

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	2020					2021					2022									
					Mon 1/06/20	Tue 2/06/20	Wed 3/06/20	Thu 4/06/20	Fri 5/06/20	Mon 8/06/20	Tue 9/06/20	Wed 10/06/20	Thu 11/06/20	Fri 12/06/20	Mon 15/06/20	Tue 16/06/20	Wed 17/06/20	Thu 18/06/20	Fri 19/06/20	Mon 22/06/20	Tue 23/06/20	Wed 24/06/20	Thu 25/06/20	Fri 26/06/20
1. CALL CENTRE																								
1.1a	Total inbound calls	Number of calls placed / received		number	Public	1,617	1,574	1,432	1,476	1,573	1,676	1,596	1,482	1,365	1,525	1,423	1,496	1,532	1,506	1,676	1,492	1,456	1,412	1,558
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number		576	602	555	607	606	643	656	606	597	548	558	640	690	654	684	631	625	640	747
1.2	Total calls answered	Number of calls answered		number		1,547	1,501	1,377	1,403	1,506	1,612	1,540	1,417	1,321	1,476	1,366	1,475	1,488	1,459	1,614	1,443	1,419	1,383	1,494
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	4.3%	4.6%	3.8%	5.0%	4.3%	3.8%	3.5%	4.4%	3.2%	3.2%	4.0%	1.4%	2.9%	3.1%	3.7%	3.3%	2.5%	2.1%	4.1%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	3.0%	3.0%	2.2%	2.6%	2.8%	2.6%	2.6%	2.8%	1.5%	1.8%	1.8%	2.8%	1.7%	1.5%	2.6%	2.4%	2.2%	1.9%	3.4%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	81	71	57	84	72	79	67	74	55	68	69	69	65	58	80	68	56	52	79
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number		110	93	83	115	97	128	113	110	74	120	78	98	80	80	150	126	83	92	111
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent		6.8%	5.9%	5.8%	7.8%	6.2%	7.6%	7.1%	7.4%	5.4%	7.9%	5.5%	6.6%	5.2%	5.3%	9.0%	8.5%	5.7%	6.5%	7.1%
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	9	8	6	8	8	7	6	6	8	8	8	9	6	10	9	6	6	6	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	7	7	7	7	6	6	5	6	7	5	7	5	4	7	7	8	5	4	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	6	5	5	7	6	7	6	6	8	8	7	7	6	8	7	8	6	6	8
2.5	Long waits	Number of people waiting over 30 minutes		number		62	43	83	80	70	97	54	78	162	186	181	115	43	169	193	202	43	61	129
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	1.6%	1.2%	2.4%	2.2%	1.9%	2.6%	1.5%	2.2%	4.3%	4.9%	4.8%	3.1%	1.2%	4.7%	5.2%	5.4%	1.2%	1.8%	3.6%
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		527	540	500	452	449	469	517	488	494	506	447	508	452	448	500	469	532	478	504
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.8%	96.3%	96.8%	95.8%	95.3%	97.7%	97.1%	97.5%	97.4%	97.2%	97.5%	98.8%	96.5%	98.0%	96.2%	97.2%	97.7%	97.5%	98.0%
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		30	29	41	35	32	33	27	27	50	50	37	45	35	38	42	31	37	37	43
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%
4. LAB																								
4.1	Patient episodes	Total number of patient episodes		number		12,164	11,718	11,522	11,384	11,971	12,330	11,624	11,505	11,995	13,057	12,947	12,839	12,488	12,505	13,046	15,105	13,238	13,528	12,118
4.2	Patient tests	Total number of patient tests performed		number		49,510	50,707	48,523	49,230	50,690	52,376	50,181	49,320	51,955	52,385	53,162	51,264	48,725	50,657	52,502	54,129	49,869	49,056	49,709
4.3	Urgent tests	Total number of urgent tests		number		590	513	431	532	530	478	461	396	457	475	513	424	436	414	579	509	422	429	444
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%
4.6	Critical results	Number of critical test results		number		52	41	62	45	56	64	39	56	51	55	33	29	40	41	40	48	40	59	41
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	41	62	45	56	64	39	56	51	55	33	29	40	41	40	48	40	59	41
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%
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%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	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	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
					1/06/20	2/06/20	3/06/20	4/06/20	5/06/20	8/06/20	9/06/20	10/06/20	11/06/20	12/06/20	15/06/20	16/06/20	17/06/20	18/06/20	19/06/20	22/06/20	23/06/20	24/06/20	25/06/20	26/06/20	
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		4:38	4:38	4:51	4:40	4:33	4:29	4:17	4:27	4:31	4:23	4:31	4:26	4:41	5:11	4:50	4:39	4:26	4:20	4:30
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		0:54	1:01	1:21	0:52	0:48	0:56	0:45	0:56	1:01	0:32	0:41	0:40	0:41	1:00	0:35	0:52	0:34	0:42	0:48
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	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	8:00	8:00	8:00	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		5:42	6:03	5:33	6:08	5:56	6:07	6:24	6:15	6:08	6:01	5:54	6:18	6:26	7:13	5:57	6:12	6:08	5:50	5:52
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		1:57	2:21	2:02	2:19	2:11	2:33	2:48	2:45	2:39	2:04	2:01	2:27	2:26	2:58	1:45	2:17	2:18	2:10	2:11
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		10:00	11:00	10:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	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		6:03	6:04	5:39	6:06	6:27	6:38	6:31	6:27	6:21	6:21	5:59	6:34	6:43	7:18	6:08	6:17	6:35	5:30	5:49
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		2:31	2:45	2:36	2:42	2:53	3:05	3:12	3:02	2:58	2:41	2:17	2:54	2:40	3:31	2:14	2:38	3:01	2:17	2:23
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	5:00	5:00	5:00	8:00	7:00	5:00	6:00	5:00	6:00	5:00	8:00	6:00	5:00	10:00	9:00	10:00	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		5:50	6:04	5:37	6:10	5:51	6:18	6:33	6:20	5:17	6:11	6:02	6:26	6:42	7:19	6:02	6:23	6:13	5:51	5:57
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		2:03	2:25	2:06	2:22	2:23	2:44	2:57	2:53	2:52	2:15	2:08	2:34	2:38	3:04	1:51	2:29	2:24	2:11	2:16
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		10:00	11:00	10:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	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			17:09	16:06	15:49		15:58	15:23	16:04	14:49		15:05	16:00	16:34	16:11		16:30	16:59	16:35	15:55
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			13:00	13:39	12:18		11:07	11:41	12:35	11:33		10:53	12:37	12:22	12:41		12:14	12:54	12:56	12:58
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		0.8	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%	99.8%	99.9%	100.0%	99.9%	99.9%	99.7%	100.0%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	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		3:53	3:51	3:41	3:50	4:25	3:54	3:56	3:58	3:48	3:59	3:52	4:03	4:05	4:13	4:04	3:59	4:06	4:06	4:01
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes		0:35	0:33	0:27	0:27	1:08	0:43	0:37	0:38	0:42	0:13	0:23	0:27	0:29	0:18	0:29	0:33	0:33	0:35	0:44
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	4:00	2:45	4:00	4:30	4:15	3:45	5:00	4:00	5:00	1:15	3:30	4:15	4:45	5:00	4:30	4:00	3:30	4:30
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes		3:53	3:44	3:44	3:53	3:40	3:26	3:58	3:42	3:37	4:06	4:04	3:38	4:00	3:52	3:38	3:50	4:19	3:44	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		0:59	0:56	1:02	0:50	1:07	0:55	1:26	0:53	1:03	1:06	0:58	1:03	1:01	0:58	0:57	1:04	1:12	1:03	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	5:30	6:00	5:30	5:30	8:30	4:45	5:15	5:45	5:45	5:30	5:45	5:30	5:30	5:00	6:45	5:00	5:00
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number		8,012	7,476	7,288	7,332	7,726	7,849	7,479	7,286	7,683	8,083	7,928	7,589	6,767	7,374	7,955	7,657	7,228	6,952	7,219	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent		0.2%	0.4%	0.2%	0.3%	0.3%	0.2%	0.3%	0.3%	0.3%	0.3%	0.2%	0.3%	0.3%	0.3%	0.3%	0.4%	0.2%	0.2%	0.3%
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					-					-											-