

**Lab Tests Auckland Pathology Service KPI Reporting**  
**KPI definition - Template version 4**

Colour coding of cells

Yellow	yellow cells have conditional formatting and a target
Green	green cells contain values that do meet target
Orange	orange cells contain a value that does not meet target
Blue	blue cells indicate contracted KPIs

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						
<b>1. CALL CENTRE</b>																														
1.1a	Total inbound calls	Number of calls placed / received		number	1,415	1,352	1,330	1,362	1,387	1,473	1,440	1,450	1,466	1,316	1,500	1,415	1,355	1,358	1,306	1,485	1,332	1,485	1,439	1,356	Public	1,546	1,391	1,454	1,395	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	583	570	584	602	602	618	641	654	689	600	649	631	626	607	571	621	597	642	663	594		601	616	669	562	
1.2	Total calls answered	Number of calls answered		number	1,329	1,314	1,295	1,322	1,362	1,448	1,398	1,423	1,435	1,278	1,440	1,386	1,328	1,341	1,287	1,385	1,298	1,443	1,421	1,341		1,465	1,358	1,409	1,352	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	6.1%	2.8%	2.6%	2.9%	1.8%	1.7%	2.9%	1.9%	2.1%	2.9%	4.0%	2.1%	2.0%	1.3%	1.5%	6.7%	2.6%	2.8%	1.3%	1.1%		5.2%	2.4%	3.1%	3.1%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.2%	1.1%	1.7%	1.3%	1.2%	0.2%	1.6%	0.6%	0.4%	1.3%	4.6%	1.9%	1.9%	1.3%	1.1%	2.7%	2.0%	2.7%	0.9%	0.2%		2.3%	2.0%	2.1%	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	72	51	53	62	46	34	50	43	30	44	81	34	35	30	36	77	60	58	35	29		64	47	48	43
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	95	62	97	115	66	73	74	70	35	46	110	52	52	48	62	72	86	97	51	44		86	77	86	56	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	6.7%	4.6%	7.3%	8.4%	4.8%	5.0%	5.1%	4.8%	2.4%	3.5%	7.3%	3.7%	3.8%	3.5%	4.8%	4.9%	6.5%	6.5%	3.5%	3.2%		5.6%	5.5%	5.9%	4.0%	
<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	5	5	5	5	7	8	8	6	7	8	10	6	7	8	7	9	5	4	6	6		9	7	8	8
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	5	5	5	5	5	7	7	5	6	4	8	6	6	6	6	7	5	5	4	5		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	6	6	4	5	4	7	6	5	4	6	7	6	5	5	6	8	5	7	6	7		9	8	7	9
2.5	Long waits	Number of people waiting over 30 minutes		number	52	44	23	43	42	116	105	52	59	60	241	87	70	113	112	137	55	98	74	92		200	140	159	234	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	1.5%	1.3%	0.7%	1.4%	1.3%	3.3%	3.1%	1.6%	1.8%	1.8%	6.8%	2.7%	2.0%	3.4%	3.2%	3.8%	1.6%	3.2%	2.3%	2.7%		5.3%	3.9%	4.7%	6.7%
<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	494	456	477	455	435	479	442	443	458	440	486	434	467	463	455	506	418	505	427	446		540	516	459	464	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.4%	97.6%	96.6%	97.8%	97.9%	96.7%	96.2%	98.6%	98.3%	98.2%	96.1%	95.6%	96.4%	96.1%	97.1%	97.2%	97.4%	97.8%	97.0%	96.6%		95.7%	95.5%	97.4%	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	42	38	33	36	42	32	33	41	31	50	47	28	48	36	33	36	37	42	28	36		53	35	25	34	
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%
<b>4. LAB</b>																														
4.1	Patient episodes	Total number of patient episodes		number	11,394	10,931	10,410	10,068	10,349	11,527	10,967	10,397	10,146	10,485	11,864	11,803	11,975	11,400	11,139	12,483	11,837	11,109	10,854	10,843		12,529	12,409	11,633	11,329	
4.2	Patient tests	Total number of patient tests performed		number	46,728	45,106	43,063	41,952	42,300	46,961	45,616	43,351	41,847	44,164	46,969	45,238	47,167	44,617	44,741	47,690	46,335	44,042	42,482	43,171		48,688	47,495	44,664	46,751	
4.3	Urgent tests	Total number of urgent tests		number	472	409	422	406	461	514	393	435	427	411	542	447	417	478	462	468	451	395	408	390		553	404	380	394	
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	52	59	53	31	60	56	40	42	39	36	51	45	43	49	43	55	40	42	53	49		71	47	57	44	
4.7	Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referer; b. patient; c. police)		number	52	59	53	31	60	56	40	42	39	36	51	45	42	49	43	55	40	42	53	49		71	47	57	44	
4.8	% of critical results phoned within 1 hour	Percentage of critical test results phoned through to appropriate contact person within 1 hour (a.Referer; b. patient; c. police)	greater than	98%	percent	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	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	2019					2020					2021					2022									
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri					
<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	4:15	4:25	4:16	4:11	4:29	4:18	4:06	4:23	5:34	4:25	4:22	4:19	4:10	4:11	4:29	4:25	4:22	4:14	4:19	4:30	4:20	4:54	4:14	4:08
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	0:52	0:49	0:44	0:41	0:44	0:41	0:40	0:49	2:00	0:37	0:52	0:51	0:39	0:43	0:51	0:55	0:52	0:39	0:43	0:39	0:56	0:44	0:41	0:42
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	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	10:00	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	6:12	5:28	5:10	5:01	5:21	5:35	5:02	5:26	6:33	5:00	5:37	5:16	5:16	5:32	5:38	5:41	6:09	5:23	4:52	5:05	6:14	6:25	5:09	6:11
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:45	1:52	1:43	1:30	1:34	1:58	1:33	1:48	2:54	1:11	2:05	1:44	1:44	2:01	1:53	2:13	2:36	1:46	1:14	1:15	2:43	2:50	1:34	2:42
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	11:00	11:00	7:00	7:00	10:00	10:00	8:00	8:00	11:00	7:00	10:00	8:00	7:00	8:00	8:00	10:00	11:00	8:00	7:00	8:00	11:00	11:00	7:00	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	7:07	5:04	6:10	5:34	5:41	5:41	4:58	5:33	6:50	5:48	6:41	6:17	5:37	5:39	5:40	5:35	7:15	5:19	4:53	5:09	6:04	5:00	5:57	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	3:45	1:55	2:59	2:08	2:15	2:18	1:50	2:20	3:44	2:18	3:23	2:55	2:27	2:23	2:21	3:04	3:49	1:55	1:35	1:38	3:01	1:47	2:25	2:45
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	4:00	10:00	6:00	5:00	5:00	5:00	10:00	5:00	6:00	5:00	5:00	7:00	5:00	5:00	5:00	5:00	7:00	6:00	5:00	5:00	4:00	11:00	6:00	4:00
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:29	5:34	5:18	5:53	5:35	5:48	5:07	5:37	6:40	5:04	5:50	5:22	5:24	5:36	5:43	5:51	6:14	5:27	4:56	5:08	6:18	7:21	5:23	6:18
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	3:00	1:56	1:45	2:18	1:47	2:10	1:38	2:01	3:05	1:17	2:18	1:50	1:51	2:08	2:01	2:23	2:42	1:51	1:19	1:16	2:49	2:58	1:45	2:49
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	11:00	11:00	8:00	7:00	10:00	11:00	9:00	9:00	11:00	7:00	10:00	8:00	8:00	9:00	9:00	10:00	11:00	8:00	7:00	8:00	11:00	11:00	8:00	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		14:54	14:35	15:26	16:51		15:23	16:18	16:54	15:25		16:24	14:11	14:17	15:27		11:27	10:51	10:56	11:24		15:05	15:30	15:22
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		11:16	11:41	12:19	12:47		11:07	12:15	13:29	11:39		12:30	10:55	11:37	11:18		7:38	8:10	8:33	8:28		9:52	12:51	12:06
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	1.3	1.3		1.0	1.3	1.3	1.3		1.3	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%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	100.0%
<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	3:55	3:46	3:44	3:40	3:45	3:49	3:45	4:00	3:52	4:00	3:47	3:50	3:48	3:51	3:45	3:57	3:49	4:09	3:51	3:55	3:47	3:51	3:47	3:44
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:31	0:26	0:25	0:31	0:31	0:33	0:33	0:43	0:25	0:28	0:33	0:35	0:27	0:35	0:35	0:36	0:35	0:39	0:33	0:33	0:34	0:32	0:26	0:36
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	4:00	4:45	4:00	3:15	5:15	4:45	6:00	4:45	4:00	4:15	4:15	4:00	3:00	3:45	3:45	3:45	3:00	5:00	4:45	5:00	4:00	3:45	2:45	4:15
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:53	3:26	3:32	3:55	3:47	3:55	3:31	3:34	3:43	3:49	3:31	3:50	3:31	3:20	3:56	3:21	3:44	4:15	3:46	4:08	3:47	3:29	4:11	3:45
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:23	0:55	0:54	1:18	1:12	1:02	0:58	0:53	0:56	0:56	1:03	1:06	1:01	0:55	1:12	0:50	0:58	1:07	0:53	0:56	1:04	0:54	1:05	1:06
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	5:45	5:00	5:15	4:45	6:00	5:45	5:15	5:00	5:00	6:15	5:15	6:00	5:00	4:45	5:45	5:15	5:15	5:15	5:00	6:15	5:45	5:00	5:15	4:45
<b>6. RECOLLECTS</b>																													
6.1	Total specimens	Total number of patient episodes		number		7,511	7,118	6,689	6,590	6,840	7,658	7,157	6,844	6,680	6,874	7,549	6,940	7,171	6,862	6,894	7,584	7,064	6,445	6,451	6,596	7,981	7,238	6,918	7,128
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.4%	0.3%	0.2%	0.3%	0.3%	0.3%	0.4%	0.3%	0.3%	0.2%	0.5%	0.2%	0.2%	0.3%	0.2%	0.2%	0.3%	0.3%	0.3%	0.2%	0.3%	0.2%	0.2%
<b>7. QUALITY IMPROVEMENT</b>																													
7.1	Total issues / events	note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"		number																									
7.4	Total Complaints	Number of issues / events / corrective actions year to date, entered into Riskman		number						8										8					8				8
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										-					-				-