

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	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri		
					27/09/21	28/09/21	29/09/21	30/09/21	1/10/21	4/10/21	5/10/21	6/10/21	7/10/21	8/10/21	11/10/21	12/10/21	13/10/21	14/10/21	15/10/21	18/10/21	19/10/21	20/10/21	21/10/21	22/10/21	25/10/21	26/10/21	27/10/21	28/10/21	29/10/21		
1. CALL CENTRE																															
1.1a	Total inbound calls	Number of calls placed / received		number	1,312	1,352	1,361	1,232	1,277	1,347	1,356	1,393	1,364	1,238	1,502	1,433	1,405	1,356	1,275	1,493	1,390	1,392	1,355	1,310		Public	1,472	1,462	1,345	1,389	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	392	439	460	372	375	345	363	462	424	350	389	392	444	403	380	405	398	393	359	374			367	445	413	440	
1.2	Total calls answered	Number of calls answered		number	1,282	1,328	1,325	1,216	1,262	1,284	1,296	1,344	1,279	1,181	1,446	1,381	1,357	1,326	1,254	1,450	1,362	1,353	1,317	1,280			1,446	1,433	1,325	1,359	
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	2.3%	1.8%	2.7%	1.3%	4.7%	4.4%	3.5%	6.2%	4.6%	3.7%	3.6%	3.4%	2.2%	1.7%	2.9%	2.0%	2.8%	2.8%	2.3%			1.8%	2.0%	1.5%	2.2%	
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	1.8%	1.8%	2.0%	0.8%	2.3%	2.8%	2.6%	5.4%	2.0%	2.6%	1.0%	2.5%	2.2%	1.6%	2.7%	0.5%	1.0%	0.8%	0.8%			1.4%	2.3%	1.5%	0.7%	
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	38	44	52	32	42	60	62	73	125	59	48	54	56	43	41	47	42	34	48	40			42	46	36	40
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	39	33	48	21	22	72	73	61	142	67	62	61	57	40	29	57	39	49	45	39			35	39	31	42	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	3.0%	2.4%	3.5%	1.7%	1.7%	5.4%	5.4%	4.4%	10.4%	5.4%	4.1%	4.3%	4.1%	3.0%	2.3%	3.8%	2.8%	3.5%	3.3%	3.0%			2.4%	2.7%	2.3%	3.0%	
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	4	4	4	4	3	4	3	4	4	4	6	4	5	4	6	5	4	5	5	5			5	5	5	6
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	3	3	3	3	3	4	3	3	4	4	6	4	4	4	4	5	3	4	4	5			6	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	4	4	3	3	3	5	4	4	4	5	5	3	5	4	5	5	5	5	4	4			6	5	4	5
2.5	Long waits	Number of people waiting over 30 minutes		number	11	15	6	10	7	18	8	10	8	12	46	16	36	22	26	31	26	55	46	51			96	49	26	64	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	0.4%	0.5%	0.2%	0.4%	0.3%	0.6%	0.3%	0.3%	0.4%	1.5%	0.5%	1.1%	0.7%	0.8%	0.9%	0.8%	1.6%	1.5%	1.5%			2.6%	1.4%	0.8%	1.8%	
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	558	527	559	528	550	530	510	582	540	571	556	523	553	499	493	557	541	569	485	542			554	592	521	526	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.8%	96.2%	97.3%	96.2%	96.0%	94.9%	96.3%	96.9%	96.7%	96.1%	98.4%	97.5%	97.6%	97.6%	97.2%	97.1%	98.2%	95.8%	97.3%	97.6%			97.5%	95.9%	96.2%	97.3%
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	61	61	57	57	73	57	60	64	63	75	71	56	38	61	65	56	61	69	44	61			56	79	55	61	
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%	
4. LAB																															
4.1	Patient episodes	Total number of patient episodes		number	13,657	14,139	14,747	15,200	16,498	17,689	17,280	16,771	16,043	16,380	17,226	17,825	17,554	17,601	18,563	18,977	18,149	17,793	19,065	20,035			20,763	18,955	17,897	19,511	
4.2	Patient tests	Total number of patient tests performed		number	44,158	44,351	43,928	45,428	49,263	49,263	48,725	48,035	46,808	47,392	48,965	50,006	49,148	47,695	48,886	52,286	50,325	50,030	49,970	52,102			54,333	53,192	15,506	54,146	
4.3	Urgent tests	Total number of urgent tests		number	813	785	790	674	720	769	775	598	726	721	694	764	686	711	565	653	785	800	636	709			692	751	744	724	
4.4	% urgent tests	4.3 divided by 4.2		percent	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	1%	2%	1%	1%	1%	1%	2%	2%	1%	1%			1%	1%	5%	1%	
4.6	Critical results	Number of critical test results		number	68	64	54	60	11	80	76	85	61	36	68	58	67	57	57	66	63	74	74	66			58	66	59	58	
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	68	64	54	60	11	79	76	85	32	36	68	58	66	57	57	66	63	74	73	66			58	66	58	58	
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%	99%	100%	100%	52%	100%	100%	100%	99%	100%	100%	100%	100%	100%	99%	100%			100%	100%	98%	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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	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																										
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		
					27/09/21	28/09/21	29/09/21	30/09/21	1/10/21	4/10/21	5/10/21	6/10/21	7/10/21	8/10/21	11/10/21	12/10/21	13/10/21	14/10/21	15/10/21	18/10/21	19/10/21	20/10/21	21/10/21	22/10/21	25/10/21	26/10/21	27/10/21	28/10/21	29/10/21		
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	4:13	3:55	4:02	4:09	4:09	4:05	4:04	4:16	4:11	4:18	4:39	4:33	4:18	4:43	4:28	4:33	4:29	4:38	4:33	4:33		4:54	4:32	4:45	4:23	
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	1:01	0:46	0:45	0:46	0:49	0:52	0:41	0:59	0:52	0:46	1:13	1:02	0:46	1:15	0:52	1:08	1:05	1:14	1:09	0:50		1:15	1:08	1:15	0:54	
5.1c	Complete blood count 95th 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	8:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	8:00	7:00		10:00	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	4:35	4:14	4:22	4:33	4:23	4:29	4:35	4:55	4:34	4:55	4:43	4:48	4:49	4:51	4:59	4:49	4:48	4:53	4:42	5:19		5:01	4:44	4:47	4:45	
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:22	1:03	1:05	1:09	1:05	1:14	1:11	1:39	1:15	1:22	1:17	1:18	1:17	1:27	1:25	1:23	1:25	1:30	1:17	1:32		1:16	1:23	1:16	1:17	
5.2c	Total TAT Electrolytes 95th 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	9:00	7:00	7:00	7:00	7:00	7:00		9:00	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	5:34	5:32	4:59	4:41	4:57	5:47	5:11	5:34	5:40	6:38	7:00	5:24	5:29	5:28	5:34	5:19	5:23	5:14	5:33	5:43		6:10	5:30	5:22	5:42	
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:29	2:31	1:58	1:32	1:49	2:47	1:59	2:35	2:20	2:37	2:38	2:07	2:13	2:27	2:19	2:03	1:59	2:00	2:13	2:18		2:06	2:17	1:59	2:31	
5.3c	Total TAT HCG 95th percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	5:00	5:00	5:00	5:00	5:00	4:00	5:00	5:00	6:00	6:00	4:00	5:00	5:00	6:00	5:00	5:00	5:00	6:00	5:00	7:00		5:00	7:00	7:00	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	4:41	4:29	4:38	4:40	4:30	4:44	4:46	5:02	4:43	5:01	4:53	4:58	4:56	4:58	5:06	4:52	4:51	5:16	4:53	5:27		4:58	4:50	4:47	3:55	
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:29	1:18	1:21	1:16	1:11	1:29	1:22	1:46	1:24	1:28	1:28	1:23	1:23	1:30	1:31	1:26	1:29	1:53	1:28	1:48		1:19	1:27	1:19	1:28	
5.5c	Total TAT Liver 95th 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	9:00	7:00	7:00	8:00	7:00	7:00		9:00	8:00	7:00	8:00	
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 98th 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		13:49	15:36	16:54	17:47		16:30	14:51	15:33	16:42		16:22	15:59	17:04	17:10		14:44	16:01	16:47	16:38			14:14	15:55	17:04	
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		11:07	12:12	13:34	13:30		12:26	12:02	12:36	13:27		11:44	12:02	12:58	13:51		11:19	12:50	13:09	12:54			10:37	12:44	15:41	
5.7c	Total TAT Urine Micro & Culture - non-urgent 90th percentile	Turnaround time for 90th centile from collection to report, expressed in working days	less than	2.0	working days		0.8	1.3	1.3	1.3		1.3	1.0	1.3	1.3		0.8	1.0	1.3	1.3		1.0	1.3	1.3	1.3			0.8	1.8	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	99.7%	99.9%	99.9%	99.9%	99.9%	99.7%	99.9%	99.9%	99.9%	99.9%	99.7%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%		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	4:13	3:56	4:14	4:07	4:13	4:17	4:16	4:30	4:10	4:10	4:23	4:34	4:21	4:28	4:11	4:39	4:31	4:34	4:23	4:35		4:43	4:10	4:22	4:21	
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:01	0:51	1:01	0:57	0:55	1:10	1:01	1:13	0:55	0:59	1:08	1:16	1:01	1:02	0:54	1:22	1:09	1:15	1:06	1:08		1:25	0:58	0:56	1:12	
5.9c	Total TAT INR 95th percentile	Turnaround time from 95th centile collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	5:00	6:00	5:30	5:45	5:30	5:45	5:15	6:00	5:45	5:30	5:45	5:30	4:15	5:45	5:45	6:00	6:00	6:00	5:30	5:30		5:00	5:00	5:30	6:00	
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:47	3:52	3:31	3:49	3:30	3:40	4:15	3:47	3:47	3:50	3:57	3:49	4:04	3:44	3:54	3:50	3:51	4:00	3:38	3:50		3:43	4:11	4:12	3:55	
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	1:09	0:54	1:08	0:59	0:59	1:08	1:02	0:54	1:01	0:57	0:56	1:06	1:06	1:05	0:51	1:06	0:51	0:53	1:00		0:52	1:10	1:18	1:04	
5.10c	Total TAT Troponin 98th centile	Turnaround time from 98th centile collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	5:45	5:15	4:45	5:15	5:00	5:30	6:00	5:30	6:00	6:00	5:15	5:15	5:30	5:30	5:30	5:45	5:15	5:45	5:15	5:30		6:00	5:30	5:45	5:45	
6. RECOLLECTS																															
6.1	Total specimens	Total number of patient episodes		number	6,760	6,447	6,286	6,091	6,356	6,929	6,776	6,685	6,787	6,666	7,000	7,002	6,941	6,518	6,644	7,341	7,006	7,296	6,626	7,078		7,944	7,681	7,410	7,694		
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%	0.2%	0.2%	0.3%	0.3%	0.3%	0.3%	0.2%	0.3%	0.2%	0.2%	0.3%	0.2%		0.2%	0.2%	0.2%	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					14					14																14	
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					-					-																-	