

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 | | | | |
|------------------------------|--|---|--------------|---------|---------------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-------|--|--|--|--|
| | | | | | 3/08/20 | 4/08/20 | 5/08/20 | 6/08/20 | 7/08/20 | 10/08/20 | 11/08/20 | 12/08/20 | 13/08/20 | 14/08/20 | 17/08/20 | 18/08/20 | 19/08/20 | 20/08/20 | 21/08/20 | 24/08/20 | 25/08/20 | 26/08/20 | 27/08/20 | 28/08/20 | | | | | |
| 1. CALL CENTRE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.1a | Total inbound calls | Number of calls placed / received | | number | 1,491 | 1,467 | 1,360 | 1,379 | 1,410 | 1,502 | 1,489 | 1,829 | 1,654 | 1,672 | 2,020 | 1,666 | 1,627 | 1,465 | 1,459 | 1,575 | 1,508 | 1,528 | 1,500 | 1,421 | | | | | |
| 1.1b | Total inbound calls - results line | Number of calls placed / received on results line | | number | 632 | 660 | 612 | 657 | 661 | 640 | 667 | 604 | 611 | 654 | 724 | 622 | 696 | 588 | 524 | 564 | 554 | 596 | 588 | 490 | | | | | |
| 1.2 | Total calls answered | Number of calls answered | | number | 1,435 | 1,426 | 1,339 | 1,341 | 1,370 | 1,404 | 1,449 | 1,800 | 1,611 | 1,637 | 1,944 | 1,643 | 1,607 | 1,443 | 1,426 | 1,557 | 1,493 | 1,494 | 1,479 | 1,394 | | | | | |
| 1.3a | % calls unanswered | Also known as "abandonment". 1 - (1.2 divided by 1.1a) | less than | 7.0% | percent | 3.8% | 2.8% | 1.5% | 2.8% | 2.8% | 6.5% | 2.7% | 1.6% | 2.6% | 2.1% | 3.8% | 1.4% | 1.2% | 1.5% | 2.3% | 1.1% | 1.0% | 2.2% | 1.4% | 1.9% | | | | |
| 1.3b | % calls unanswered for results line | Also known as "abandonment". 1 - (1.4 divided by 1.1b) | less than | 3.0% | percent | 2.5% | 1.8% | 1.0% | 2.1% | 0.9% | 2.8% | 1.4% | 0.8% | 1.5% | 0.8% | 1.9% | 0.2% | 0.4% | 1.2% | 1.9% | 0.4% | 0.0% | 0.3% | 0.5% | 1.4% | | | | |
| 1.6 | Average wait time | Average wait time on the phone for results, measured in seconds ("Lab Results" figure) | less than | 150 | seconds | 62 | 44 | 39 | 51 | 41 | 87 | 48 | 19 | 42 | 43 | 44 | 25 | 28 | 40 | 40 | 24 | 27 | 36 | 30 | 37 | | | | |
| 1.7 | Wait time >150 seconds | Number of calls with a wait time of more than 150 seconds | | number | 115 | 76 | 75 | 84 | 76 | 120 | 91 | 61 | 103 | 111 | 241 | 81 | 106 | 88 | 112 | 53 | 74 | 92 | 68 | 55 | | | | | |
| 1.8 | % of calls with wait time >150 seconds | 1.7 divided by 1.1 | | percent | 7.7% | 5.2% | 5.5% | 6.1% | 5.4% | 8.0% | 6.1% | 3.3% | 6.2% | 6.6% | 11.9% | 4.9% | 6.5% | 6.0% | 7.7% | 3.4% | 4.9% | 6.0% | 4.5% | 3.9% | | | | | |
| 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 | 6 | 5 | 5 | 5 | 6 | 6 | 4 | 5 | 2 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 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 | 5 | 6 | 4 | 4 | 5 | 7 | 4 | 6 | 2 | 2 | 3 | 3 | 2 | 3 | 3 | 4 | 4 | 3 | 3 | 4 | | | | |
| 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 | 9 | 6 | 6 | 5 | 7 | 7 | 5 | 9 | 2 | 3 | 4 | 4 | 2 | 3 | 4 | 6 | 4 | 3 | 3 | 4 | | | | |
| 2.5 | Long waits | Number of people waiting over 30 minutes | | number | 161 | 106 | 48 | 41 | 100 | 148 | 25 | 118 | 1 | 2 | 26 | 3 | 3 | 2 | 8 | 15 | 4 | 10 | 2 | 18 | | | | | |
| 2.6 | % wait over 30 mins | 2.5 divided by 2.4 | less than | 10% | percent | 4.3% | 2.8% | 1.3% | 1.1% | 2.7% | 3.8% | 0.7% | 3.1% | 0.1% | 0.1% | 1.2% | 0.1% | 0.2% | 0.1% | 0.4% | 0.6% | 0.2% | 0.4% | 0.1% | 0.7% | | | | |
| 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 | 457 | 467 | 474 | 440 | 452 | 469 | 436 | 510 | 440 | 419 | 473 | 465 | 517 | 471 | 483 | 477 | 455 | 523 | 479 | 485 | | | | | |
| 3.3 | % Home visit timeliness | % home visits completed for the day 3.2 divided by 3.1 | greater than | 90% | percent | 95.8% | 96.6% | 97.9% | 97.7% | 95.8% | 97.0% | 97.5% | 97.6% | 95.7% | 96.4% | 97.5% | 96.6% | 95.9% | 97.0% | 95.0% | 96.9% | 96.3% | 96.4% | 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 | 42 | 30 | 35 | 32 | 36 | 32 | 39 | 38 | 36 | 42 | 47 | 36 | 33 | 44 | 35 | 31 | 42 | 37 | 36 | 53 | | | | | |
| 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 | 12,968 | 12,828 | 12,315 | 11,883 | 11,772 | 13,032 | 12,030 | 14,097 | 10,558 | 14,794 | 11,356 | 9,967 | 8,689 | 8,784 | 8,885 | 9,220 | 8,856 | 9,175 | 9,266 | 10,522 | | | | | |
| 4.2 | Patient tests | Total number of patient tests performed | | number | 51,736 | 52,551 | 50,077 | 48,350 | 49,628 | 51,873 | 47,686 | 40,077 | 26,541 | 33,998 | 30,810 | 29,633 | 27,439 | 29,555 | 30,944 | 32,182 | 31,339 | 31,946 | 30,534 | 33,535 | | | | | |
| 4.3 | Urgent tests | Total number of urgent tests | | number | 530 | 529 | 452 | 491 | 392 | 497 | 490 | 348 | 310 | 321 | 411 | 397 | 365 | 399 | 374 | 441 | 421 | 395 | 371 | 464 | | | | | |
| 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% | | | | | |
| 4.6 | Critical results | Number of critical test results | | number | 48 | 42 | 35 | 51 | 51 | 54 | 26 | 36 | 22 | 31 | 43 | 50 | 33 | 45 | 41 | 56 | 45 | 51 | 37 | 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 | 48 | 42 | 35 | 51 | 51 | 54 | 26 | 36 | 22 | 31 | 43 | 50 | 33 | 45 | 41 | 56 | 45 | 51 | 37 | 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% | | | | | |
| 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% | 0.1% | 0.0% | 0.0% | 0.1% | 0.0% | 0.0% | 0.1% | 0.0% | 0.1% | 0.0% | 0.1% | 0.1% | 0.0% | 0.1% | 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 3/08/20 | Tue 4/08/20 | Wed 5/08/20 | Thu 6/08/20 | Fri 7/08/20 | Mon 10/08/20 | Tue 11/08/20 | Wed 12/08/20 | Thu 13/08/20 | Fri 14/08/20 | Mon 17/08/20 | Tue 18/08/20 | Wed 19/08/20 | Thu 20/08/20 | Fri 21/08/20 | Mon 24/08/20 | Tue 25/08/20 | Wed 26/08/20 | Thu 27/08/20 | Fri 28/08/20 | |
|---|---|--|--------------|--------|----------------|----------------|----------------|----------------|----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-------|
| 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 | 4:26 | 4:34 | 4:29 | 4:36 | 4:23 | 4:38 | 4:25 | 4:51 | 3:57 | 4:12 | 3:57 | 4:32 | 3:50 | 3:41 | 3:54 | 4:05 | 3:57 | 3:58 | 3:53 | 4:12 |
| 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 | 0:42 | 0:43 | 0:31 | 0:48 | 0:36 | 0:49 | 0:35 | 0:35 | 0:29 | 0:30 | 0:34 | 0:34 | 0:35 | 0:25 | 0:30 | 0:39 | 0:25 | 0:31 | 0:18 | 0:20 |
| 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 | 8:00 | 8:00 | 9:00 | 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 | 5:56 | 6:10 | 6:15 | 6:12 | 7:02 | 6:30 | 5:57 | 5:24 | 4:23 | 4:40 | 4:23 | 5:10 | 4:14 | 4:10 | 4:25 | 4:50 | 4:32 | 4:29 | 4:30 | 5:09 |
| 5.2b | Lab TAT Electrolytes | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | hours:minutes | 2:11 | 2:18 | 2:21 | 2:26 | 3:14 | 2:37 | 1:59 | 1:06 | 0:49 | 0:56 | 0:56 | 0:57 | 1:00 | 0:52 | 1:00 | 1:19 | 0:57 | 1:00 | 0:52 | 1:11 |
| 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 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 11:00 | 10:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 | 7:00 |
| 5.3a | Total TAT HCG Quantification | Average turnaround time from collection to report, expressed in hour:minutes | less than | 8:00 | hours:minutes | 6:23 | 6:35 | 5:45 | 6:41 | 7:09 | 6:54 | 6:00 | 6:25 | 5:21 | 5:31 | 4:24 | 4:32 | 4:13 | 4:12 | 4:29 | 4:51 | 5:07 | 5:19 | 5:28 | 5:21 |
| 5.3b | Total TAT HCG Quantification | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | hours:minutes | 2:42 | 2:56 | 2:05 | 3:02 | 3:27 | 3:38 | 2:40 | 2:25 | 2:06 | 2:06 | 1:15 | 1:30 | 1:17 | 1:31 | 1:22 | 1:39 | 1:40 | 2:07 | 2:02 | 2:00 |
| 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 | 10:00 | 8:00 | 6:00 | 5:00 | 11:00 | 6:00 | 5:00 | 5:00 | 4:00 | 5:00 | 3:00 | 3:00 | 3:00 | 5:00 | 5:00 | 6:00 | 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 | 6:04 | 6:19 | 6:28 | 6:15 | 7:06 | 6:35 | 6:03 | 5:32 | 4:41 | 4:52 | 4:39 | 5:24 | 4:18 | 4:18 | 4:28 | 5:04 | 4:40 | 4:35 | 4:42 | 5:10 |
| 5.5b | Total TAT Liver functions | Turnaround time from 90th centile receipt to report, expressed in hour:minutes | less than | 4:00 | hours:minutes | 2:18 | 2:24 | 2:29 | 2:30 | 3:19 | 2:43 | 2:08 | 1:13 | 1:08 | 1:14 | 1:11 | 1:06 | 1:03 | 1:00 | 1:04 | 1:36 | 1:02 | 1:06 | 1:02 | 1:12 |
| 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 | 11:00 | 11:00 | 11:00 | 11:00 | 10:00 | 7:00 | 7:00 | 7:00 | 8:00 | 7:00 | 7:00 | 7:00 | 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 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 | | 14:09 | 15:35 | 16:40 | 15:46 | | 16:15 | 17:08 | 18:14 | 18:31 | | 16:01 | 17:02 | 17:35 | 17:05 | | 18:04 | 17:13 | 16:46 | 16:27 |
| 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 | | 9:34 | 12:45 | 12:56 | 12:13 | | 12:19 | 13:11 | 15:39 | 15:03 | | 12:08 | 14:07 | 13:25 | 13:15 | | 13:37 | 12:54 | 13:00 | 12:39 |
| 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 | | 1.0 | 1.3 | 1.3 | 1.3 | | 1.0 | 1.3 | 1.3 | 1.3 | | 1.0 | 1.3 | 1.3 | 1.3 | | 1.3 | 1.3 | 0.8 | 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 | 99.8% | 99.9% | 99.9% | 99.9% | 99.9% | 99.7% | 99.9% | 99.9% | 99.8% | 99.8% | 99.7% | 99.9% | 99.9% | 100.0% | 100.0% | 99.8% | 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 | 3:45 | 3:58 | 3:59 | 4:03 | 4:00 | 3:47 | 3:53 | 4:28 | 3:59 | 3:53 | 4:03 | 3:51 | 3:39 | 3:49 | 3:39 | 3:48 | 3:56 | 3:43 | 3:50 | 3:46 |
| 5.9b | Lab TAT INR | Turnaround time from 95th centile receipt to report, expressed in hour:minutes | less than | 3:00 | hours:minutes | 0:25 | 0:26 | 0:22 | 0:37 | 0:34 | 0:29 | 0:21 | 0:34 | 0:57 | 0:34 | 0:57 | 0:47 | 0:41 | 0:41 | 0:31 | 0:33 | 0:38 | 0:29 | 0:22 | 0:30 |
| 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 | 4:15 | 4:00 | 4:30 | 4:15 | 3:45 | 4:00 | 4:30 | 5:15 | 4:30 | 4:00 | 6:00 | 4:00 | 3:30 | 4:30 | 4:00 | 3:00 | 3:30 | 3:30 | 4:15 | 4:30 |
| 5.10a | Total TAT - Troponin | Average turnaround time from collection to report, expressed in hour:minutes | less than | 6:00 | hours:minutes | 3:37 | 3:48 | 3:42 | 3:57 | 3:37 | 3:54 | 3:55 | 4:23 | 3:34 | 4:16 | 3:24 | 3:32 | 3:17 | 3:20 | 3:36 | 3:17 | 3:30 | 3:29 | 3:29 | 3:49 |
| 5.10b | Lab TAT - Troponin | Turnaround time from 95th centile receipt to report, expressed in hour:minutes | less than | 3:00 | hours:minutes | 0:54 | 1:18 | 1:06 | 1:02 | 1:02 | 1:08 | 0:52 | 1:03 | 1:00 | 0:48 | 0:54 | 0:51 | 1:00 | 0:50 | 0:51 | 0:57 | 0:58 | 0:59 | 0:59 | 1:04 |
| 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 | 5:00 | 5:45 | 5:15 | 5:00 | 5:00 | 5:45 | 6:15 | 5:30 | 4:30 | 5:15 | 5:00 | 5:00 | 5:30 | 4:15 | 4:45 | 4:30 | 5:00 | 5:15 | 4:30 | 5:00 |
| 6. RECOLLECTS | | | | | | | | | | | | | | | | | | | | | | | | | |
| 6.1 | Total specimens | Total number of patient episodes | | number | 7,942 | 7,696 | 7,389 | 7,194 | 7,359 | 7,958 | 6,930 | 5,597 | 3,245 | 4,061 | 4,421 | 4,364 | 3,955 | 4,489 | 4,692 | 5,171 | 4,894 | 4,815 | 4,618 | 5,013 | |
| 6.5 | % recollects | 6.2 divided by 6.1 | less than | 1.0% | percent | 0.3% | 0.3% | 0.3% | 0.4% | 0.2% | 0.4% | 0.3% | 0.4% | 0.6% | 0.2% | 0.4% | 0.3% | 0.3% | 0.2% | 0.3% | 0.3% | 0.4% | 0.2% | 0.3% | 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 | | | | | | 3 | | | | | 3 |
| 7.6 | New complaints | Number of new complaints received this week | | number | | | | | - | | | | | - | | | | | | 1 | | | | | - |
| 7.7 | Complaints acknowledgement | Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week | | number | | | | | - | | | | | - | | | | | | 1 | | | | | - |