.3c	Total TAT HCG 95% percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	7:00	6:00	6:00	5:00	5:00	6:00	7:00	6:00	6:00	6:00	6:00	7:00	8:00	6:00	6:00	7:00	7:00	9:00	5:00	7:00
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	5:56	5:25	5:43	5:35	6:14	6:21	5:59	6:09	5:53	6:23	5:49	5:43	5:36	6:00	5:52	7:37	6:21	5:58	6:20
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:31	2:33	1:12	1:03	1:05	1:45	2:08	1:22	1:23	1:28	1:37	1:35	1:37	1:28	1:40	1:35	3:28	1:35	1:19	1:31
5.5c	Total TAT Liver 95% percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	10:00	10:00	8:00	8:00	8:00	10:00	10:00	9:00	10:00	9:00	10:00	9:00	8:00	8:00	8:00	10:00	11:00	10:00	9:00	10:00
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 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		15:18	15:39	15:38	17:43		14:04	15:08	15:46	15:33		13:48	16:23	15:27	16:29		14:03	15:40	14:29	16:45
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		11:18	13:01	12:38	14:12		12:10	12:25	12:17	12:00		9:47	13:20	12:52	12:49		11:15	11:56	11:26	12:29
5.7c	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	1.3	1.3	1.3		1.0	1.3	1.3	1.0		1.0	1.3	1.3	1.3		1.0	1.3	1.0	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	99.9%	99.9%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	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	3:44	3:43	3:36	3:49	3:50	3:46	3:47	3:52	3:53	3:52	4:01	3:46	3:51	3:56	3:48	3:52	3:51	4:02	3:52	3:58
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:34	0:35	0:34	0:45	0:39	0:40	0:36	0:36	0:38	0:34	0:37	0:35	0:36	0:42	0:39	0:42	0:38	0:37	1:22	0:34
5.9c	Total TAT INR 95% percentile	Turnaround time from 95th centile collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	5:00	6:00	6:00	5:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	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	3:55	3:46	3:39	3:37	3:40	3:53	3:45	3:43	4:18	4:02	3:52	3:36	3:45	3:49	3:50	3:57	3:56	3:46	3:47	3:50
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:00	0:55	1:10	0:55	0:59	1:05	0:58	0:54	1:22	1:02	1:01	0:56	1:02	0:54	1:02	0:55	1:07	1:01	1:04	1:04
5.10c	Total TAT Troponin 98% centile	Turnaround time from 98th centile collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	5:00	6:00	6:00	6:00	5:00	4:00	4:00	5:00	6:00	5:00	6:00	4:00	4:00	5:00	5:00	6:00	4:00	6:00	4:00	4:00
<b>6. RECOLLECTS</b>																									
6.1	Total specimens	Total number of patient episodes			number	6,966	6,788	6,312	5,847	5,975	7,013	6,378	6,217	6,039	6,250	7,120	6,648	6,079	6,047	6,063	6,688	6,344	5,792	6,087	6,069
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.2%	0.3%	0.2%	0.3%	0.3%	0.3%	0.3%	0.2%	0.3%	0.3%	0.1%	0.2%
<b>7. QUALITY IMPROVEMENT</b>																									
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					18										19					19
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					-