

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					
					28/12/20	29/12/20	30/12/20	31/12/20	1/01/21	4/01/21	5/01/21	6/01/21	7/01/21	8/01/21	11/01/21	12/01/21	13/01/21	14/01/21	15/01/21	18/01/21	19/01/21	20/01/21	21/01/21	22/01/21	25/01/21	26/01/21	27/01/21	28/01/21	29/01/21	
<b>1. CALL CENTRE</b>																														
1.1a	Total inbound calls	Number of calls placed / received		number	Public	1,182	1,113	1,030	Public	Public	1,398	1,355	1,253	1,210	1,507	1,423	1,428	1,368	1,348	1,477	1,421	1,488	1,428	1,428	1,290	1,499	1,378	1,301	1,385	1,354
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number		324	370	325			334	432	408	358	446	459	505	483	488	472	476	529	507	456	435	446	460	475	470	
1.2	Total calls answered	Number of calls answered		number		1,102	1,041	963			1,307	1,263	1,169	1,140	1,423	1,354	1,355	1,291	1,304	1,392	1,329	1,419	1,333	1,235	1,399	1,283	1,213	1,323	1,295	
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	6.8%	6.5%	6.5%			6.5%	6.8%	6.7%	5.8%	5.6%	4.9%	5.1%	5.6%	3.3%	5.8%	6.5%	4.6%	6.7%	4.3%	6.7%	6.9%	6.8%	4.5%	4.4%	
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.5%	3.0%	2.8%			2.7%	2.8%	2.7%	2.5%	2.7%	2.4%	2.6%	2.9%	2.7%	2.8%	2.7%	2.7%	2.8%	2.4%	2.8%	2.9%	2.6%	2.3%	2.8%	
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	65	72	61			73	81	69	62	50	46	51	55	38	55	68	43	68	50	72	86	85	40	42	
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number		85	77	71			93	96	88	80	76	73	78	81	50	90	94	71	97	60	102	96	90	65	62	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent		7.2%	6.9%	6.9%			6.7%	7.1%	7.0%	6.6%	5.0%	5.1%	5.5%	5.9%	3.7%	6.1%	6.6%	4.8%	6.8%	4.7%	6.8%	7.0%	6.9%	4.7%	4.6%	
<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		4	3	3		8	4	5	5	10	8	7	8	8	10	9	8	6	7	10	7	6	7	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		4	2	2		7	5	4	5	4	5	4	4	6	5	4	5	4	5	6	5	5	5	7	
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		7	4	3		12	7	6	7	9	9	7	6	7	8	9	8	7	9	8	6	5	6	6	
2.5	Long waits	Number of people waiting over 30 minutes		number		78	5	7			199	85	49	81	175	191	59	23	155	134	151	122	41	151	165	118	38	36	87	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	3.5%	0.3%	0.4%			5.5%	2.6%	1.5%	2.6%	4.6%	4.8%	1.5%	0.6%	4.0%	3.4%	3.7%	3.1%	1.1%	4.0%	4.0%	2.9%	1.0%	1.0%	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		495	494	432			535	512	449	465	468	462	511	501	469	474	479	543	513	501	468	478	521	468	469	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.6%	97.4%	95.6%			96.3%	97.3%	96.2%	96.8%	94.9%	95.2%	96.9%	96.0%	96.6%	96.2%	97.9%	96.7%	95.7%	97.6%	96.8%	97.9%	98.1%	98.1%	98.1%	
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		27	37	32			28	37	32	49	26	26	36	34	38	45	36	38	39	36	33	25	35	39	46	
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%	
<b>4. LAB</b>																														
4.1	Patient episodes	Total number of patient episodes		number		7,184	6,513	5,483			11,446	10,609	10,014	10,234	12,427	12,384	11,778	11,408	11,683	12,700	12,573	11,964	11,475	11,815	14,112	13,691	12,119	12,672	12,538	
4.2	Patient tests	Total number of patient tests performed		number		25,655	23,867	20,409			45,096	44,068	42,644	44,610	52,678	54,143	51,963	50,398	51,619	55,448	54,940	52,898	50,587	52,100	55,447	55,946	52,958	50,911	51,449	
4.3	Urgent tests	Total number of urgent tests		number		333	261	249			406	632	423	349	467	464	356	378	447	398	452	403	501	414	453	440	458	448	479	
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%	
4.6	Critical results	Number of critical test results		number		59	50	30			80	63	66	53	57	70	59	50	55	75	55	66	62	59	62	54	72	50	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		59	50	30			80	63	66	53	57	70	59	50	55	75	55	66	62	59	62	54	72	50	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%	
4.12	% Amended Results	Percentage of results changed after original result was reported to referer. 4.11 divided by 4.2	less than	1%	percent	0.0%	0.1%	0.0%			0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	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																									

