

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	2020					2021					2022					2023									
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri					
1. CALL CENTRE																													
1.1a	Total inbound calls	Number of calls placed / received		number	1,190	1,075	Public	Public	1,174	1,555	1,449	1,422	1,375	1,346	1,540	1,456	1,484	1,383	1,374	1,525	1,476	1,365	1,363	1,471	Public	1,672	1,520	1,428	1,477
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	352	389			400	513	549	612	574	602	608	629	633	610	630	622	633	628	603	598		617	648	589	583
1.2	Total calls answered	Number of calls answered		number	1,150	1,035			1,114	1,454	1,378	1,361	1,344	1,319	1,469	1,421	1,428	1,338	1,346	1,467	1,441	1,344	1,341	1,437		553	1,482	1,380	1,425
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	3.4%	3.7%		5.1%	6.5%	4.9%	4.3%	2.3%	2.0%	4.6%	2.4%	3.8%	3.3%	2.0%	3.8%	2.4%	1.5%	1.6%	2.3%		3.8%	2.5%	3.4%	3.5%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	1.1%	1.5%		1.8%	2.3%	2.7%	1.8%	0.9%	0.2%	2.6%	1.4%	1.6%	1.8%	1.0%	1.9%	0.3%	1.1%	0.8%	0.8%		1.5%	0.5%	1.9%	1.2%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	47	54		63	81	57	69	33	35	56	57	63	42	47	51	41	37	41	48		48	40	42	36
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	71	61			101	99	104	88	73	70	83	92	85	74	67	84	63	44	56	62		149	88	82	58
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	6.0%	5.7%			8.6%	6.4%	7.2%	6.2%	5.3%	5.2%	5.4%	6.3%	5.7%	5.4%	4.9%	5.5%	4.3%	3.2%	4.1%	4.2%		8.9%	5.8%	5.7%	3.9%
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	4	3		6	11	9	7	7	6	8	7	6	6	7	7	6	5	5	7		9	6	5	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	4	2		2	8	6	5	4	5	5	5	6	5	7	6	4	3	5	6		7	5	5	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	6	3		6	9	9	6	5	6	8	7	6	6	9	8	5	5	5	7		7	6	7	8
2.5	Long waits	Number of people waiting over 30 minutes		number	47	-			44	315	171	89	60	123	137	86	57	71	206	144	58	26	64	113		154	84	147	152
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	2.2%	0.0%		1.9%	8.6%	4.8%	2.6%	1.9%	3.7%	3.7%	2.4%	1.7%	2.1%	5.9%	3.8%	1.6%	0.8%	1.9%	3.2%		4.0%	2.3%	4.2%	4.2%
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	505	428			511	508	461	421	463	467	513	462	476	432	433	490	427	457	422	461		538	538	508	467
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.8%	97.7%		98.0%	96.9%	96.3%	97.6%	97.2%	96.1%	98.1%	97.0%	97.3%	97.2%	98.6%	98.0%	96.5%	96.1%	97.9%	95.7%		94.8%	94.4%	96.7%	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	35	37			47	35	34	35	45	25	34	32	25	44	32	34	35	31	38	36		31	25	29	29
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%
4. LAB																													
4.1	Patient episodes	Total number of patient episodes		number	6,555	5,297			6,711	11,478	11,184	10,561	10,062	10,364	11,354	11,082	10,733	10,365	10,468	11,524	11,110	10,440	10,018	10,375		11,743	11,418	10,816	10,787
4.2	Patient tests	Total number of patient tests performed		number	24,617	19,794			26,523	47,608	48,191	46,181	44,548	45,347	47,763	48,182	47,672	46,651	45,882	48,830	48,570	45,787	43,770	45,424		48,108	48,914	46,866	46,227
4.3	Urgent tests	Total number of urgent tests		number	331	327			363	461	391	316	348	322	402	422	388	426	395	476	427	371	369	438		514	421	428	426
4.4	% urgent tests	4.3 divided by 4.2		percent	1%	2%			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	56	36			50	55	53	38	39	42	72	39	42	39	49	71	44	27	49	36		55	49	53	37
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	56	36			50	55	53	38	38	42	72	39	42	39	49	71	44	27	49	36		55	49	53	37
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%	97%	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	0.2%	0.0%		0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%		0.1%	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						
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	4:07	4:11			4:22	4:23	4:37	4:28	4:04	4:12	4:30	4:29	4:25	4:27	4:39	4:32	4:21	4:26	4:11	4:24	4:21	4:18	4:22	4:25	
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	0:55	0:50			0:47	0:55	0:57	0:44	0:39	0:41	0:55	0:47	0:43	0:55	0:53	0:53	0:48	0:48	0:41	0:39	0:44	0:43	0:50	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	7:00	7:00			7:00	7:00	8:00	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	4:28	4:29			4:49	5:21	6:24	6:12	5:20	6:02	5:13	6:08	5:43	5:50	5:22	5:57	6:16	5:24	5:17	6:13	6:17	6:27	6:27	7:18	
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:10	1:02			1:10	1:51	2:40	2:28	1:54	2:30	1:38	2:27	2:02	2:16	1:34	2:17	2:39	1:49	1:50	2:29	2:38	2:51	2:57	3:33	
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	7:00	7:00			7:00	10:00	11:00	11:00	8:00	11:00	8:00	11:00	11:00	11:00	10:00	11:00	11:00	8:00	8:00	11:00	11:00	11:00	11:00	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	4:25	4:04			4:44	5:36	6:51	6:11	5:37	6:52	5:40	7:02	6:52	6:39	5:33	6:06	6:54	6:01	6:35	6:58	6:21	6:41	7:00	7:20	
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:32	1:31			1:30	2:17	3:17	2:45	2:31	2:45	2:23	3:39	3:11	3:19	2:13	2:41	3:18	2:39	3:12	3:22	2:55	3:22	3:49	3:51	
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	5:00	5:00			6:00	6:00	8:00	10:00	5:00	5:00	5:00	5:00	12:00	5:00	10:00	5:00	11:00	10:00	6:00	5:00	5:00	5:00	6:00	8:00	10:00
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	4:28	4:42			4:57	5:25	6:25	6:25	5:29	6:13	5:28	6:14	5:52	5:50	5:38	6:12	6:27	5:36	5:22	6:17	6:23	6:36	6:32	7:23	
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:13	1:15			1:20	1:54	2:42	2:39	2:05	2:42	1:51	2:34	2:09	2:18	1:54	2:31	2:51	1:54	1:54	2:33	2:44	3:02	3:00	3:37	
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	7:00	7:00			7:00	10:00	11:00	11:00	9:00	11:00	10:00	11:00	11:00	11:00	10:00	11:00	11:00	8:00	8:00	11:00	11:00	11:00	11:00	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		17:08					15:38	16:46	18:20	16:27		15:06	16:18	16:34	17:42		15:52	16:09	16:33	15:30		13:55	17:24	17:48	
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		13:26					11:17	13:29	14:43	12:38		10:52	12:32	12:41	13:04		12:08	12:11	13:11	12:27		9:47	13:06	13:56	
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		1.0	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	99.9%	100.0%			99.9%	99.9%	100.0%	100.0%	100.0%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.7%	99.9%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	99.9%	
6. RECOLLECTS																														
6.1	Total specimens	Total number of patient episodes		number	4,209	3,146			4,304	7,750	7,414	6,905	6,545	6,800	7,532	7,238	7,034	6,735	6,991	7,868	7,371	6,815	6,551	6,923		7,849	7,427	6,904	6,999	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.3%		0.3%	0.2%	0.2%	0.3%	0.2%	0.3%	0.3%	0.2%	0.4%	0.4%	0.3%	0.2%	0.3%	0.4%	0.3%	0.2%		0.2%	0.4%	0.2%	0.3%	
7. QUALITY IMPROVEMENT																														
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																										
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																										