

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	2019/04					2019/05					2019/06					2019/07											
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri							
					29/04/19	30/04/19	1/05/19	2/05/19	3/05/19	6/05/19	7/05/19	8/05/19	9/05/19	10/05/19	13/05/19	14/05/19	15/05/19	16/05/19	17/05/19	20/05/19	21/05/19	22/05/19	23/05/19	24/05/19	27/05/19	28/05/19	29/05/19	30/05/19	31/05/19		
1. CALL CENTRE																															
1.1a	Total inbound calls	Number of calls placed / received		number	1,542	1,309	1,455	1,342	1,361	1,531	1,417	1,394	1,421	1,358	1,445	1,380	1,396	1,348	1,370	1,449	1,359	1,384	1,416	1,307	1,550	1,464	1,469	1,355	1,379		
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	601	611	633	570	588	614	615	626	665	587	603	627	590	603	622	631	605	653	668	548	630	680	665	641	618		
1.2	Total calls answered	Number of calls answered		number	1,492	1,276	1,383	1,303	1,308	1,466	1,392	1,365	1,393	1,329	1,421	1,344	1,374	1,339	1,340	1,418	1,345	1,370	1,400	1,291	1,490	1,434	1,421	1,326	1,330		
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	3.2%	2.5%	5.0%	2.9%	3.9%	4.3%	1.8%	2.1%	2.0%	2.1%	1.7%	2.6%	1.6%	0.7%	2.2%	2.1%	1.0%	1.0%	1.1%	1.2%	3.9%	2.1%	3.3%	2.1%	3.0%	
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.1b divided by 1.1a)	less than	3.0%	percent	2.2%	1.8%	1.4%	1.6%	1.4%	1.1%	0.5%	0.5%	1.7%	0.7%	1.2%	1.0%	0.5%	0.5%	0.3%	0.2%	0.7%	0.6%	0.8%	0.4%	1.3%	1.0%	1.8%	0.8%	1.3%	
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	49	46	67	47	47	43	28	37	39	36	30	31	26	21	26	24	38	37	27	27	46	41	53	38	44	
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	76	64	70	62	66	75	61	62	68	60	61	64	38	18	35	30	45	50	39	53	73	64	72	56	68		
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	4.9%	4.9%	4.8%	4.6%	4.9%	4.9%	4.3%	4.5%	4.8%	4.4%	4.2%	4.6%	2.7%	1.3%	2.6%	2.1%	3.3%	3.6%	2.8%	4.1%	4.7%	4.4%	4.9%	4.1%	4.9%		
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	12	10	9	9	8	11	11	8	6	8	9	9	7	5	8	10	10	8	6	7	9	7	7	7	7	
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	10	9	7	6	8	9	8	9	6	8	7	7	6	6	6	7	5	5	5	6	8	7	6	6	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	9	10	7	8	10	11	10	9	7	9	10	7	7	7	9	10	9	7	6	9	8	6	9	6	7	
2.5	Long waits	Number of people waiting over 30 minutes		number	364	310	152	198	228	402	232	231	176	205	330	177	91	114	198	337	187	124	80	141	262	98	144	121	139		
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	9.8%	8.5%	4.4%	5.9%	6.6%	11.6%	6.5%	6.8%	5.3%	6.0%	10.0%	5.1%	2.7%	3.5%	6.0%	9.4%	5.6%	3.8%	2.6%	4.3%	7.5%	2.9%	4.3%	3.8%	4.4%	
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	455	447	494	482	456	501	439	498	465	460	440	421	518	427	447	448	417	448	415	409	454	433	521	430	467		
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.3%	96.9%	97.6%	97.1%	98.2%	95.0%	96.4%	96.8%	97.8%	96.7%	97.3%	97.4%	97.1%	97.7%	97.3%	95.1%	96.6%	96.2%	96.9%	96.3%	96.3%	97.0%	97.3%	96.3%	95.9%	
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	51	28	51	36	35	47	40	55	27	48	55	33	51	38	48	39	46	34	29	46	50	45	46	35	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	12,335	12,291	11,549	11,432	11,693	12,687	12,440	11,747	11,794	11,419	12,203	12,142	11,917	11,866	11,405	13,216	12,340	12,108	11,348	11,340	12,467	12,159	11,495	11,524	10,845		
4.2	Patient tests	Total number of patient tests performed		number	50,128	49,821	46,417	44,832	46,520	49,391	48,772	46,308	45,621	46,002	47,349	47,468	46,856	45,958	46,059	48,870	46,797	45,803	42,838	44,281	46,898	46,085	45,981	43,495	42,872		
4.3	Urgent tests	Total number of urgent tests		number	581	495	401	388	442	531	457	385	409	465	430	412	443	411	483	506	421	350	393	423	561	470	436	409	452		
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	66	54	58	51	46	60	40	42	48	34	44	43	64	48	35	74	46	47	29	42	56	37	42	56	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	66	54	58	51	46	60	40	42	48	34	44	43	64	48	35	74	46	47	29	42	56	37	42	56	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%	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	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%	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	2019					2020					2021					2022											
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri							
					29/04/19	30/04/19	1/05/19	2/05/19	3/05/19	6/05/19	7/05/19	8/05/19	9/05/19	10/05/19	13/05/19	14/05/19	15/05/19	16/05/19	17/05/19	20/05/19	21/05/19	22/05/19	23/05/19	24/05/19	27/05/19	28/05/19	29/05/19	30/05/19	31/05/19		
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	4:23	4:27	4:20	4:10	4:14	4:28	4:33	4:24	4:27	4:22	4:26	4:14	4:23	4:20	4:10	4:27	4:18	4:14	4:10	4:20	4:15	4:14	4:18	4:10	4:12	
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	0:42	0:50	0:39	0:38	0:43	1:00	0:59	0:56	0:46	0:41	0:53	0:43	0:43	0:44	0:35	0:50	0:45	0:49	0:44	0:49	0:43	0:33	0:42	0:37	0:35	
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	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	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	5:43	5:43	5:18	5:10	5:17	5:45	5:28	5:20	5:13	5:15	5:40	5:10	5:19	5:15	5:20	5:36	5:20	4:42	5:11	5:02	6:31	5:07	5:14	5:14	5:08	
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:00	2:03	1:35	1:36	1:45	2:13	1:52	1:48	1:29	1:32	2:05	1:34	1:38	1:41	1:44	1:54	1:46	1:17	1:45	1:32	2:55	1:25	1:36	1:38	1:28	
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	10:00	9:00	7:00	10:00	9:00	8:00	8:00	8:00	10:00	7:00	8:00	8:00	9:00	10:00	9:00	7:00	7:00	7:00	11:00	7:00	8:00	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	5:48	5:36	5:07	5:10	5:06	5:58	6:32	5:24	6:09	5:28	5:43	5:14	5:42	6:05	5:32	6:02	5:41	5:30	5:15	5:43	6:38	4:51	5:24	5:03	5:01	
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	2:12	1:57	1:59	1:56	2:39	3:11	2:21	2:35	2:19	2:25	2:07	2:39	2:47	2:12	2:43	2:27	2:23	2:02	2:32	3:19	1:35	2:07	1:52	1:52	
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	5:00	5:00	4:00	4:00	6:00	6:00	5:00	8:00	5:00	5:00	5:00	6:00	6:00	5:00	5:00	5:00	6:00	5:00	6:00	5:00	10:00	5:00	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	5:41	5:48	5:18	5:17	5:23	5:50	5:34	5:26	5:18	5:17	5:48	5:12	5:23	5:18	5:22	5:41	5:34	4:44	5:22	4:04	6:41	5:12	5:18	5:15	5:17	
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:58	2:09	1:36	1:45	1:52	2:16	1:59	1:53	1:36	1:36	2:15	1:37	1:42	1:45	1:45	1:59	1:57	1:20	1:52	1:32	3:04	1:29	1:40	1:41	1:37	
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	10:00	9:00	8:00	11:00	9:00	9:00	8:00	8:00	10:00	7:00	9:00	8:00	9:00	10:00	9:00	7:00	8:00	7:00	11:00	7:00	8:00	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		15:05	15:29	15:45	16:25			14:07	15:17	16:03	15:05		14:59	14:21	14:42	15:45		13:11	15:11	16:12	13:42		14:23	13:30	14:57	18:20
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		11:28	12:12	12:18	12:30			10:19	11:46	12:39	12:03		11:35	12:22	11:48	11:40		9:40	12:28	11:56	11:04		10:38	10:30	12:05	14:08
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		0.8	1.3	1.3	1.3		0.8	1.3	1.3	1.3		1.0	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	99.9%	99.9%	100.0%	100.0%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.8%	99.8%	99.9%	99.6%	99.9%	99.9%	99.8%	99.9%	100.0%	100.0%	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	3:52	3:49	3:37	3:55	3:45	3:45	3:46	3:47	3:52	3:51	3:55	3:37	3:55	3:45	3:55	3:48	3:54	3:48	3:58	3:45	3:33	3:50	3:46	3:36	3:47	
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:22	0:31	0:27	0:29	0:29	0:36	0:34	0:32	0:29	0:31	0:36	0:29	0:31	0:34	0:34	0:37	0:38	0:34	0:37	0:38	0:25	0:21	0:26	0:24	0:29	
5.9c	Total TAT INR 95th percentile	Turnaround time for 95th centile collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	5:00	4:00	4:00	3:15	3:45	3:00	4:00	3:45	3:45	5:45	5:00	4:00	4:45	4:00	3:15	4:00	4:00	4:00	5:15	3:15	6:15	3:15	3:15	4:15	5:00	
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:36	3:34	3:46	3:34	3:30	3:26	3:32	3:35	3:32	4:15	3:40	3:31	3:28	3:45	3:28	3:28	3:42	3:39	3:17	3:33	3:39	3:42	3:56	3:27	3:38	
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:53	0:50	0:52	0:53	0:55	0:54	0:53	0:57	0:50	0:53	0:53	0:53	0:55	0:55	0:51	0:53	0:53	0:53	1:06	0:56	1:02	0:56	0:54	0:58	0:59	
5.10c	Total TAT Troponin 98th percentile	Turnaround time from 98th centile collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	6:00	5:15	5:00	5:15	5:15	5:00	4:45	5:15	5:00	5:15	5:15	4:45	5:15	5:00	4:45	5:00	5:15	5:00	5:15	5:00	5:00	5:45	5:45	5:00	5:00	
6. RECOLLECTS																															
6.1	Total specimens	Total number of patient episodes		number	8,055	7,761	7,125	6,852	7,181	7,804	7,537	7,073	6,813	6,928	7,291	7,258	6,977	6,831	6,892	7,665	7,116	6,895	6,369	6,691	7,430	6,919	7,101	6,580	6,456		
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.3%	0.3%	0.1%	0.4%	0.2%	0.3%	0.2%	0.3%	0.3%	0.3%	0.3%	0.3%	0.4%	0.4%	0.4%	0.3%	0.3%	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	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																											
7.4	Total Complaints	Number of complaints received year to date		number					4					4					4					5					5		
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					-		