

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					
					27/04/20	28/04/20	29/04/20	30/04/20	1/05/20	4/05/20	5/05/20	6/05/20	7/05/20	8/05/20	11/05/20	12/05/20	13/05/20	14/05/20	15/05/20	18/05/20	19/05/20	20/05/20	21/05/20	22/05/20	25/05/20	26/05/20	27/05/20	28/05/20	29/05/20	
<b>1. CALL CENTRE</b>																														
1.1a	Total inbound calls	Number of calls placed / received		number	Public	1,439	1,393	1,406	1,371	1,434	1,440	1,698	1,659	1,332	1,343	1,388	1,388	1,412	1,502	1,678	1,397	1,406	1,413	1,419	1,588	1,457	1,422	1,430	1,406	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number		445	504	516	418	429	488	458	477	484	437	464	460	467	523	574	528	549	548	535	616	605	579	568	585	
1.2	Total calls answered	Number of calls answered		number		1,386	1,352	1,357	1,331	1,407	1,405	1,645	1,630	1,291	1,298	1,334	1,348	1,367	1,446	1,601	1,365	1,355	1,351	1,374	1,517	1,408	1,392	1,392	1,361	
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent		3.7%	2.9%	3.5%	2.9%	1.9%	2.4%	3.1%	1.8%	3.1%	3.4%	3.9%	2.9%	3.2%	3.7%	4.6%	2.3%	3.6%	4.4%	3.2%	4.5%	3.4%	2.1%	2.7%	3.2%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent		0.9%	2.6%	1.7%	1.0%	0.7%	1.4%	1.5%	0.8%	1.7%	0.7%	1.9%	0.9%	1.7%	1.2%	2.8%	2.3%	2.4%	2.7%	1.9%	2.8%	2.5%	0.9%	1.9%	2.7%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds		54	54	62	48	38	52	44	47	44	39	60	60	46	56	78	54	80	78	57	69	50	39	54	81
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number		87	73	99	83	64	72	78	85	71	67	85	100	77	102	141	80	93	106	85	87	75	53	68	73	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent		6.1%	5.2%	7.0%	6.0%	4.5%	5.0%	4.6%	5.1%	5.3%	5.0%	6.1%	7.2%	5.5%	6.8%	8.4%	5.7%	6.6%	7.5%	6.0%	5.5%	5.2%	3.7%	4.8%	5.2%	
<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	4	3	4	3	3	3	3	3	4	3	3	3	6	7	7	6	7	6	7	7	7	8	10
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	3	3	3	2	2	2	2	2	2	2	3	4	4	5	6	5	6	6	6	4	5	5	
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		3	3	3	3	3	3	3	3	3	3	3	4	6	5	5	6	5	5	5	5	5	5	5	6
2.5	Long waits	Number of people waiting over 30 minutes		number		6	6	4	1	2	1	10	5	2	1	6	3	11	37	50	60	48	20	32	54	97	24	78	74	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent		0.3%	0.3%	0.2%	0.1%	0.1%	0.1%	0.3%	0.1%	0.0%	0.3%	0.2%	0.5%	1.4%	1.8%	2.0%	1.7%	0.7%	1.1%	1.7%	2.8%	0.7%	2.5%	2.2%	
<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		527	585	447	452	458	457	509	440	436	424	423	491	441	350	469	457	491	457	482	449	466	505	471	496	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent		97.2%	95.4%	98.2%	96.0%	96.9%	96.9%	98.2%	96.8%	97.9%	96.5%	98.3%	97.1%	96.8%	95.4%	97.7%	96.5%	96.9%	96.7%	97.5%	96.4%	97.2%	97.0%	97.5%	98.8%
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		53	41	40	35	36	28	38	34	36	35	35	21	31	44	30	27	20	28	47	39	34	39	41	50	
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		6,426	6,137	5,933	6,276	6,579	6,543	6,757	6,787	7,266	7,329	7,488	7,257	8,215	8,871	9,718	10,029	9,696	9,574	9,460	10,536	11,433	10,308	10,316	10,409	
4.2	Patient tests	Total number of patient tests performed		number		23,972	24,159	23,500	25,820	26,657	26,155	26,482	25,474	27,415	28,513	28,563	27,882	32,489	36,242	38,698	40,633	39,933	39,241	39,637	43,889	47,928	44,243	43,560	45,242	
4.3	Urgent tests	Total number of urgent tests		number		465	413	346	377	489	446	393	429	391	476	481	403	380	364	430	442	385	355	427	502	471	390	459	430	
4.4	% urgent tests	4.3 divided by 4.2		percent		2%	2%	1%	1%	2%	2%	1%	2%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
4.6	Critical results	Number of critical test results		number		53	38	44	37	37	34	34	39	48	56	28	34	35	46	38	45	42	39	51	51	30	36	51	47	
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		53	38	44	37	37	34	34	39	48	56	28	34	35	46	38	45	42	39	51	51	30	36	51	47	
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%	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%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.1%	0.1%	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	27/04/20					28/04/20					29/04/20					30/04/20					1/05/20					4/05/20					5/05/20					6/05/20					7/05/20					8/05/20					11/05/20					12/05/20					13/05/20					14/05/20					15/05/20					18/05/20					19/05/20					20/05/20					21/05/20					22/05/20					25/05/20					26/05/20					27/05/20					28/05/20					29/05/20				
					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	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	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		4:45	4:22	4:23	4:21	4:33	4:14	4:30	4:24	4:08	4:17	4:30	4:29	4:18	4:41	4:16	4:15	4:14	4:13	4:06	4:23	4:32	4:16	4:18	4:24																																																																																																			
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	0:37	0:18	0:26	0:38	0:39	0:35	0:31	0:29	0:39	0:42	0:29	0:47	0:29	0:35	0:40	0:32	0:28	0:36	0:36	0:33	0:37	0:42	0:45																																																																																																			
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		10:00	7:00	8:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	9:00	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		5:01	5:00	4:53	5:03	4:44	4:42	4:49	4:51	4:57	4:46	4:42	4:35	4:57	5:08	4:56	5:25	4:51	4:48	4:47	5:30	5:20	5:17	5:24	5:38																																																																																																			
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		1:04	1:11	0:47	1:05	0:54	1:06	0:50	0:58	1:14	1:08	0:54	0:36	1:26	0:54	1:15	1:48	1:08	1:09	1:12	1:42	1:21	1:36	1:48	2:01																																																																																																			
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		9:00	7:00	9:00	9:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	10:00	7:00	10:00	7:00	7:00	7:00	10:00	9:00	7:00	8:00	10:00																																																																																																			
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes		5:21	6:42	4:50	5:48	6:02	5:59	5:51	5:14	5:48	5:51	5:07	4:55	5:29	5:16	5:15	6:06	5:32	5:04	5:13	5:25	6:03	5:42	5:33	6:07																																																																																																			
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		1:55	1:26	1:17	2:05	2:25	2:45	2:11	2:06	2:23	2:13	1:28	1:14	2:05	1:21	1:46	2:50	2:06	1:35	1:38	1:53	2:11	2:20	2:06	2:38																																																																																																			
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	6:00	5:00	7:00	5:00	6:00	6:00	5:00	6:00	5:00	6:00	3:00	3:00	5:00	5:00	6:00	6:00	6:00	4:00	5:00	6:00	5:00	5:00	7:00																																																																																																			
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes		5:08	5:02	5:07	4:58	4:48	4:51	4:49	5:01	5:09	4:58	5:02	4:43	4:55	5:11	5:12	5:39	4:53	5:00	4:53	5:34	5:29	5:23	5:31	5:51																																																																																																			
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		1:08	1:21	0:57	1:02	1:02	1:13	0:55	1:07	1:28	1:15	1:11	0:43	1:05	0:57	1:31	2:01	1:11	1:13	1:15	1:47	1:26	1:43	1:56	2:13																																																																																																			
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		10:00	7:00	9:00	9:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	10:00	7:00	10:00	7:00	7:00	7:00	10:00	10:00	7:00	8:00	10:00																																																																																																			
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			16:54	17:10	17:26		21:54	17:19	17:40	17:33		16:37	17:33	15:51	15:55		15:53	15:59	16:29	15:27		13:55	15:26	14:50	15:24																																																																																																			
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			13:25	13:34	12:49		15:40	12:50	14:08	12:54		12:36	13:05	12:10	11:42		12:22	12:19	13:06	12:27		10:22	11:04	11:45	11:37																																																																																																			
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			0.8	1.3	1.3		1.3	1.3	1.3	1.3		0.8	1.3	1.3	1.3		0.8	1.3	1.3	1.3		1.0	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%	99.7%	99.9%	99.9%	99.9%	99.4%	99.8%	99.9%	99.9%	99.9%	99.9%	99.7%	100.0%	100.0%	99.9%	99.9%	99.9%	99.9%	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		4:06	4:07	4:02	3:48	4:07	3:49	4:24	4:01	4:00	4:04	4:40	4:21	4:09	4:17	4:09	4:01	4:01	3:51	3:53	4:02	4:02	3:53	4:01	4:09																																																																																																			
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes		0:48	0:41	0:36	0:33	0:39	0:35	0:37	0:33	0:39	0:43	0:59	0:31	0:35	0:42	0:35	0:36	0:33	0:29	0:34	0:35	0:28	0:23	0:39	0:45																																																																																																			
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	3:45	5:00	6:00	4:15	4:45	3:45	5:15	4:15	5:30	6:15	5:30	5:00	3:30	4:45	5:30	3:00	5:30	5:30	4:00	4:30	3:30	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		3:56	3:46	3:41	3:49	3:50	3:44	4:08	3:58	3:47	4:00	4:03	4:03	3:45	4:22	4:17	4:32	3:48	3:28	3:46	3:52	3:46	3:53	3:29	3:41																																																																																																			
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	0:58	0:52	0:56	0:57	0:56	0:59	0:54	1:00	0:58	0:55	0:56	0:57	1:00	0:56	0:56	0:56	0:58	1:01	1:01	1:00	0:59	1:02	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		5:45	5:45	6:00	5:15	5:15	5:15	5:45	6:00	5:15	5:00	7:00	5:30	5:30	6:30	6:00	6:30	6:15	4:30	6:00	6:00	5:15	6:30	4:30	6:15																																																																																																			
<b>6. RECOLLECTS</b>																																																																																																																																	
6.1	Total specimens	Total number of patient episodes		number		4,113	3,843	3,688	3,978	4,337	4,184	4,256	3,991	4,317	4,577	4,504	4,278	4,891	5,448	6,106	6,237	6,031	5,861	5,834	6,855	7,288	6,642	6,643	6,833																																																																																																				
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent		0.2%	0.2%	1.1%	0.4%	0.1%	0.3%	0.2%	0.4%	0.5%	0.5%	0.2%	0.3%	0.2%	0.3%	0.4%	0.2%	0.2%	0.6%	0.4%	0.3%	0.3%	0.2%	0.4%	0.4%																																																																																																			
<b>7. QUALITY IMPROVEMENT</b>																																																																																																																																	
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																																																																																																																													