

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

*Please note that due to a disruption in extracting call centre items from a new software for LTA, population of items 1.1a to 1.8 has been being delayed. These are expected to be available again after 15 December.

Item	Indicator	Definition	Target	Unit	2020					2021					2022										
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri						
1. CALL CENTRE																									
1.1a	Total inbound calls	Number of calls placed / received		number	1,654	1,644	1,599	1,458	1,467																
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	685	713	738	678	675																
1.2	Total calls answered	Number of calls answered		number	1,549	1,521	1,538	1,412	1,412																
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	6.4%	7.5%	3.8%	3.2%	3.7%															
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.6%	3.4%	1.6%	1.6%	1.5%															
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	63	93	44	53	48															
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	160	200	152	155	128															
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1			percent	9.7%	12.2%	9.5%	10.6%	8.7%															
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	8	8	7	5	8	8	7	6	7	6	6	5	6	7	8	7	7	5	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	7	7	5	6	6	4	5	4	6	5	5	4	5	6	7	6	4	4	6
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	10	9	8	7	9	7	6	7	8	7	9	6	7	7	8	9	7	6	7	8
2.5	Long waits	Number of people waiting over 30 minutes			number	319	131	138	89	178	148	58	86	107	84	94	46	80	63	182	149	133	40	69	135
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	7.9%	3.2%	3.5%	2.4%	4.7%	3.6%	1.5%	2.2%	2.8%	2.2%	2.4%	1.2%	2.1%	1.7%	4.5%	3.7%	3.4%	1.1%	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	479	450	506	476	443	510	449	529	455	449	488	454	499	481	473	508	463	489	491	454
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.5%	96.0%	97.6%	96.8%	98.6%	96.3%	97.8%	97.7%	97.1%	98.2%	97.7%	96.9%	96.8%	95.2%	96.6%	96.3%	97.2%	97.8%	97.4%	96.7%
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	33	37	27	31	43	39	35	31	32	35	41	33	39	32	38	55	32	34	40	49
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%
4. LAB																									
4.1	Patient episodes	Total number of patient episodes			number	14,148	13,852	13,356	12,126	12,691	13,204	13,955	13,615	13,151	14,815	14,236	15,394	13,754	14,014	12,944	14,431	14,370	13,567	13,132	12,982
4.2	Patient tests	Total number of patient tests performed			number	55,407	54,215	52,796	47,552	51,239	52,796	52,081	52,446	49,010	50,690	51,668	51,702	50,239	50,442	49,554	52,751	51,425	48,809	48,272	49,193
4.3	Urgent tests	Total number of urgent tests			number	355	480	404	459	451	403	431	356	431	429	420	444	472	478	337	475	457	414	416	439
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	51	57	37	37	56	15	12	14	11	7	11	9	7	18	14	18	13	12	10	14
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	51	57	37	37	56	15	12	14	11	7	11	9	7	18	14	18	13	12	10	14
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%
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%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	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	
					2/11/20	3/11/20	4/11/20	5/11/20	6/11/20	9/11/20	10/11/20	11/11/20	12/11/20	13/11/20	16/11/20	17/11/20	18/11/20	19/11/20	20/11/20	23/11/20	24/11/20	25/11/20	26/11/20	27/11/20	
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	5:19	4:47	4:52	5:03	5:22	5:34	5:33	5:01	5:05	5:08	4:59	5:11	5:25	5:07	5:13	5:44	5:25	5:06	5:15	5:17
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	1:35	1:04	0:59	1:08	1:21	1:40	1:19	1:05	1:18	1:16	1:13	1:20	1:33	1:09	1:10	2:05	1:36	1:19	1:30	1:23
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	9:00	7:00	9:00	9:00	10:00	10:00	8:00	7:00	8:00	9:00	9:00	9:00	9:00	10:00	7:00	10:00	10:00	7:00	9:00	9:00
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:27	7:01	6:33	6:33	6:14	6:57	6:50	6:50	6:43	6:37	5:53	5:49	5:52	6:07	6:51	6:13	6:26	5:40	5:35	6:12
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:46	3:18	2:43	2:38	2:13	3:02	2:52	2:53	3:00	2:45	2:08	1:59	2:03	2:10	2:50	2:34	2:37	1:54	1:53	2:20
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	11:00	11:00	11:00	10:00	10:00	10:00	11:00	11:00	11:00	11:00	9:00	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	6:27	8:00	6:10	6:31	6:50	7:50	6:25	7:06	7:55	6:17	5:51	5:52	6:11	6:40	6:43	6:18	6:41	5:59	5:27	5:58
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	3:03	4:00	2:46	2:42	3:09	4:57	2:54	3:25	4:23	2:42	2:30	2:17	2:46	2:58	2:59	3:00	2:59	2:28	2:03	2:19
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	10:00	10:00	10:00	8:00	6:00	11:00	6:00	8:00	11:00	5:00	7:00	5:00	8:00	6:00	5:00	5:00	7:00	4:00	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	6:38	7:11	6:45	6:41	6:21	7:07	7:15	6:54	6:49	6:39	5:55	5:52	5:56	6:15	6:56	6:21	6:36	5:46	5:43	6:15
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	3:00	3:27	2:55	2:45	2:20	3:12	2:53	2:57	3:04	2:44	2:12	2:01	2:05	2:14	2:54	2:40	2:47	2:00	1:59	2:19
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	11:00	11:00	11:00	11:00	10:00	10:00	10:00	11:00	11:00	11:00	9:00	10:00	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		16:22	16:29	16:42	16:12		17:47	16:19	16:34	16:57		16:07	16:13	17:22	17:17		17:46	17:39	17:27	18:24
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		11:49	13:08	13:25	12:51		13:30	12:57	13:51	13:30		12:26	12:48	14:40	14:27		14:16	13:49	14:43	15:06
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	1.0		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%	100.0%	99.9%	99.9%	99.7%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	99.9%	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	4:25	4:26	4:22	4:26	4:23	4:36	4:43	4:36	4:21	4:15	4:12	4:13	4:11	4:27	4:41	4:17	4:34	4:35	4:12	4:34
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:52	1:05	0:51	0:51	0:44	0:51	0:53	0:49	0:46	0:42	0:50	0:48	0:35	0:46	0:54	0:53	1:02	0:59	0:46	1:03
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	5:00	5:45	5:00	5:30	5:00	6:00	5:30	6:00	5:15	4:45	5:15	5:45	5:00	5:30	5:00	6:00	6:00	5:30	5:00	6:00
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:53	4:03	4:09	4:18	4:06	4:06	3:56	4:12	4:14	4:26	3:46	4:06	4:19	4:19	3:54	3:46	3:55	3:56	3:56	4:07
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:48	0:59	1:06	1:18	0:56	1:05	0:59	0:58	1:07	1:03	0:58	0:59	0:58	0:56	0:57	0:55	1:03	1:03	0:55	1:10
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	6:00	5:45	6:00	6:00	6:00	5:45	6:00	6:25	6:00	5:45	5:45	6:00	6:00	5:45	6:00	5:30	5:45	5:30	6:00
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number	8,052	7,826	7,418	6,826	7,520	8,007	7,475	7,488	7,426	7,077	7,713	7,439	7,280	7,167	7,439	7,819	7,466	7,098	7,131	7,453	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.4%	0.3%	0.2%	0.3%	0.2%	0.2%	0.2%	0.3%	0.2%	0.4%	0.2%	0.2%	0.3%	0.3%	0.4%	0.4%	0.3%	0.2%	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					6					6						6					6
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																					