

**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		
					3/10/16	4/10/16	5/10/16	6/10/16	7/10/16	10/10/16	11/10/16	12/10/16	13/10/16	14/10/16	17/10/16	18/10/16	19/10/16	20/10/16	21/10/16	24/10/16	25/10/16	26/10/16	27/10/16	28/10/16		
<b>1. CALL CENTRE</b>																										
1.1a	Total inbound calls	Number of calls placed / received		number	1,500	1,432	1,518	1,384	1,373	1,575	1,493	1,555	1,456	1,451	1,523	1,534	1,465	1,509	1,542	Public	1,590	1,498	1,438	1,481		
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	662	667	729	637	644	673	686	700	711	702	701	734	676	692	721		661	681	692	668		
1.2	Total calls answered	Number of calls answered		number	1,479	1,396	1,478	1,373	1,351	1,551	1,483	1,538	1,448	1,438	1,506	1,531	1,455	1,498	1,523		1,568	1,483	1,421	1,469		
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	1.4%	2.5%	2.6%	0.8%	1.6%	1.5%	0.7%	1.1%	0.6%	0.9%	1.1%	0.2%	0.7%	0.7%		1.4%	1.0%	1.2%	0.8%		
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	0.0%	0.9%	1.2%	0.3%	0.6%	0.3%	0.4%	0.3%	0.3%	0.3%	0.6%	0.1%	0.2%	0.3%	0.4%		0.5%	0.2%	1.0%	0.5%	
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	24	30	38	15	31	27	16	17	8	13	21	11	14	14	23		28	21	22	23	
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	45	66	81	24	43	61	19	31	6	17	24	13	13	12	49		59	17	41	33	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1			percent	3.0%	4.6%	5.3%	1.7%	3.1%	3.9%	1.3%	2.0%	0.4%	1.2%	1.6%	0.9%	0.9%	0.8%	3.2%		3.7%	1.1%	2.9%	2.2%	
<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	13	14	10	11	13	14	12	11	9	9	14	11	11	9	9			17	14	10	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	7	7	7	7	7	8	7	7	7	5	8	7	7	5	9		10	7	8	10	
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	10	9	8	7	7	11	8	7	7	9	8	7	8	9	10		10	9	9	11	
2.5	Long waits	Number of people waiting over 30 minutes			number	130	152	66	89	123	167	119	88	48	73	171	71	109	77	145		215	151	111	145	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	4.8%	5.8%	2.6%	3.6%	4.9%	6.0%	4.5%	3.5%	2.0%	3.0%	6.0%	2.6%	4.3%	3.0%	5.3%		7.4%	5.4%	4.2%	5.3%	
<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	576	545	525	531	539	498	537	545	500	494	571	568	578	570	457		612	560	529	516	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	99.0%	98.9%	99.2%	99.2%	99.1%	99.2%	98.7%	98.7%	99.6%	98.4%	98.9%	98.9%	98.6%	98.4%	99.6%		98.4%	98.6%	98.7%	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	14	21	21	12	15	11	16	12	21	14	11	10	22	23	14		28	16	11	31	
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%	
<b>4. LAB</b>																										
4.1	Patient episodes	Total number of patient episodes			number	10,572	9,939	9,650	9,038	9,263	11,390	11,160	10,525	10,314	9,831	12,003	11,034	10,845	10,072	9,883		12,001	11,191	11,071	10,525	
4.2	Patient tests	Total number of patient tests performed			number	44,149	43,091	41,829	37,923	39,937	45,437	43,805	41,815	39,179	39,796	45,192	43,122	42,433	40,203	40,374		45,364	43,869	43,293	42,553	
4.3	Urgent tests	Total number of urgent tests			number	454	422	393	374	343	472	417	418	314	423	422	396	352	424	361		452	394	405	408	
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%	
4.6	Critical results	Number of critical test results			number	40	34	28	39	38	42	46	33	45	46	46	37	39	45	53		57	52	26	39	
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	40	34	28	39	38	42	46	33	45	46	46	37	39	45	53		55	52	26	39	
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%		96%	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%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.1%	0.1%	0.1%		0.0%	0.1%	0.1%	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	2016					2017					2018										
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri						
					3/10/16	4/10/16	5/10/16	6/10/16	7/10/16	10/10/16	11/10/16	12/10/16	13/10/16	14/10/16	17/10/16	18/10/16	19/10/16	20/10/16	21/10/16	24/10/16	25/10/16	26/10/16	27/10/16	28/10/16	
<b>5. TURNAROUND TIME 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	5:37	4:48	4:49	4:55	4:35	5:25	5:30	4:55	5:04	4:53	5:41	5:06	4:57	4:47	5:08		5:22	5:27	5:48	6:06
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	0:57	1:00	0:53	0:53	0:45	1:01	0:57	0:55	0:47	0:45	1:25	1:26	0:57	0:49	0:46		1:03	0:59	0:55	0:48
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	8:00	8:00	7:00	7:00	9:00	10:00	8:00	8:00	8:00	10:00	8:00	8:00	8:00	7:00		8:00	8:00	10:00	11:00
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:40	5:41	5:27	6:13	6:08	6:32	7:48	8:58	7:56	5:45	6:27	6:05	6:14	5:30	5:27		5:48	5:37	6:05	6:30
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	0:55	1:50	1:29	2:06	2:15	2:05	3:15	4:46	3:37	1:31	2:06	2:09	2:05	1:29	1:01		1:27	1:12	1:07	1:08
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	9:00	9:00	8:00	10:00	11:00	11:00	13:00	14:00	12:00	10:00	10:00	10:00	10:00	8:00	7:00		9:00	8:00	10:00	11:00
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:06	5:43	5:51	5:40	6:36	6:30	6:03	5:55	5:33	5:51	6:04	6:16	6:02	5:11	6:08		5:43	5:22	6:11	6:33
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:51	2:07	2:07	2:15	3:15	2:35	1:54	2:13	1:42	2:03	2:12	2:27	2:16	1:33	2:29		1:55	1:27	1:42	1:59
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	6:00	6:00	6:00	5:00	6:00	6:00	13:00	13:00	12:00	10:00	6:00	6:00	6:00	5:00	6:00		5:00	6:00	7:00	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	5:39	5:46	5:33	6:12	6:16	6:33	7:50	8:56	8:00	5:49	6:36	6:10	6:18	5:34	5:34		5:49	5:42	6:07	6:33
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	0:59	1:54	1:33	2:09	2:25	1:41	3:18	4:44	3:46	1:38	2:15	2:15	2:12	1:33	1:07		1:31	1:15	1:12	1:16
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	9:00	9:00	8:00	10:00	11:00	11:00	13:00	14:00	12:00	10:00	10:00	10:00	10:00	8:00	7:00		9:00	9:00	10:00	11:00
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		13:12	15:16	16:41	15:09		15:13	14:35	16:59	15:34		14:16	14:47	14:49	15:17			13:13	15:45	15:10
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		9:27	12:09	13:56	12:31		11:49	11:25	13:43	11:57		11:58	11:24	12:15	12:57			9:00	11:32	11:48
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		1.3	1.3	1.5	1.3		1.0	1.3	1.3	1.3			1.0	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%	100.0%	100.0%	100.0%	99.9%	99.8%	100.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%		99.9%	100.0%	100.0%	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	3:59	3:49	3:57	4:02	3:53	3:54	3:59	3:50	3:59	3:52	3:52	3:49	3:52	3:56	3:55		3:55	3:46	3:51	4:03
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:37	0:38	0:38	0:40	0:37	0:36	0:41	0:36	0:43	0:40	0:39	0:34	0:40	0:36	0:40		0:35	0:37	0:37	0:42
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	6:00	5:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	5:00	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	3:41	3:44	4:00	3:48	4:04	4:11	3:56	4:40	4:27	3:52	3:42	3:36	4:05	3:49	3:45		4:05	4:10	3:58	3:53
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	1:03	0:57	1:06	1:04	1:05	1:15	1:23	1:13	1:07	1:01	0:59	1:04	1:05	0:59		1:02	1:09	0:55	1:05
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	4:00	5:00	6:00	5:00	6:00	6:00	5:00	6:00	6:00	5:00	4:00	4:00	5:00	5:00	4:00		6:00	6:00	6:00	6:00
<b>6. RECOLLECTS</b>																									
6.1	Total specimens	Total number of patient episodes			number	7,031	6,575	6,393	5,934	6,109	7,060	6,578	6,112	5,950	5,916	7,067	6,511	6,269	6,062	6,278		7,374	6,574	6,424	6,456
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.3%	0.4%	0.3%	0.3%	0.3%	0.3%	0.4%	0.2%	0.3%	0.4%	0.4%	0.3%		0.2%	0.2%	0.3%	0.4%	
<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					19										20					20
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					-