

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		
					29/11/21	30/11/21	1/12/21	2/12/21	3/12/21	6/12/21	7/12/21	8/12/21	9/12/21	10/12/21	13/12/21	14/12/21	15/12/21	16/12/21	17/12/21	20/12/21	21/12/21	22/12/21	23/12/21	24/12/21	27/12/21	28/12/21	29/12/21	30/12/21	31/12/21		
1. CALL CENTRE																															
1.1a	Total inbound calls	Number of calls placed / received		number	1,480	1,453	1,407	1,342	1,407	1,546	1,509	1,371	1,316	1,316	1,568	1,398	1,400	1,293	1,265	1,411	1,320	1,227	1,199	1,013	Public	Public	1,082	894	857		
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	388	430	449	443	438	383	469	403	423	416	440	401	444	411	384	401	356	371	394	317			253	242	247		
1.2	Total calls answered	Number of calls answered		number	1,422	1,369	1,323	1,251	1,322	1,457	1,417	1,307	1,296	1,274	1,483	1,343	1,340	1,224	1,195	1,327	1,245	1,154	1,134	954			1,017	836	798		
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	3.9%	5.8%	6.0%	6.8%	6.0%	5.8%	6.1%	4.7%	5.5%	3.2%	5.4%	3.9%	4.3%	5.3%	5.5%	6.0%	5.7%	6.0%	5.4%	5.8%			6.0%	6.5%	6.9%		
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	2.6%	2.8%	2.9%	2.7%	2.7%	2.6%	2.6%	2.7%	2.8%	2.4%	2.7%	1.8%	2.7%	2.7%	2.6%	3.0%	2.5%	2.7%	2.5%	2.8%			2.8%	2.5%	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	82	84	92	95	72	92	97	57	67	55	72	50	63	93	94	97	85	82	85	92			110	112	105		
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	71	90	92	97	92	95	100	75	86	53	97	64	72	84	75	92	82	80	79	67			72	64	67		
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	4.8%	6.2%	6.5%	7.2%	6.5%	6.1%	6.6%	5.5%	6.3%	4.0%	6.2%	4.6%	5.1%	6.5%	5.9%	6.5%	6.2%	6.5%	6.6%	6.6%			6.7%	7.2%	7.8%		
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	9	8	11	9	8	9	7	8	8	7	7	7	7	10	10	7	6	4			6	4	5		
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	5	6	4	5	7	6	5	5	6	8	5	7	5	5	6	5	6	4	3			5	2	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	8	6	6	6	6	8	7	7	6	7	8	7	7	6	6	7	7	5	4	2			4	2	2		
2.5	Long waits	Number of people waiting over 30 minutes		number	123	71	59	69	96	132	146	134	114	106	180	113	106	117	117	195	125	104	41	24			47	17	29		
2.6	% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	3.1%	1.7%	1.5%	1.8%	2.4%	3.3%	3.7%	3.3%	2.9%	2.5%	4.1%	2.7%	2.6%	3.0%	3.0%	4.9%	3.2%	2.7%	1.2%	0.9%			1.9%	0.9%	1.6%		
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	564	525	597	520	542	616	514	571	544	510	585	525	614	579	481	535	482	555	451	344			629	477	498		
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	96.3%	97.1%	97.2%	97.3%	96.5%	95.9%	97.7%	95.6%	95.6%	97.8%	96.8%	97.1%	97.4%	96.9%	96.9%	96.3%	95.2%	96.2%	94.5%	95.9%			95.2%	95.0%	95.2%		
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	58	67	51	66	77	65	53	62	49	65	66	81	62	64	48	62	64	67	55	64			66	52	64		
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	22,729	22,702	21,991	21,594	21,752	22,850	22,591	22,053	20,638	21,426	23,240	21,765	19,722	17,281	18,076	17,971	17,301	16,229	14,267	9,699			10,513	8,880	8,030		
4.2	Patient tests	Total number of patient tests performed		number	61,390	62,461	60,662	60,316	60,436	63,847	64,333	62,704	59,959	61,214	65,288	62,502	60,375	55,473	56,456	56,640	54,816	51,500	45,605	29,401			30,775	27,148	24,379		
4.3	Urgent tests	Total number of urgent tests		number	651	764	730	721	758	746	764	708	668	774	623	843	626	709	689	661	783	809	590	437			467	352	425		
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%	2%	1%	1%			2%	1%	2%			
4.6	Critical results	Number of critical test results		number	71	62	67	52	59	58	58	66	49	68	68	68	69	51	54	73	74	79	74	44			53	56	34		
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	71	62	67	52	59	58	58	66	49	68	68	68	69	51	54	73	74	79	74	44			53	56	34		
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%	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%	0.0%	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%	0.0%		
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		
					29/11/21	30/11/21	1/12/21	2/12/21	3/12/21	6/12/21	7/12/21	8/12/21	9/12/21	10/12/21	13/12/21	14/12/21	15/12/21	16/12/21	17/12/21	20/12/21	21/12/21	22/12/21	23/12/21	24/12/21	27/12/21	28/12/21	29/12/21	30/12/21	31/12/21		
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	5:20	5:05	4:36	4:41	4:30	4:43	4:42	4:35	4:54	4:55	5:23	5:49	4:39	4:25	4:44	4:47	4:28	4:29	4:26				4:28	4:00	3:52	
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	1:31	1:29	1:02	1:15	0:54	0:36	1:00	0:53	0:56	1:02	1:09	1:49	1:49	0:57	0:54	1:05	0:50	0:50	0:48	0:58				1:18	0:53	0:51
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	8:00	8:00	8:00	7:00	9:00	8:00	8:00	8:00	8:00	9:00	9:00	10:00	8:00	7:00	8:00	8:00	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	5:28	5:44	5:12	5:29	5:05	5:32	5:21	5:41	6:17	8:58	5:32	5:16	5:56	5:57	6:08	5:22	5:17	5:16	5:02	4:51				4:34	4:10	4:08
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:46	2:11	1:42	1:55	1:32	1:12	1:45	2:04	2:41	5:01	1:53	1:43	1:57	2:19	2:36	1:44	1:23	1:36	1:23	1:28				1:22	1:02	1:03
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	9:00	9:00	8:00	8:00	7:00	8:00	9:00	10:00	10:00	14:00	9:00	8:00	10:00	10:00	10:00	9:00	8:00	8:00	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	5:43	5:50	5:46	5:53	5:33	6:09	6:48	6:21	7:08	8:00	6:35	5:37	6:24	6:20	6:13	5:19	6:08	5:20	5:15	5:47				4:38	4:40	4:07
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:13	2:36	2:29	2:31	2:15	2:11	3:27	3:08	3:39	3:57	2:55	2:24	2:44	2:53	2:59	1:55	2:17	2:01	1:43	2:24				1:43	1:51	1:23
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	6:00	6:00	5:00	5:00	6:00	6:00	7:00	6:00	8:00	8:00	6:00	6:00	7:00	6:00	6:00	6:00	8:00	6:00	6:00	6:00				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	5:50	5:52	5:32	5:32	5:12	5:39	5:37	5:53	6:22	9:09	5:49	5:26	6:22	6:07	6:19	5:38	5:26	5:24	5:10	5:09				4:50	4:13	4:09
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:00	2:17	1:59	2:03	1:38	1:31	1:54	2:09	2:44	5:10	2:07	1:52	2:21	2:26	2:46	1:59	1:31	1:43	1:29	1:42				1:36	1:06	1:06
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	9:00	9:00	9:00	8:00	7:00	9:00	9:00	10:00	10:00	14:00	9:00	9:00	10:00	10:00	10:00	9:00	8:00	8:00	8:00	8:00				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		16:15	18:53	16:34	16:08		15:24	15:02	15:51	16:02		16:05	16:16	16:02	15:21		15:48	16:32	16:10	19:56				16:26	18:06	
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		12:29	15:38	13:31	13:24		11:07	11:34	12:20	13:19		12:03	12:25	12:37	12:15		12:27	12:48	13:06	15:16				12:05	14:04	
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	1.7	1.3	1.3		1.3	1.0	1.3	1.3		1.0	1.3	1.0	1.3		1.0	1.3	1.3	1.7				1.0	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%	99.9%	99.8%	99.7%	100.0%	99.9%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%				99.9%	100.0%	100.0%
URGENT																															
5.9a	Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	4:53	4:48	4:38	4:38	4:38	4:38	4:29	4:28	4:39	4:26	4:34	4:53	4:58	4:49	4:38	4:37	5:02	4:43	4:43	4:31				4:15	4:17	4:08
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:18	1:23	1:09	1:16	1:13	0:47	1:00	0:56	1:03	1:02	1:13	1:33	1:12	1:20	1:19	1:10	1:11	1:02	1:03	1:05				1:05	1:01	1:07
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	5:45	5:00	5:30	5:30	5:30	6:00	5:45	6:00	5:00	5:15	5:15	5:15	6:00	6:00	6:00	5:30	5:45	6:00	5:45	5:45				4:45	5:30	5:00
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:52	4:13	4:06	4:27	4:16	4:08	4:20	4:26	4:46	4:42	4:03	4:20	4:31	4:21	4:38	4:27	4:22	4:06	4:05	3:37				3:54	3:06	3:39
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:02	1:10	0:58	1:21	1:13	0:59	1:23	1:23	1:52	1:41	1:07	1:22	1:27	1:20	1:38	1:31	1:14	1:05	1:07	0:55				0:57	0:45	0:59
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	5:45	6:45	6:00	6:00	6:15	6:30	6:00	5:45	5:45	7:00	6:30	6:30	7:00	6:00	5:45	5:30	4:45				5:15	5:00	5:45
6. RECOLLECTS																															
6.1	Total specimens	Total number of patient episodes		number	8,692	8,733	8,487	8,386	8,391	8,951	8,939	8,675	8,275	8,586	9,377	8,758	8,790	7,498	8,286	8,685	8,206	7,965	6,853	4,385				5,038	4,209	3,649	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.3%	0.3%	0.4%	0.3%	0.4%	0.2%	0.3%	0.2%	0.3%	0.3%	0.3%	0.2%	0.2%	0.2%	0.5%	0.3%	0.2%				0.1%	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					16					16																	16
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					-					-																	-