

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	Mon					Tue					Wed					Thu					Fri				
					30/03/20	31/03/20	1/04/20	2/04/20	3/04/20	6/04/20	7/04/20	8/04/20	9/04/20	10/04/20	13/04/20	14/04/20	15/04/20	16/04/20	17/04/20	20/04/20	21/04/20	22/04/20	23/04/20	24/04/20					
1. CALL CENTRE																													
1.1a	Total inbound calls	Number of calls placed / received		number	1,286	1,228	1,095	1,073	1,465	1,181	1,177	1,075	1,128	Public	Public	1,266	1,123	1,112	1,035	1,235	1,156	1,121	1,137	1,261					
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	355	382	306	378	368	404	400	400	397			381	399	383	362	407	403	411	403	472					
1.2	Total calls answered	Number of calls answered		number	1,246	1,191	1,069	1,042	1,443	1,147	1,131	1,052	1,094			1,191	1,070	1,087	996	1,207	1,130	1,097	1,121	1,229					
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	3.1%	3.0%	2.4%	2.9%	1.5%	2.9%	3.9%	2.1%	3.0%		5.9%	4.7%	2.3%	3.8%	2.3%	2.3%	2.1%	1.4%	2.5%					
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%	2.4%	2.0%	2.1%	1.1%	0.7%	2.5%	1.8%	0.5%		2.9%	1.5%	1.8%	1.9%	0.5%	0.5%	1.2%	1.0%	1.9%					
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	40	42	34	41	47	49	55	38	40		63	51	41	51	40	33	40	36	52					
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	45	49	36	37	61	81	74	50	61			87	77	29	51	70	52	54	42	71					
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	3.5%	4.0%	3.3%	3.5%	4.2%	6.9%	6.3%	4.7%	5.4%			6.9%	6.9%	2.6%	4.9%	5.7%	4.5%	4.8%	3.7%	5.6%					
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	2	3	3	3	2	4	2	3	3		7	5	6	6	5	3	3	3	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	1	2	2	2	2	3	2	2	2		5	4	3	3	3	2	2	2	2					
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	5	4	2	3	3	3	3	3	3		4	4	4	4	3	2	2	2	3					
2.5	Long waits	Number of people waiting over 30 minutes		number	12	6	2	2	1	2	-	2	2			50	36	14	24	6	1	2	2	2					
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	1.4%	0.8%	0.2%	0.2%	0.1%	0.2%	0.0%	0.2%			3.6%	3.2%	1.3%	2.1%	0.4%	0.1%	0.2%	0.2%	0.1%					
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	410	347	420	350	387	449	387	432	456			539	512	389	362	422	411	424	383	389					
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.8%	98.0%	97.1%	97.4%	97.7%	97.6%	98.2%	97.7%	97.4%		98.5%	96.5%	97.4%	95.9%	96.7%	98.3%	97.4%	98.2%	97.7%					
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	32	21	21	34	41	29	26	38	36			39	36	35	34	32	34	41	36	42					
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%					
4. LAB																													
4.1	Patient episodes	Total number of patient episodes		number	3,405	3,250	4,015	4,220	4,066	5,050	4,768	4,367	4,364			4,774	4,309	3,926	4,042	4,973	4,693	4,444	4,706	5,189					
4.2	Patient tests	Total number of patient tests performed		number	10,528	10,050	10,735	10,141	11,067	14,338	13,582	13,181	13,452			17,124	15,640	14,610	15,509	18,869	17,408	16,890	17,591	19,622					
4.3	Urgent tests	Total number of urgent tests		number	323	224	169	223	240	347	249	246	342			457	228	251	270	440	319	323	314	376					
4.4	% urgent tests	4.3 divided by 4.2		percent	3%	2%	2%	2%	2%	2%	2%	2%	3%			3%	1%	2%	2%	2%	2%	2%	2%	2%					
4.6	Critical results	Number of critical test results		number	29	37	29	32	30	31	34	43	29			55	45	48	36	41	49	30	42	36					
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	29	37	29	32	30	31	34	43	29			55	44	48	36	41	49	30	42	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.Referer; b. patient; c. police)	greater than	98%	percent	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	98%	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	0.1%	0.1%	0.1%	0.3%	0.0%	0.0%	0.1%	0.1%			0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.1%	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	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
					30/03/20	31/03/20	1/04/20	2/04/20	3/04/20	6/04/20	7/04/20	8/04/20	9/04/20	10/04/20	13/04/20	14/04/20	15/04/20	16/04/20	17/04/20	20/04/20	21/04/20	22/04/20	23/04/20	24/04/20	
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	4:03	4:17	3:54	4:55	3:52	4:29	4:24	4:13	4:15			4:39	3:59	4:20	3:44	4:21	3:54	4:06	3:58	4:23
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	0:39	0:54	0:42	1:05	0:33	0:44	0:46	0:38	0:47			0:44	0:34	0:56	0:18	0:45	0:40	0:33	0:31	0:21
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	9:00	7:00	9:00	7:00	10:00	8:00	7:00	7:00			9:00	7:00	7:00	7:00	10:00	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	4:20	4:48	4:16	5:29	4:29	5:03	5:18	4:37	4:52			5:28	4:30	4:38	4:19	4:36	5:09	4:34	4:51	5:20
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	0:48	0:54	1:03	1:32	1:08	1:12	1:33	0:59	1:17			1:22	1:04	1:15	0:55	0:56	1:47	0:58	1:23	1:14
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	10:00	7:00	10:00	7:00	10:00	8:00	7:00	7:00			10:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	9:00
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	4:13	4:27	4:22	5:33	4:24	4:51	6:01	5:04	5:27			4:49	5:10	5:22	5:09	4:42	5:11	5:32	5:33	6:33
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:18	1:31	1:24	2:14	2:01	1:44	2:36	1:45	2:09			1:35	1:53	2:00	1:49	1:28	2:11	2:22	2:47	2:40
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	3:00	4:00	5:00	5:00	3:00	5:00	12:00	7:00	3:00			3:00	5:00	5:00	4:00	5:00	3:00	7:00	5:00	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	4:26	4:50	4:25	5:28	4:27	5:12	5:18	4:38	4:54			5:27	4:43	4:46	4:29	4:41	5:07	4:44	4:56	5:19
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	0:54	0:59	1:07	1:32	1:07	1:22	1:34	1:02	1:23			1:20	1:20	1:19	1:03	1:02	1:50	1:08	1:28	1:16
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	10:00	7:00	10:00	7:00	10:00	8:00	7:00	7:00			10:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	9:00
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		23:35	22:18	22:56	20:42		22:09	25:30	22:40			23:47	22:32	23:27		24:16	22:59	23:13	23:05	
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		18:44	17:56	20:31	17:18		16:24	21:36	18:49			21:21	19:48	19:17		18:58	18:53	19:00	19:07	
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	1.8	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	99.9%	100.0%	100.0%	99.9%	100.0%	99.8%	100.0%	100.0%	99.9%			100.0%	100.0%	100.0%	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	3:51	4:03	3:32	3:52	3:48	3:54	4:04	3:59	3:51			4:25	2:49	4:01	3:37	3:49	3:53	3:45	3:58	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	0:41	0:44	0:32	0:52	0:49	0:39	0:53	0:47	0:42			0:52	0:43	0:55	0:31	0:40	0:45	0:27	0:45	0:25
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	3:45	2:45	2:45	4:00	5:00	4:15	3:45	4:15	5:15			5:15	6:00	7:00	4:15	5:15	6:15	4:00	3:45	4:45
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:42	4:22	3:27	3:48	3:30	3:44	3:58	3:49	4:01			3:24	4:05	3:52	3:45	3:35	3:42	3:32	3:38	3:29
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:52	1:18	0:53	1:12	1:07	0:56	1:08	1:02	1:02			0:56	0:58	1:09	1:04	0:54	1:03	0:53	1:05	0:59
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	5:15	5:15	5:00	4:45	4:45	5:15	5:15	4:45	5:00			5:00	5:15	5:15	6:00	5:15	6:00	4:15	5:15	4:45
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number	1,918	1,753	1,814	1,790	1,885	2,571	2,352	2,290	2,334			3,134	2,630	2,454	2,583	3,210	2,885	2,783	2,850	3,062	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.5%	0.3%	0.3%	0.6%	0.3%	0.3%	0.1%	0.5%	0.3%			0.2%	0.4%	0.4%	0.3%	0.3%	0.2%	0.3%	0.1%	0.2%
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					2					2											2
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					-					-											-