

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				
					27/06/22	28/06/22	29/06/22	30/06/22	1/07/22	4/07/22	5/07/22	6/07/22	7/07/22	8/07/22	11/07/22	12/07/22	13/07/22	14/07/22	15/07/22	18/07/22	19/07/22	20/07/22	21/07/22	22/07/22	25/07/22	26/07/22	27/07/22	28/07/22	29/07/22
<b>1. CALL CENTRE</b>																													
1.1a	Total inbound calls	Number of calls placed / received		number	1,186	1,106	1,011	1,077	884	1,130	1,010	1,061	987	960	1,056	1,064	1,013	990	1,004	1,164	1,119	1,050	1,014	1,071	1,066	1,164	1,004	1,012	990
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	252	294	268	255	250	250	249	254	259	217	223	250	287	264	305	271	306	288	273	276	248	271	254	277	258
1.2	Total calls answered	Number of calls answered		number	1,111	1,051	967	1,041	847	1,061	978	1,025	941	907	1,040	1,021	971	924	980	1,075	1,035	973	968	979	928	1,084	935	945	922
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	6.3%	5.0%	4.4%	3.3%	4.2%	6.1%	3.2%	3.4%	4.7%	5.5%	1.5%	4.0%	4.1%	6.7%	2.4%	7.7%	7.5%	7.3%	4.5%	8.6%	7.3%	6.9%	6.9%	6.6%	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	2.8%	2.4%	2.6%	2.4%	2.8%	2.4%	2.0%	3.2%	2.3%	2.8%	0.0%	2.0%	0.3%	0.0%	3.3%	3.3%	2.6%	2.4%	2.2%	3.3%	2.8%	3.0%	2.4%	2.9%	3.1%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	68	71	70	45	64	73	46	67	63	68	126	91	103	95	108	105	108	110	79	119	97	97	84	92	90
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	82	61	52	43	45	78	35	42	52	60	51	45	39	70	90	94	91	84	51	100	85	85	75	71	71
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	6.9%	5.5%	5.1%	4.0%	5.1%	6.9%	3.5%	4.0%	5.3%	6.3%	4.9%	4.4%	4.0%	7.6%	9.2%	8.1%	8.1%	8.0%	5.0%	9.3%	8.0%	7.3%	7.5%	7.0%	7.2%
<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	8	7	5	6	7	6	5	5	5	5	7	4	7	6	6	6	6	7	6	7	7	8	6	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	6	5	3	4	4	5	5	3	3	4	5	3	4	4	4	5	5	4	3	4	4	5	5	4	6
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	5	6	6	5	4	4	4	7	3	5	4	5	6	4	3	3	4	5	4	4	5	5
2.5	Long waits	Number of people waiting over 30 minutes		number	201	68	14	92	86	146	58	56	3	79	97	6	74	37	38	75	72	48	24	53	57	115	71	41	119
2.6	% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	4.9%	1.7%	0.4%	2.6%	2.2%	3.7%	1.5%	1.5%	0.1%	2.3%	2.6%	0.2%	2.1%	1.1%	2.1%	1.9%	1.4%	0.7%	1.5%	1.6%	3.0%	1.9%	1.1%	3.1%	
<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	510	485	506	469	427	564	468	521	490	442	476	486	491	481	440	474	480	538	458	443	517	472	512	479	421
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	96.9%	97.3%	97.2%	97.7%	97.4%	96.1%	96.6%	95.2%	96.7%	97.7%	95.0%	97.9%	98.4%	96.9%	98.2%	96.8%	96.7%	95.9%	96.9%	97.1%	96.9%	96.0%	96.9%	96.7%	97.1%
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	53	94	66	63	70	61	47	52	59	57	56	78	72	63	66	50	56	72	50	72	79	68	71	62	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%	100.0%	100.0%	100.0%
<b>4. LAB</b>																													
4.1	Patient episodes	Total number of patient episodes		number	12,979	12,256	11,252	11,175	11,439	11,992	11,526	11,426	10,822	10,475	11,312	10,595	10,887	10,358	10,724	11,151	10,949	10,849	10,685	10,521	10,634	11,287	11,088	11,119	11,287
4.2	Patient tests	Total number of patient tests performed		number	54,393	52,475	46,805	46,472	49,781	51,811	49,015	49,263	46,579	45,680	48,950	45,924	46,539	43,157	46,557	48,358	47,821	45,285	46,490	45,184	44,284	47,596	46,839	45,395	48,346
4.3	Urgent tests	Total number of urgent tests		number	655	746	692	615	751	643	698	676	611	702	731	654	716	661	609	615	770	677	607	643	621	772	699	608	751
4.4	% urgent tests	4.3 divided by 4.2		percent	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	2%	2%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	2%	
4.6	Critical results	Number of critical test results		number	86	62	73	61	89	79	85	72	79	84	73	79	83	64	86	71	86	73	70	59	76	94	74	71	74
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	86	61	73	61	88	79	84	72	79	83	73	78	83	64	85	71	84	72	69	59	75	92	73	71	74
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%	98%	100%	100%	99%	100%	99%	100%	100%	99%	100%	99%	100%	99%	100%	98%	99%	99%	100%	99%	98%	99%	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%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	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		
					27/06/22	28/06/22	29/06/22	30/06/22	1/07/22	4/07/22	5/07/22	6/07/22	7/07/22	8/07/22	11/07/22	12/07/22	13/07/22	14/07/22	15/07/22	18/07/22	19/07/22	20/07/22	21/07/22	22/07/22	25/07/22	26/07/22	27/07/22	28/07/22	29/07/22		
<b>5. TURNAROUND TIME</b>																															
<b>NON-URGENT</b>																															
5.1a	Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	4:40	4:46	4:37	4:28	4:39	5:13	4:39	4:21	4:16	4:13	4:26	4:01	4:34	4:23	4:01	4:09	4:06	4:05	4:15	4:14	4:22	4:05	4:22	4:09	4:18	
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	1:22	1:07	1:13	1:10	1:18	1:48	1:14	1:01	0:56	0:51	1:09	0:50	0:55	1:11	0:38	0:50	0:49	0:39	0:54	0:53	1:02	0:48	1:08	0:53	1:01	
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	7:00	7:30	7:30	7:30	7:30	7:00	7:30	7:30	7:40	7:30	7:50	7:00	7:50	7:30	7:00	7:30	7:40	7:00	7:40	7:30	7:40	7:00	7:30	7:40	7:30	
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	4:55	6:57	4:53	4:38	4:56	5:19	4:48	5:14	4:56	4:57	5:05	4:56	5:11	4:47	4:45	4:55	4:53	4:49	6:45	5:12	5:03	4:51	4:41	5:03	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	1:38	3:34	1:28	1:22	1:36	2:00	1:25	1:55	1:38	1:36	1:49	1:44	2:03	1:35	1:25	1:37	1:38	1:27	3:24	1:52	1:45	1:35	1:28	1:46	1:29	
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	7:30	11:00	7:30	7:30	7:30	9:00	7:30	7:50	7:50	7:30	7:30	7:40	7:50	7:30	7:30	7:00	7:50	7:40	11:00	7:40	7:00	7:30	7:50	7:30	7:40	
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	7:20	5:20	5:13	5:20	6:01	6:12	5:40	6:12	5:30	5:54	5:36	7:09	5:26	5:04	5:38	6:09	5:41	7:54	6:17	6:26	6:16	6:13	5:47	5:38	
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:25	4:00	2:05	2:08	2:09	2:52	2:54	2:30	2:55	2:22	2:50	2:34	4:00	2:21	1:52	2:32	3:03	2:05	4:47	2:58	3:15	3:01	2:59	2:37	2:30	
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	5:00	4:30	5:00	4:30	5:00	5:00	5:30	4:30	5:50	5:30	5:30	4:00	5:50	5:30	5:30	4:00	5:30	4:00	4:00	11:00	5:00	5:30	5:50	5:50	5:40	
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:06	7:13	5:03	4:49	5:20	5:37	5:05	5:26	5:13	4:59	5:17	5:07	6:05	4:57	4:52	5:05	5:11	5:02	6:53	5:24	5:18	5:02	4:52	5:10	4:55	
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:52	3:49	1:38	1:32	1:43	2:12	1:40	2:06	1:53	1:37	2:01	1:54	2:17	1:45	1:33	1:47	1:55	1:38	3:31	2:05	1:58	1:46	1:38	1:53	1:40	
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	7:30	11:00	7:30	7:00	7:30	9:00	7:30	7:40	8:00	7:10	7:50	7:30	7:50	7:30	7:40	7:40	7:40	7:00	11:00	7:50	7:50	7:40	7:40	7:50	7:40	
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		16:06	15:52	17:38	15:20		15:14	14:56	16:08	15:03		16:51	13:53	16:01	15:14		14:27	14:55	15:37	16:14		14:48	15:05	15:41	16:18	
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		13:44	13:19	15:20	12:36		11:14	12:12	13:09	12:12		12:27	11:57	12:52	12:11		12:05	12:21	12:22	12:48		12:06	12:04	13:09	12:49	
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	1.9	1.9	1.3		1.2	1.3	1.8	1.8		1.3	1.3	1.8	1.8		1.3	1.3	1.6	1.8		1.2	1.2	1.2	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%	100.0%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	
<b>URGENT</b>																															
5.9a	Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	4:14	4:29	4:26	4:21	4:29	4:27	4:27	4:13	4:15	4:15	4:23	4:23	4:24	4:34	4:11	4:09	4:14	4:14	4:11	4:18	4:05	4:24	4:10	4:14	4:10	
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:04	1:16	1:04	1:08	1:12	1:08	1:03	0:56	0:58	0:58	1:14	1:10	1:07	1:24	0:51	0:49	0:55	0:46	1:04	1:00	0:57	1:09	1:05	1:01	1:04	
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	5:23	6:00	5:48	5:50	5:23	5:13	5:15	4:53	5:34	5:58	5:25	5:55	6:00	5:24	5:46	5:54	5:39	5:45	5:47	5:56	5:10	5:50	5:34	5:52	5:55	
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:50	4:46	4:05	3:32	4:06	4:01	4:10	3:50	4:18	3:59	3:47	3:40	4:19	3:54	3:27	3:40	3:58	4:15	4:14	4:08	4:07	3:39	3:41	4:09	3:32	
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	1:55	1:00	0:46	1:21	1:28	1:13	1:10	1:17	1:00	1:01	0:57	1:32	1:02	0:47	1:06	1:14	1:08	1:34	1:04	1:13	0:56	0:55	1:11	0:48	
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	5:43	6:42	5:51	4:42	5:20	6:17	5:49	5:58	5:46	5:45	5:42	6:00	6:00	5:29	5:20	5:27	5:39	5:31	7:11	5:46	5:43	5:26	5:56	6:00	4:51	
<b>6. RECOLLECTS</b>																															
6.1	Total specimens	Total number of patient episodes		number	9,147	8,579	7,557	7,527	8,049	8,564	8,051	7,975	7,663	7,310	8,224	7,525	7,722	7,315	7,712	8,115	8,103	7,624	7,544	7,581	7,568	8,073	7,750	7,528	7,839		
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.2%	0.3%	0.2%	0.3%	0.2%	0.1%	0.2%	0.3%	0.2%	0.2%	0.3%	0.1%	0.2%	0.2%	0.2%	0.2%	0.3%	0.2%	0.2%	0.1%	0.2%	0.5%	0.3%	
<b>7. QUALITY IMPROVEMENT</b>																															
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					5					5																5	
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																											