

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 2/03/20	Tue 3/03/20	Wed 4/03/20	Thu 5/03/20	Fri 6/03/20	Mon 9/03/20	Tue 10/03/20	Wed 11/03/20	Thu 12/03/20	Fri 13/03/20	Mon 16/03/20	Tue 17/03/20	Wed 18/03/20	Thu 19/03/20	Fri 20/03/20	Mon 23/03/20	Tue 24/03/20	Wed 25/03/20	Thu 26/03/20	Fri 27/03/20	
<b>1. CALL CENTRE</b>																									
1.1a	Total inbound calls	Number of calls placed / received		number	1,464	1,544	1,410	1,346	1,459	1,439	1,428	1,430	1,383	1,313	1,517	1,509	1,390	1,389	1,344	1,571	2,168	1,847	1,492	1,246	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	570	632	600	577	578	609	635	648	612	552	571	582	578	519	509	447	563	497	384	329	
1.2	Total calls answered	Number of calls answered		number	1,402	1,469	1,347	1,311	1,386	1,405	1,385	1,373	1,357	1,252	102	1,455	1,332	1,345	1,311	1,484	2,033	1,779	1,459	1,203	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	4.2%	4.9%	4.5%	2.6%	5.0%	2.4%	3.0%	4.0%	1.9%	4.7%	6.7%	3.6%	4.2%	3.2%	2.5%	5.5%	6.2%	3.7%	2.2%	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	1.6%	2.7%	2.5%	1.6%	0.7%	1.6%	1.3%	1.5%	1.3%	2.4%	2.8%	2.1%	1.6%	0.8%	0.8%	2.5%	0.9%	2.0%	0.3%	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	55	63	71	51	45	40	54	54	39	63	71	51	50	39	44	61	38	46	26	38
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	103	108	102	79	80	82	96	88	52	71	120	106	85	79	69	161	187	134	45	68	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	7.0%	7.0%	7.2%	5.9%	5.5%	5.7%	6.7%	6.2%	3.8%	5.4%	7.9%	7.0%	6.1%	5.7%	5.1%	10.3%	8.6%	7.3%	3.0%	5.5%	
<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	12	11	10	8	9	12	9	7	9	10	10	7	7	10	9	7	5	4	2	3
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	8	8	6	5	6	8	6	6	7	6	9	5	5	5	8	6	5	3	1	1
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	8	6	6	8	9	6	8	6	7	8	6	7	6	7	6	6	5	2	2
2.5	Long waits	Number of people waiting over 30 minutes		number	280	206	129	117	148	359	99	93	131	160	304	67	70	122	153	108	7	1	-	1	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	7.2%	5.4%	3.6%	3.5%	4.1%	9.8%	2.7%	2.8%	4.0%	4.8%	8.5%	2.0%	2.2%	4.2%	5.2%	3.8%	0.6%	0.1%	0.0%	0.1%
<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	485	482	507	456	449	451	466	482	436	440	437	428	432	419	441	420	389	429	335	321	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	95.9%	96.1%	95.9%	96.9%	96.9%	96.2%	94.6%	96.3%	94.7%	95.9%	98.4%	96.5%	96.5%	98.1%	98.6%	96.9%	99.0%	98.6%	97.3%	97.5%
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	35	31	50	38	42	29	33	26	28	32	47	20	20	38	45	32	28	30	28	33	
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	13,101	12,949	12,165	11,469	11,546	12,706	12,369	11,558	11,341	11,451	12,653	12,141	11,537	10,865	10,410	8,592	5,158	4,466	2,784	2,953	
4.2	Patient tests	Total number of patient tests performed		number	53,365	52,600	50,337	46,698	47,669	50,869	50,384	47,544	45,310	47,590	48,591	46,359	43,046	40,706	40,629	32,690	16,877	14,185	7,662	8,458	
4.3	Urgent tests	Total number of urgent tests		number	452	517	358	380	356	423	445	344	400	368	433	420	339	314	346	398	244	226	147	186	
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%	2%	2%	2%	
4.6	Critical results	Number of critical test results		number	52	42	38	39	50	50	42	47	35	45	56	40	46	48	50	50	27	27	27	17	
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	42	38	39	49	50	42	47	35	45	56	40	46	48	50	25	27	27	27	17	
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%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	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%	0.1%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.5%	0.1%	0.2%	0.3%	0.3%	0.2%	
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	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
					2/03/20	3/03/20	4/03/20	5/03/20	6/03/20	9/03/20	10/03/20	11/03/20	12/03/20	13/03/20	16/03/20	17/03/20	18/03/20	19/03/20	20/03/20	23/03/20	24/03/20	25/03/20	26/03/20	27/03/20	
<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	4:42	4:47	4:25	4:28	4:32	4:34	4:32	4:29	4:22	4:37	4:32	4:18	4:24	4:23	4:27	4:31	3:52	3:49	3:42	3:54
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	0:53	1:04	0:40	0:41	0:46	1:02	0:58	0:58	0:44	0:53	0:49	0:40	0:36	0:32	0:30	0:40	0:31	0:35	0:33	0:34
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	8:00	10:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00	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	6:10	6:01	5:53	5:16	5:32	5:24	5:38	5:13	4:52	5:30	5:14	5:00	4:55	4:55	5:28	5:04	4:12	4:12	3:59	4:24
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:19	2:16	2:07	1:30	1:44	1:51	2:04	1:44	1:12	1:46	1:30	1:20	1:09	1:06	1:30	1:09	0:48	0:55	0:46	0:53
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	11:00	11:00	8:00	10:00	9:00	10:00	7:00	7:00	10:00	9:00	7:00	7:00	7:00	10:00	7:00	7:00	7:00	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	6:57	6:00	6:14	5:35	5:44	6:36	6:43	5:31	5:15	4:42	6:16	5:51	5:16	4:53	6:03	5:19	5:16	4:36	4:25	5:15
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	3:22	2:23	2:50	2:17	2:16	3:06	3:17	2:12	1:53	2:22	2:56	2:29	2:10	1:25	2:43	1:46	2:17	1:41	2:08	2:28
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	10:00	5:00	5:00	5:00	6:00	7:00	5:00	4:00	5:00	4:00	6:00	5:00	5:00	5:00	5:00	5:00	3:00	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	6:13	6:09	5:54	5:21	5:45	5:41	5:42	5:25	4:59	5:38	5:32	5:02	5:07	5:08	5:35	5:09	4:11	4:08	4:29	4:55
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:22	2:22	2:08	1:34	1:59	2:04	2:07	1:52	1:21	1:53	1:47	1:22	1:16	1:14	1:35	1:11	0:57	0:52	1:16	1:12
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	11:00	11:00	8:00	10:00	10:00	10:00	8:00	7:00	10:00	9:00	7:00	7:00	7:00	10:00	7:00	7:00	7:00	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		16:09	16:13	17:17	16:53		18:34	15:54	17:18	16:09		15:19	17:23	18:09	15:41		16:41	20:39	22:57	28:56
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		12:45	12:34	14:07	13:57		15:06	12:36	14:17	12:27		11:15	13:11	13:28	11:11		15:01	18:02	17:26	23:44
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		1.0	1.3	1.3	1.3		1.3	2.3	2.8	2.3
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%	99.9%	99.9%	99.7%	99.9%	100.0%	100.0%	99.9%	99.7%	100.0%	100.0%	99.9%	99.9%	99.8%	99.8%	99.9%	99.9%	99.8%
<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	3:58	3:56	3:57	4:02	3:47	3:56	3:44	4:02	3:42	3:57	3:49	3:55	3:43	3:53	3:57	4:09	3:50	3:54	3:29	3:39
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:29	0:33	0:28	0:31	0:28	0:34	0:29	0:41	0:26	0:38	0:28	0:33	0:26	0:23	0:28	0:27	0:31	0:40	0:42	0:41
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	4:15	4:15	3:15	4:15	4:00	3:45	4:15	4:00	5:00	4:15	5:00	3:45	4:45	4:45	3:45	5:45	5:00	6:15	4:15	4:15
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	4:11	3:43	3:54	4:03	3:44	3:42	3:40	3:23	3:42	3:44	3:32	3:45	3:37	3:35	4:04	4:06	3:22	4:09	3:38	3:40
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:15	0:57	0:56	0:54	0:50	0:58	1:00	0:58	0:57	0:57	0:55	0:56	0:57	1:00	0:59	0:51	0:55	0:48	0:53	0:51
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	5:45	5:15	5:45	5:45	5:15	5:15	5:15	4:45	4:45	6:15	5:00	5:00	5:45	5:45	6:45	5:00	4:00	4:15	4:45	5:00
<b>6. RECOLLECTS</b>																									
6.1	Total specimens	Total number of patient episodes		number	8,129	7,821	7,308	6,858	7,046	7,831	7,477	7,086	6,737	6,921	7,544	6,927	6,365	6,020	6,109	5,536	2,670	2,445	1,275	1,528	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.4%	0.3%	0.3%	0.3%	0.2%	0.4%	0.2%	0.2%	0.3%	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	0.5%	0.3%	0.7%	0.3%
<b>7. QUALITY IMPROVEMENT</b>																									
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										2						2					2
7.6	New complaints	Number of new complaints received this week		number										2											-
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number										2											-