

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 29/06/20	Tue 30/06/20	Wed 1/07/20	Thu 2/07/20	Fri 3/07/20	Mon 6/07/20	Tue 7/07/20	Wed 8/07/20	Thu 9/07/20	Fri 10/07/20	Mon 13/07/20	Tue 14/07/20	Wed 15/07/20	Thu 16/07/20	Fri 17/07/20	Mon 20/07/20	Tue 21/07/20	Wed 22/07/20	Thu 23/07/20	Fri 24/07/20	Mon 27/07/20	Tue 28/07/20	Wed 29/07/20	Thu 30/07/20	Fri 31/07/20		
1. CALL CENTRE																															
1.1a	Total inbound calls	Number of calls placed / received		number	1,536	1,421	1,298	1,434	1,356	1,379	1,330	1,291	1,317	1,276	1,411	1,345	1,296	1,306	1,318	1,472	1,452	1,301	1,326	1,278	1,443	1,380	1,386	1,354	1,333		
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	638	616	591	600	588	537	567	572	561	521	540	553	583	586	598	569	668	568	597	564	578	598	620	602	594		
1.2	Total calls answered	Number of calls answered		number	1,445	1,357	1,282	1,398	1,326	1,325	1,276	1,239	1,276	1,233	1,364	1,310	1,253	1,269	556	1,450	1,394	1,276	1,309	1,261	1,414	1,364	1,368	1,335	1,315		
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	5.9%	4.5%	1.2%	2.5%	2.2%	3.9%	4.1%	4.0%	3.1%	3.4%	3.3%	2.6%	3.3%	2.8%	3.2%	1.5%	4.0%	1.9%	1.3%	1.3%	2.0%	1.2%	1.3%	1.4%	1.4%		
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	2.8%	2.1%	0.5%	2.3%	1.7%	2.8%	2.7%	1.6%	2.0%	2.3%	1.9%	1.3%	2.9%	1.9%	2.5%	1.1%	2.7%	0.7%	1.2%	0.4%	0.5%	0.8%	1.0%	0.8%	0.3%		
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	106	88	38	51	38	66	71	50	55	45	48	48	61	62	43	43	67	38	37	24	26	34	28	27	26		
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	140	104	52	52	52	112	99	98	87	62	85	83	100	102	88	74	89	48	59	33	42	69	46	42	45		
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	9.1%	7.3%	4.0%	3.6%	3.8%	8.1%	7.4%	7.6%	6.6%	4.9%	6.0%	6.2%	7.7%	7.8%	6.7%	5.0%	6.1%	3.7%	4.5%	2.6%	2.9%	5.0%	3.3%	3.1%	3.4%		
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	7	6	5	5	6	5	5	5	6	5	6	5	5	4	7	7	8	5	6	7	6	5	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	8	6	8	5	6	5	5	5	4	5	5	5	4	3	6	6	5	6	6	5	6	5	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	8	6	6	5	6	7	5	4	4	5	6	5	4	5	6	7	7	6	4	7	6	5	6	5	9		
2.5	Long waits	Number of people waiting over 30 minutes		number	193	46	109	84	36	118	58	26	38	23	82	32	46	38	108	118	140	83	112	98	90	53	112	61	118		
2.6	% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	5.2%	1.3%	3.1%	2.5%	1.1%	3.3%	1.7%	0.8%	1.2%	0.7%	2.3%	0.9%	1.3%	1.2%	3.0%	3.1%	3.7%	2.4%	3.2%	2.7%	2.4%	1.5%	3.0%	1.8%	3.3%		
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	472	432	517	453	445	505	469	476	444	462	455	458	515	439	447	481	455	474	465	478	469	410	498	435	457		
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	95.8%	96.5%	98.5%	97.1%	98.0%	96.2%	97.9%	97.3%	96.8%	95.2%	96.3%	98.5%	97.9%	97.5%	97.5%	95.2%	96.9%	97.0%	97.6%	97.9%	95.9%	96.6%	96.0%	97.2%	96.9%		
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	43	32	28	27	48	37	31	28	25	42	36	34	32	25	33	37	34	36	42	39	45	31	41	31	38		
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%	100.0%		
4. LAB																															
4.1	Patient episodes	Total number of patient episodes		number	12,081	11,499	11,339	10,457	10,456	10,828	10,873	10,134	9,966	10,277	11,042	10,767	10,725	10,438	10,722	11,903	11,952	11,274	11,407	11,597	12,360	12,197	11,978	11,455	11,829		
4.2	Patient tests	Total number of patient tests performed		number	49,699	49,848	49,294	45,309	46,162	47,808	48,689	44,852	43,710	45,854	48,640	48,869	47,393	45,901	48,193	51,741	50,823	47,566	47,605	49,582	51,641	50,107	49,578	47,436	49,194		
4.3	Urgent tests	Total number of urgent tests		number	486	486	403	384	455	528	466	425	367	358	493	496	360	430	407	470	486	332	413	467	550	454	459	420	488		
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%	1%	1%	1%	1%	1%	1%		
4.6	Critical results	Number of critical test results		number	39	55	41	33	37	38	51	35	47	40	58	56	40	43	46	60	52	43	44	52	52	34	38	38	44		
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	39	55	41	33	37	38	51	35	47	40	58	56	40	43	46	60	52	43	44	52	52	34	38	38	44		
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%	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%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	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	Mon	Tue	Wed	Thu	Fri		
					29/06/20	30/06/20	1/07/20	2/07/20	3/07/20	6/07/20	7/07/20	8/07/20	9/07/20	10/07/20	13/07/20	14/07/20	15/07/20	16/07/20	17/07/20	20/07/20	21/07/20	22/07/20	23/07/20	24/07/20	27/07/20	28/07/20	29/07/20	30/07/20	31/07/20		
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	4:24	4:24	4:17	4:33	4:25	4:36	4:24	4:22	4:30	4:17	4:34	4:32	4:28	4:30	4:33	4:45	4:25	4:16	4:24	4:28	4:42	4:26	4:24	4:18	4:37	
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	0:52	0:49	0:41	0:49	0:38	0:56	0:46	0:34	0:50	0:35	0:55	0:51	0:32	0:49	0:44	0:46	0:33	0:35	0:37	0:33	0:47	0:43	0:36	0:33	0:49	
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	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	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	5:42	5:53	5:38	6:01	5:46	5:54	5:55	5:53	6:31	5:52	6:40	6:29	6:50	6:06	6:41	7:07	6:28	6:07	6:49	6:54	6:05	5:51	5:18	5:30	
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:38	2:06	2:16	1:53	2:14	2:06	2:16	2:07	2:12	2:47	2:18	2:59	2:31	3:13	2:18	2:36	3:11	2:41	2:17	2:56	3:00	2:19	2:05	1:31	1:44	
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	11:00	10:00	11:00	9:00	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	11:00	10:00	9:00	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	7:12	6:10	6:09	5:52	5:59	6:02	6:30	6:28	6:22	5:49	6:20	6:24	5:50	6:31	6:34	6:29	5:32	5:35	6:05	6:48	7:15	5:18	6:39	5:40	6:21	
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	4:00	2:51	2:54	2:23	2:37	2:28	3:11	2:49	2:43	2:30	2:57	3:02	2:18	3:11	2:55	2:57	2:02	2:09	2:43	3:14	3:50	1:47	3:14	2:19	2:47	
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	7:00	5:00	5:00	5:00	6:00	5:00	5:00	6:00	5:00	9:00	5:00	8:00	10:00	10:00	10:00	5:00	11:00	11:00	11:00	8:00	5:00	11:00	5:00	5:00	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	6:26	5:52	5:59	5:48	6:14	5:57	6:02	5:55	5:59	6:30	6:03	6:48	6:36	7:01	6:17	6:57	7:16	6:37	6:15	7:02	7:11	6:15	6:01	5:25	5:34	
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:55	2:15	2:20	2:00	2:25	2:17	2:24	2:08	2:17	2:48	2:26	3:06	2:36	3:22	2:28	2:49	3:23	2:48	2:24	3:02	3:17	2:28	2:12	1:38	1:48	
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	11:00	11:00	11:00	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	11:00	10:00	9:00	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		16:24	14:56	14:58	15:55		16:21	14:33	15:39	15:01		16:29	16:57	17:14	16:33		15:22	17:14	18:19	15:40		14:37	16:13	16:26	16:34	
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		12:20	11:21	11:40	11:48		12:25	11:07	12:23	11:38		12:06	12:38	14:28	12:21		11:45	12:29	13:15	12:23		10:54	11:51	12:19	12:35	
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	1.3		1.3	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	99.7%	99.9%	98.5%	99.9%	99.9%	99.8%	100.0%	99.9%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.7%	99.9%	99.9%	99.9%	99.9%	99.7%	99.9%	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	3:57	3:57	3:53	3:54	4:05	3:51	3:47	3:56	3:52	3:55	4:11	4:03	3:58	4:04	3:50	3:50	4:11	3:56	3:56	3:56	3:55	3:34	3:50	3:56	3:50	
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:36	0:35	0:30	0:26	0:42	0:29	0:27	0:23	0:25	0:33	0:48	0:39	0:22	0:35	0:26	0:35	0:36	0:26	0:29	0:28	0:29	0:25	0:28	0:27	0:26	
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	3:30	4:00	3:00	4:00	5:30	4:45	5:00	5:00	3:30	5:15	4:30	5:45	6:00	3:45	4:15	4:30	5:00	3:30	5:00	2:30	4:30	3:45	4:30	4:30	4:00	
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:43	3:26	3:54	3:41	3:38	3:37	3:30	3:48	3:51	4:02	3:33	3:33	3:59	3:49	4:05	3:31	3:56	3:51	5:00	5:08	3:59	3:22	3:56	3:53	3:51	
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:57	0:57	0:54	0:58	0:56	0:57	0:53	1:02	0:56	1:00	0:54	0:56	1:02	1:03	0:54	1:02	1:00	0:59	1:03	1:03	1:01	0:52	1:01	1:00	1:03	
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	5:30	4:45	5:30	5:30	5:30	5:00	5:45	5:45	5:30	6:00	5:00	5:30	5:30	4:45	5:15	5:00	5:45	5:30	5:00	5:45	6:00	4:30	6:00	5:45	5:00	
6. RECOLLECTS																															
6.1	Total specimens	Total number of patient episodes		number	7,677	7,436	7,195	6,857	6,929	7,356	7,354	6,702	6,706	6,840	7,473	7,344	7,143	6,804	7,255	7,992	7,641	7,041	7,160	7,311	7,863	7,489	7,261	6,937	7,272		
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.3%	0.3%	0.3%	0.5%	0.3%	0.4%	0.2%	0.2%	0.3%	0.3%	0.3%	0.2%	0.3%	0.2%	0.3%	0.3%	0.4%	0.2%	0.3%	0.3%	0.4%	0.5%	0.4%	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																											