

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	
					1/07/19	2/07/19	3/07/19	4/07/19	5/07/19	8/07/19	9/07/19	10/07/19	11/07/19	12/07/19	15/07/19	16/07/19	17/07/19	18/07/19	19/07/19	22/07/19	23/07/19	24/07/19	25/07/19	26/07/19	29/07/19	30/07/19	31/07/19	1/08/19	2/08/19	
1. CALL CENTRE																														
1.1a	Total inbound calls	Number of calls placed / received		number	1,338	1,346	1,335	1,257	1,187	1,436	1,302	1,329	1,325	1,261	1,402	1,363	1,328	1,283	1,268	1,331	1,351	1,338	1,452	1,391	1,521	1,436	1,379	1,481	1,371	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	542	608	631	586	549	573	575	599	584	567	584	617	600	548	547	531	570	613	645	613	642	632	616	660	601	
1.2	Total calls answered	Number of calls answered		number	1,298	1,320	1,293	1,248	1,169	1,404	1,284	1,286	1,296	1,245	1,361	1,342	1,313	1,270	1,256	1,316	1,335	1,313	1,410	1,367	1,498	1,408	1,356	1,430	1,334	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	3.0%	1.9%	3.2%	0.7%	1.5%	2.2%	1.4%	3.2%	2.2%	1.3%	2.9%	1.5%	1.1%	1.0%	1.1%	1.2%	1.9%	2.9%	1.7%	1.5%	2.0%	1.7%	3.4%	2.7%	
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.4%	0.8%	1.4%	0.2%	0.6%	1.6%	1.0%	1.7%	1.0%	0.5%	1.2%	0.7%	0.5%	0.2%	0.4%	0.2%	0.4%	0.8%	1.6%	0.8%	0.8%	1.0%	0.7%	1.1%	1.7%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	46	46	38	22	33	70	30	53	35	28	38	34	25	20	20	34	23	26	42	27	37	24	33	42	47
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	65	67	64	24	37	70	62	66	52	46	68	67	56	35	25	49	27	39	46	35	75	47	44	46	65	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	4.9%	5.0%	4.8%	1.9%	3.1%	4.9%	4.8%	5.0%	3.9%	3.7%	4.9%	4.9%	4.2%	2.7%	2.0%	3.7%	2.0%	2.9%	3.2%	2.5%	4.9%	3.3%	3.2%	3.1%	4.7%	
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	13	8	6	6	6	6	5	5	5	7	6	5	6	4	7	5	5	5	5	6	7	5	6	5	
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	6	5	5	6	5	5	4	4	6	5	5	5	5	7	6	6	5	6	7	6	5	6	7	
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	7	8	6	8	9	6	5	5	8	8	5	6	5	6	6	5	5	5	6	6	6	6	8	
2.5	Long waits	Number of people waiting over 30 minutes		number	423	131	88	43	176	123	79	23	33	74	152	105	23	46	29	90	50	91	58	43	118	116	44	46	141	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	12.5%	3.9%	2.7%	1.5%	5.6%	3.7%	2.5%	0.8%	1.1%	2.4%	4.7%	3.4%	0.7%	1.5%	0.9%	2.7%	1.5%	2.9%	1.9%	1.3%	3.4%	3.5%	1.3%	1.4%	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	438	433	492	481	442	499	437	469	455	443	482	420	460	462	452	449	439	500	440	432	503	443	454	478	442	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.6%	97.5%	96.5%	96.9%	97.3%	97.2%	97.5%	97.2%	96.7%	96.8%	96.7%	95.9%	95.2%	95.8%	97.8%	97.7%	97.4%	97.3%	97.0%	96.0%	98.0%	96.3%	96.9%	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	80	47	48	38	34	49	34	40	47	41	48	32	31	48	38	46	41	52	39	45	39	30	40	43	44	
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%	104.5%	
4. LAB																														
4.1	Patient episodes	Total number of patient episodes		number	12,263	11,693	11,070	9,823	10,520	11,262	10,807	10,301	10,143	9,960	11,237	10,624	10,477	10,054	9,982	11,645	11,827	10,941	11,020	11,295	12,465	12,066	11,368	11,425	10,927	
4.2	Patient tests	Total number of patient tests performed		number	45,864	45,334	43,483	38,050	42,289	44,658	43,256	41,803	40,244	39,959	45,359	43,165	42,673	41,605	40,656	45,088	45,170	42,647	41,487	43,413	47,030	45,632	44,578	43,105	42,733	
4.3	Urgent tests	Total number of urgent tests		number	505	444	421	406	493	495	432	411	388	431	535	426	330	449	406	535	506	412	447	438	470	458	455	419	503	
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	23	56	13	37	47	56	61	48	52	56	52	43	50	41	34	49	43	47	40	56	54	41	40	40	33	
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	23	56	13	37	47	56	61	48	52	56	52	43	50	41	34	49	43	47	40	56	54	41	40	40	33	
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	0.0%	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%	0.0%	0.0%	
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					
					1/07/19	2/07/19	3/07/19	4/07/19	5/07/19	8/07/19	9/07/19	10/07/19	11/07/19	12/07/19	15/07/19	16/07/19	17/07/19	18/07/19	19/07/19	22/07/19	23/07/19	24/07/19	25/07/19	26/07/19	29/07/19	30/07/19	31/07/19	1/08/19	2/08/19	
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	4:25	4:40	4:32	4:26	4:27	4:26	4:20	4:24	4:09	4:15	4:32	4:24	4:27	4:21	4:18	4:15	4:09	4:21	4:26	4:17	4:18	4:18	4:32	4:29	4:15
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	0:45	1:01	0:56	0:47	0:55	0:54	0:45	0:49	0:40	0:35	1:00	0:51	0:42	0:46	0:39	0:41	0:33	0:48	0:36	0:44	0:47	0:48	0:41	0:43	0:33
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	5:41	5:20	5:27	4:53	4:51	5:22	5:01	5:04	4:41	4:54	5:32	5:10	5:33	5:02	4:52	5:23	4:55	5:13	5:01	4:54	5:21	4:46	5:09	5:31	5:05
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:59	1:39	1:50	1:12	1:18	1:48	1:22	1:27	1:09	1:08	1:55	1:35	1:49	1:26	1:11	1:47	1:20	1:38	1:04	1:19	1:45	1:12	1:14	1:41	1:20
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	8:00	9:00	7:00	7:00	10:00	3:00	8:00	7:00	8:00	10:00	7:00	10:00	7:00	7:00	8:00	7:00	8:00	7:00	7:00	8:00	7:00	8:00	9:00	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	6:19	6:30	5:32	5:07	5:19	5:55	4:59	5:08	4:52	5:03	5:45	5:27	5:43	5:32	4:45	5:32	5:34	5:39	5:34	5:59	5:35	5:03	4:54	5:37	5:11
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:59	3:02	2:23	1:38	2:11	2:41	1:47	1:41	1:40	2:00	2:52	2:09	2:15	2:12	1:26	2:18	2:17	2:17	2:07	2:38	2:15	1:49	1:33	2:06	1:46
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	5:00	6:00	5:00	6:00	7:00	5:00	5:00	5:00	5:00	6:00	5:00	6:00	5:00	4:00	5:00	5:00	7:00	8:00	5:00	5:00	5:00	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	6:00	5:25	5:30	5:01	4:57	5:29	5:09	5:09	4:44	4:55	5:34	5:31	5:40	5:05	4:58	5:28	5:04	5:20	5:11	4:54	5:28	4:48	5:12	5:38	5:11
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:17	1:45	1:52	1:20	1:22	1:55	1:30	1:32	1:13	1:10	2:01	1:55	1:54	1:31	1:16	1:53	1:25	1:48	1:13	1:21	1:53	1:16	1:18	1:48	1:26
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	9:00	9:00	7:00	7:00	10:00	7:00	9:00	7:00	7:00	10:00	8:00	10:00	7:00	7:00	8:00	8:00	8:00	7:00	7:00	8:00	7:00	8:00	9:00	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		13:47	15:32	16:32	14:02		15:03	17:16	17:02	15:40		15:15	14:00	15:30	16:25		14:24	15:40	14:42	15:10		14:38	13:40	16:05	16:03
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		10:54	11:52	12:56	10:54		13:22	11:43	13:42	12:30		11:42	12:14	14:01	13:05		9:51	12:12	12:33	11:33		11:20	11:02	13:20	12:52
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		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	99.7%	99.9%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	100.0%	99.9%	99.8%	99.9%	99.9%	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	3:50	3:51	4:03	3:56	3:40	3:38	3:56	3:43	3:47	3:52	3:55	4:03	3:47	3:44	3:50	3:48	3:45	3:53	3:49	3:44	3:55	3:52	3:47	3:39	3:46
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	0:16	0:39	0:33	0:36	0:24	0:32	0:29	0:29	0:34	0:37	0:40	0:24	0:27	0:29	0:28	0:26	0:31	0:24	0:29	0:41	0:34	0:24	0:21	0:28
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	4:15	4:45	3:45	5:00	4:00	3:45	4:45	5:45	5:15	4:45	5:15	3:45	5:00	5:45	4:00	3:00	3:45	3:45	4:45	3:45	4:15	5:00	5:15
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:35	3:35	3:48	3:39	3:52	3:32	4:01	3:39	3:44	3:53	3:43	3:38	4:01	3:49	3:31	3:30	3:24	3:31	4:40	3:27	3:34	3:29	3:40	3:55	3:46
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:55	0:55	0:54	0:53	1:00	0:53	1:14	0:59	0:54	0:55	1:04	0:59	1:03	1:14	0:58	0:56	0:52	0:53	1:18	0:54	1:01	0:57	0:53	0:56	0:59
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	5:00	5:15	5:45	5:15	5:15	4:45	5:00	5:15	5:45	6:00	5:45	5:15	6:45	6:00	5:15	5:00	5:45	5:15	5:15	5:00	4:45	5:45	5:15	5:45	5:45
6. RECOLLECTS																														
6.1	Total specimens	Total number of patient episodes		number	7,375	6,850	6,601	5,694	6,516	7,133	6,805	6,344	6,244	6,099	7,262	6,714	6,642	6,343	6,363	7,303	6,826	6,475	6,353	6,720	7,365	6,872	6,670	6,610	6,439	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.4%	0.4%	0.2%	0.3%	0.3%	0.4%	0.3%	0.3%	0.3%	0.4%	0.4%	0.4%	0.3%	0.3%	0.2%	0.4%	0.5%	0.3%	0.2%	0.3%	0.4%	0.4%	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					5																					5
7.6	New complaints	Number of new complaints received this week		number					-																					-
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					-																					-