

Lab Tests Auckland Pathology Service KPI Reporting
KPI definition - Template version 4

Colour coding of cells

Yellow	yellow cells have conditional formatting and a target
Green	green cells contain values that do meet target
Orange	orange cells contain a value that does not meet target
Blue	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	
					28/03/22	29/03/22	30/03/22	31/03/22	1/04/22	4/04/22	5/04/22	6/04/22	7/04/22	8/04/22	11/04/22	12/04/22	13/04/22	14/04/22	15/04/22	18/04/22	19/04/22	20/04/22	21/04/22	22/04/22	25/04/22	26/04/22	27/04/22	28/04/22	29/04/22	
1. CALL CENTRE																														
1.1a	Total inbound calls	Number of calls placed / received		number	1,233	1,191	1,114	1,110	1,023	1,183	1,083	1,110	1,051	1,076	1,102	1,180	1,122	1,185	Public	Public	1,255	1,248	1,156	1,050	Public	1,140	1,065	1,053	1,074	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	272	313	301	291	259	266	262	295	274	265	275	294	273	286			266	328	289	238		250	248	253	277	
1.2	Total calls answered	Number of calls answered		number	1,151	1,147	1,040	1,040	964	1,104	1,028	1,050	1,024	1,028	1,040	1,096	1,063	1,125			1,171	1,169	1,079	982		1,064	994	976	999	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	6.7%	3.7%	6.6%	6.3%	5.8%	6.7%	5.1%	5.4%	2.6%	4.5%	5.6%	7.0%	5.3%	5.1%			6.7%	6.3%	6.7%	6.5%		6.7%	6.7%	7.3%	7.0%
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%	2.9%	2.7%	2.8%	2.3%	2.6%	2.7%	2.4%	2.2%	2.3%	1.8%	2.0%	2.9%	2.1%			3.4%	2.7%	2.4%	2.5%		2.8%	2.4%	2.8%	2.9%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ('Lab Results' figure)	less than	150	seconds	81	61	91	79	88	103	58	70	41	55	69	64	53	52			105	112	96	90		84	71	71	91
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	86	49	81	75	64	84	61	65	35	52	80	74	58	54			95	87	82	75		81	75	82	81	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	7.0%	4.1%	7.3%	6.8%	6.3%	7.1%	5.6%	5.9%	3.3%	4.8%	7.3%	6.8%	5.6%	4.8%			7.6%	7.0%	7.1%	7.1%		7.1%	7.0%	7.8%	7.5%	
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	7	7	6	6	9	13	9	9	8	10	9	8	7	10			7	10	8	8		11	8	7	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	5	4	4	4	4	5	5	4	4	5	5	4	3	7			6	7	5	6		7	6	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	5	4	4	6	8	6	6	6	5	6	6	5	6			6	5	5	5		8	5	5	6
2.5	Long waits	Number of people waiting over 30 minutes		number	182	63	30	26	108	280	106	146	142	134	129	128	40	174			75	110	118	140		205	102	66	105	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	5.0%	1.7%	0.8%	0.7%	2.8%	6.4%	2.5%	3.5%	3.7%	3.3%	3.1%	3.1%	1.0%	4.3%			1.8%	2.7%	3.0%	3.6%		5.0%	2.5%	1.7%	2.7%
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	441	446	507	471	436	483	456	578	497	451	510	559	582	595			629	598	475	466		615	614	494	441	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.6%	97.5%	97.6%	96.6%	97.5%	95.9%	97.6%	95.7%	98.0%	97.8%	96.7%	98.6%	97.4%	96.5%			95.2%	96.7%	97.1%	97.6%		94.5%	95.8%	97.0%	97.7%
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	52	61	61	55	54	55	67	74	82	76	52	93	86	89			71	63	48	64		50	62	45	72	
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%
4. LAB																														
4.1	Patient episodes	Total number of patient episodes		number	10,953	11,136	10,937	10,516	10,853	11,872	11,382	11,221	10,823	10,794	11,634	11,340	11,067	10,936			11,726	11,641	11,003	10,984		11,934	11,580	10,934	10,840	
4.2	Patient tests	Total number of patient tests performed		number	48,285	49,496	48,346	47,521	48,883	53,709	52,452	51,019	49,016	49,192	51,377	51,006	49,890	48,486			51,781	52,154	49,978	49,960		51,984	51,507	49,311	49,924	
4.3	Urgent tests	Total number of urgent tests		number	756	854	754	734	784	783	875	821	848	844	749	894	846	732			704	768	769	757		748	768	723	670	
4.4	% urgent tests	4.3 divided by 4.2		percent	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	1%	2%	2%	2%			1%	1%	2%	2%		1%	1%	1%	1%	
4.6	Critical results	Number of critical test results		number	43	57	52	75	52	66	61	68	61	61	63	65	52	55			68	63	73	49		49	78	53	39	
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	43	57	52	75	52	65	61	68	61	60	63	65	52	55			66	62	72	49		49	78	52	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.Referer; b. patient; c. police)	greater than	98%	percent	100%	100%	100%	100%	98%	100%	100%	100%	98%	100%	100%	100%	100%			97%	98%	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%	0.1%	0.0%	0.0%	0.0%	0.1%	0.1%	0.0%	0.1%	0.0%	0.0%			0.0%	0.1%	0.0%	0.0%		0.0%	0.0%	0.0%	0.1%	
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		
					28/03/22	29/03/22	30/03/22	31/03/22	1/04/22	4/04/22	5/04/22	6/04/22	7/04/22	8/04/22	11/04/22	12/04/22	13/04/22	14/04/22	15/04/22	18/04/22	19/04/22	20/04/22	21/04/22	22/04/22	25/04/22	26/04/22	27/04/22	28/04/22	29/04/22		
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	4:39	4:09	4:26	4:28	4:26	4:58	4:28	5:07	4:31	4:09	4:51	4:39	4:54	4:37			4:47	4:31	4:23	4:32		4:59	4:35	4:53	4:48	
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	1:18	0:55	1:04	1:03	0:58	1:35	1:12	1:43	1:10	0:49	1:26	1:16	1:24	0:58			1:28	1:14	1:06	1:10		1:33	1:15	1:35	1:18	
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	7:30	7:00	7:00	6:30	7:30	7:30	7:00	8:00	7:00	7:00	7:30	7:00	7:00	7:00			8:00	7:00	7:00	7:00		7:30	7:00	7:30	7:00	
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:02	4:55	4:58	4:57	5:12	5:41	5:09	5:03	5:04	4:57	5:01	5:31	5:09	5:24			4:49	4:54	4:45	5:08		5:10	5:09	6:42	8:12	
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:41	1:42	1:36	1:33	1:45	1:53	1:47	1:39	1:45	1:37	1:36	2:09	1:40	1:45			1:29	1:38	1:30	1:46		1:43	1:49	3:23	4:40	
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	7:00	7:00	7:30	7:00	7:00	7:00	8:00	7:30	7:00	7:00	7:00	7:00	7:00	7:00			7:00	7:00	7:00	7:00		7:00	7:00	11:00	11:00	
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:41	5:54	5:47	5:20	5:34	6:22	6:41	6:04	5:20	5:39	5:42	6:09	6:01	5:44			5:19	7:17	5:06	5:43		6:34	5:54	8:18	8:08	
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:32	2:52	2:30	2:09	2:15	3:05	3:30	2:50	2:10	2:45	2:17	3:03	2:46	2:25			2:10	3:37	2:01	2:34		3:16	2:48	4:57	4:45	
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	3:00	4:00	4:00	5:00	4:00	5:00	5:00	7:00	5:00	6:00	4:00	5:00	5:00	6:00			5:00	4:30	5:00	4:00		4:00	5:00	12:00	4:00	
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:13	5:02	5:03	5:04	5:13	5:54	5:14	5:13	5:09	5:02	5:07	5:38	5:16	5:29			4:52	5:04	4:53	5:16		5:25	5:14	6:52	8:20	
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:52	1:47	1:40	1:41	1:46	2:02	1:57	1:48	1:51	1:42	1:41	2:16	1:46	1:48			1:32	1:46	1:37	1:54		1:56	1:56	3:31	4:47	
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	7:00	7:00	7:30	7:00	7:00	7:00	10:00	7:00	7:30	7:00	7:00	9:00	7:00	7:00			7:00	7:00	7:00	7:30		7:30	8:00	11:00	11:00	
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		14:11	14:44	16:02	15:01		15:38	15:12	14:38	14:12		16:15	16:26	15:03			10:00	15:28	15:30			14:45	17:07	15:56		
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		10:36	12:16	13:12	11:46		11:59	12:29	12:19	10:49		11:26	13:26	12:13			13:18	12:05	12:36			10:39	13:57	12:58		
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		1.2	1.3	1.8	1.9		1.1	1.3	1.2	1.2		1.3	1.9	1.8			1.1	1.3	1.8			1.1	1.8	1.9		
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	99.9%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	100.0%	100.0%			99.9%	100.0%	100.0%	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	4:39	4:17	4:24	4:23	4:26	4:19	4:14	4:34	4:27	4:13	4:37	4:19	4:25	4:42			4:19	4:18	4:12	4:19		4:22	4:19	4:26	4:22	
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:13	1:01	0:56	1:08	1:04	1:01	0:58	1:14	1:09	1:02	1:03	0:55	0:55	1:06			0:50	1:00	1:01	1:10		1:02	1:10	1:12	1:00	
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	4:28	4:50	5:31	5:22	4:53	4:49	5:23	4:47	4:51	4:41	5:41	5:33	5:00	5:26			5:37	4:47	4:48	5:49		4:49	5:25	5:19	5:01	
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:36	4:03	4:23	3:56	4:13	4:15	4:05	3:59	4:09	4:18	4:03	4:32	4:22	4:07			4:11	3:58	3:45	4:21		4:00	4:18	4:09	4:23	
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:57	1:15	1:27	0:58	1:14	1:13	1:14	1:09	1:25	1:33	1:03	1:41	1:16	1:02			0:59	1:06	1:01	1:12		1:18	1:10	1:19	1:23	
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	5:39	5:57	5:55	6:00	6:38	6:00	6:34	5:16	5:38	6:18	5:57	6:52	5:56	6:00			5:42	5:31	5:32	6:00		5:49	6:25	6:00	6:00	
6. RECOLLECTS																															
6.1	Total specimens	Total number of patient episodes		number	8,121	8,168	7,908	7,642	8,002	8,816	8,456	8,226	7,961	7,850	8,618	8,241	8,085	8,009			8,772	8,468	8,123	8,073		8,861	8,449	7,938	8,023		
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.1%	0.3%	0.3%	0.4%	0.4%	0.3%	0.2%	0.1%	0.2%	0.3%	0.1%	0.3%			0.4%	0.2%	0.2%	0.3%		0.2%	0.3%	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					3					3																3	
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																											