

**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	Week 1					Week 2					Week 3					Week 4										
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri						
					29/03/21	30/03/21	31/03/21	1/04/21	2/04/21	5/04/21	6/04/21	7/04/21	8/04/21	9/04/21	12/04/21	13/04/21	14/04/21	15/04/21	16/04/21	19/04/21	20/04/21	21/04/21	22/04/21	23/04/21	26/04/21	27/04/21	28/04/21	29/04/21	30/04/21	
<b>1. CALL CENTRE</b>																														
1.1a	Total inbound calls	Number of calls placed / received		number	1,465	1,466	1,426	1,615	Public	Public	1,521	1,432	1,424	1,331	1,493	1,384	1,389	1,441	1,336	1,421	1,410	1,382	1,261	1,352	Public	1,507	1,421	1,275	1,268	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	525	569	539	589			475	512	527	496	505	509	516	532	470	509	521	525	469	485		533	491	495	476	
1.2	Total calls answered	Number of calls answered		number	1,390	1,427	1,384	1,570			1,466	1,377	1,374	1,283	1,443	1,315	1,357	1,406	1,299	1,356	1,360	1,326	1,196	1,317		1,432	1,359	1,210	1,218	
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	5.1%	2.7%	3.0%	2.8%		3.6%	3.8%	3.5%	3.6%	3.4%	5.0%	2.3%	2.4%	2.8%	4.6%	3.6%	4.1%	5.2%	2.6%		5.0%	4.4%	5.1%	3.9%	
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.9%	1.8%	2.2%	2.4%		2.7%	2.7%	2.7%	2.4%	2.4%	2.8%	2.7%	2.3%	2.3%	3.0%	2.7%	2.9%	2.8%	2.5%		3.0%	2.7%	2.8%	2.7%	
1.4	Results calls	Number of calls requesting test results		number	525	569	539	589			475	512	527	496	505	509	516	532	470	509	521	525	469	485		533	491	495	476	
1.5	% results calls	1.4 divided by 1.2		percent	34.8%	38.1%	37.0%	36.5%			31.2%	35.8%	37.0%	37.3%	33.0%	35.8%	36.1%	36.1%	34.4%	34.8%	36.0%	36.9%	36.2%	35.0%		34.3%	33.6%	37.7%	36.5%	
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	48	33	39	40		48	49	42	41	42	52	40	55	50	69	71	67	72	60		78	73	71	72	
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	76	40	42	46			60	57	51	49	53	72	50	37	41	70	53	60	70	40		80	75	72	53	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	5.2%	2.7%	3.0%	2.9%			3.9%	4.0%	3.6%	3.7%	3.6%	5.2%	3.6%	2.6%	3.1%	4.9%	3.8%	4.3%	5.6%	3.0%		5.3%	5.3%	5.7%	4.2%	
<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	9	6	8	10		16	15	11	11	13	13	8	9	9	11	8	8	8	10		9	9	7	10	
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	6	4	6	6		9	7	6	8	9	8	5	5	6	9	5	5	5	6		6	7	8	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	10	9	10	10		15	10	10	13	11	10	8	8	10	10	9	9	8	11		13	12	10	11	
2.4	Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,863	3,594	3,728	3,948			4,666	4,388	4,184	4,252	4,110	4,274	3,815	3,711	3,936	3,793	3,895	3,696	3,567	3,702		3,820	3,758	3,538	3,720	
2.5	Long waits	Number of people waiting over 30 minutes		number	257	166	211	321			679	413	275	398	439	430	195	196	202	284	188	112	151	353		321	380	277	343	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	6.7%	4.6%	5.7%	8.1%		14.6%	9.4%	6.6%	9.4%	10.7%	10.1%	5.1%	5.3%	5.1%	7.5%	4.8%	3.0%	4.2%	9.5%		8.4%	10.1%	7.8%	9.2%	
2.7	Long waits	Maximum wait time (incl GTT's)		minutes	59	58	58	59			59	58	54	58	60	59	56	59	59	56	52	54	58	59		60	60	59	60	
2.8	Time from collection to lab	80th percentile for time from collection to lab (hrs:minutes)	less than	04:00	hours: minutes	4:00	4:00	4:00	4:00		4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00		4:00	4:00	4:00	4:00	
2.9	Time from collection to lab - max	Maximum time from collection to lab (hrs:minutes)		hours: minutes	32:00	32:00	32:00	32:00			32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00		32:00	32:00	32:00	32:00	
<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	470	530	607	529			555	660	510	557	515	481	565	477	473	475	482	534	488	485		565	567	482	503	
3.2	Home visits attended	Number of home visits attended for the day		number	454	509	595	513			535	642	492	544	497	470	555	462	467	467	468	525	472	468		542	552	470	485	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.6%	96.0%	98.0%	97.0%		96.4%	97.3%	96.5%	97.7%	96.5%	97.7%	98.2%	96.9%	98.7%	98.3%	97.1%	98.3%	96.7%	96.5%		95.9%	97.4%	97.5%	96.4%	
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	40	37	37	36			34	46	36	48	44	32	49	48	57	39	32	45	39	56		44	56	35	55	
3.5	Urgent home visits completed	Number of urgent home visits completed for the day		number	40	37	37	36			34	46	36	48	44	32	49	48	57	39	32	45	39	56		44	56	35	55	
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	14,412	13,795	12,853	12,627			14,985	14,839	14,183	14,114	14,734	14,535	12,812	12,455	12,735	13,066	12,900	12,443	12,073	11,946		13,360	12,813	12,079	12,087	
4.2	Patient tests	Total number of patient tests performed		number	56,833	55,357	52,623	53,290			61,081	59,957	57,741	58,305	59,372	60,103	53,781	52,961	54,392	55,596	54,482	52,155	51,514	51,647		53,676	54,463	50,136	51,403	
4.3	Urgent tests	Total number of urgent tests		number	528	399	536	431			475	422	460	484	485	451	413	420	416	413	458	425	434	424		477	454	367	447	
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%	
4.5	Data for HealthPac	Percentage of completed test episodes provided to HealthPac within agreed timeframes (kpi to be reported once a month only - first day of month for previous month performance)	equal to	100%	percent	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	
4.6	Critical results	Number of critical test results		number	58	51	48	57			73	58	49	56	61	68	49	48	43	59	80	39	68	41		57	56	48	39	
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	58	51	48	57			73	58	49	56	61	68	49	48	43	59	79	39	68	41		57	56	48	39	
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%	99%	100%	100%	100%		100%	100%	100%	100%	
4.11	Amended Results	Number of results changed after original result was reported to referer		number	37	31	13	22			21	29	35	27	31	30	27	12	10	16	20	22	18	14		24	24	26	22	
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	0.1%	0.1%	0.0%	0.0%		0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	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																									

