

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 29/08/22	Tue 30/08/22	Wed 31/08/22	Thu 1/09/22	Fri 2/09/22	Mon 5/09/22	Tue 6/09/22	Wed 7/09/22	Thu 8/09/22	Fri 9/09/22	Mon 12/09/22	Tue 13/09/22	Wed 14/09/22	Thu 15/09/22	Fri 16/09/22	Mon 19/09/22	Tue 20/09/22	Wed 21/09/22	Thu 22/09/22	Fri 23/09/22	Mon 26/09/22	Tue 27/09/22	Wed 28/09/22	Thu 29/09/22	Fri 30/09/22		
1. CALL CENTRE																															
1.1a	Total inbound calls	Number of calls placed / received		number	1,093	1,010	1,002	976	956	1,082	1,108	1,050	1,038	959	1,115	1,092	1,086	1,030	957	1,250	1,115	1,019	1,013	1,062	Public	1,308	1,173	1,106	1,173		
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	250	250	247	272	228	221	266	239	284	231	304	275	280	280	239	280	259	226	294	255		283	283	261	282		
1.2	Total calls answered	Number of calls answered		number	1,032	941	952	937	904	1,037	1,047	1,000	996	894	1,058	1,047	1,011	992	903	1,192	1,056	950	944	987		1,243	1,101	1,035	1,083		
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	5.6%	6.8%	5.0%	4.0%	5.4%	4.2%	5.5%	4.8%	4.1%	6.8%	5.1%	4.1%	6.9%	3.7%	5.6%	4.6%	5.3%	6.8%	7.0%		5.0%	6.1%	6.4%	7.7%		
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.4%	2.8%	2.4%	2.6%	2.2%	2.7%	2.6%	2.9%	3.2%	2.2%	2.6%	2.2%	2.9%	2.1%	2.9%	2.5%	2.7%	2.7%	2.8%		2.8%	2.1%	2.3%	4.6%		
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ('Lab Results' figure)	less than	150	seconds	70	91	66	65	72	65	91	87	85	84	74	69	90	60	83	71	82	91	92	94		81	62	85	125	
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	70	76	55	45	56	52	67	59	47	71	65	51	81	45	61	65	65	75	75	81		71	78	78	95		
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	6.4%	7.5%	5.5%	4.6%	5.9%	4.8%	6.1%	5.6%	4.5%	7.4%	5.8%	4.7%	7.5%	4.4%	6.4%	5.2%	5.8%	7.4%	7.4%	7.6%		5.4%	6.7%	7.1%	8.1%		
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	6	5	6	6	6	7	5	7	7	6	6	7	7	7	5	5	4	7		7	9	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	7	6	5	4	6	6	5	5	4	7	6	7	4	5	6	6	4	4	4	6		5	5	4	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	6	5	4	4	5	6	5	4	3	6	7	6	4	5	5	6	4	5	5	6		5	4	4	4	
2.5	Long waits	Number of people waiting over 30 minutes		number	135	128	54	43	53	84	83	74	35	126	147	116	36	85	97	133	56	48	35	152		57	85	68	66		
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	3.2%	3.1%	1.4%	1.1%	1.3%	2.1%	2.0%	2.0%	0.9%	3.2%	3.6%	2.7%	0.9%	2.2%	2.4%	3.2%	1.4%	1.2%	0.9%	3.7%		1.4%	2.1%	1.8%	1.7%	
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	520	429	544	464	468	512	484	542	467	460	530	453	519	449	449	540	483	495	504	533		520	596	495	436		
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.0%	97.2%	98.0%	96.1%	97.2%	95.7%	97.3%	96.7%	95.9%	96.5%	97.0%	95.6%	97.7%	96.0%	96.2%	97.8%	97.5%	96.6%	96.6%	97.7%		96.9%	96.8%	97.2%	97.2%	
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	70	63	68	64	70	63	75	71	71	42	52	67	54	55	57	70	54	60	61	69		59	77	74	78		
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	12,327	11,978	11,889	11,795	11,690	11,639	12,557	11,732	11,115	11,470	12,266	12,478	11,953	11,507	11,406	12,509	11,643	11,807	10,989	11,615		12,573	12,044	11,523	10,979		
4.2	Patient tests	Total number of patient tests performed		number	52,702	51,003	49,285	48,616	49,561	48,611	52,389	49,084	46,073	49,861	52,159	53,010	50,435	49,084	49,373	53,244	49,811	50,424	47,716	51,435		52,857	51,572	49,557	47,823		
4.3	Urgent tests	Total number of urgent tests		number	748	735	672	710	706	731	718	678	731	608	677	772	781	660	706	637	709	726	640	812		774	797	726	668		
4.4	% urgent tests	4.3 divided by 4.2		percent	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%		1%	2%	1%	1%			
4.6	Critical results	Number of critical test results		number	106	84	77	77	79	102	67	88	78	66	108	90	111	70	65	80	86	93	82	80		114	72	83	76		
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	104	84	77	77	79	100	67	88	78	65	106	87	111	70	65	80	85	92	82	78		112	71	77	76		
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	98.1%	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	98.5%	98.1%	96.7%	100.0%	100.0%	100.0%	100.0%	98.8%	98.9%	100.0%	98.0%		98.2%	98.6%	92.8%	100.0%		
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%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.1%	0.0%	0.1%	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		
					29/08/22	30/08/22	31/08/22	1/09/22	2/09/22	5/09/22	6/09/22	7/09/22	8/09/22	9/09/22	12/09/22	13/09/22	14/09/22	15/09/22	16/09/22	19/09/22	20/09/22	21/09/22	22/09/22	23/09/22	26/09/22	27/09/22	28/09/22	29/09/22	30/09/22		
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	4:15	4:20	4:09	4:04	4:32	4:24	4:17	4:29	4:12	4:26	4:33	4:31	4:24	4:38	4:24	4:34	4:35	4:19	4:30	4:45		4:43	4:25	4:44	4:35	
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	0:57	1:01	0:54	0:47	1:08	0:51	0:59	1:09	0:46	0:45	1:08	1:10	0:58	1:15	1:03	1:12	1:12	1:02	1:01	1:11		1:19	0:57	1:15	1:06	
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	7:30	7:40	7:30	7:40	7:30	7:30	7:40	7:50	7:30	7:40	7:40	7:40	7:30	7:50	7:50	7:30	7:30	7:30	7:40		7:30	7:30	7:30	7:30	
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:22	5:08	4:53	4:50	5:09	4:54	4:47	5:18	5:14	6:08	4:50	4:41	4:53	5:04	4:49	5:13	5:02	4:46	5:04	5:48		5:24	6:47	5:43	4:56	
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:05	1:52	1:40	1:34	1:47	1:20	1:28	2:00	1:50	2:28	1:29	1:24	1:30	1:44	1:28	1:52	1:41	1:32	1:40	2:16		2:02	3:23	2:14	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	9:00	7:30	7:30	7:30	9:00	7:30	7:30	9:00	7:50	10:00	7:40	7:30	7:30	7:30	7:50	10:00	7:50	7:50	7:30	10:00		10:00	10:30	11:00	7:50	
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:11	6:35	6:08	6:03	5:51	5:30	6:06	5:43	5:59	7:18	5:30	5:42	5:46	6:27	5:17	6:08	5:15	5:16	5:25	6:17		5:52	6:21	5:24	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	3:00	3:59	2:49	2:47	2:47	2:04	2:44	2:29	2:54	3:59	2:08	2:19	2:20	3:05	1:54	2:54	1:56	2:05	2:05	3:11		2:41	3:03	2:03	2:25	
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	5:30	6:00	5:30	5:30	5:00	5:30	5:30	7:00	22:00	5:30	5:30	4:30	5:30	5:30	5:50	5:30	5:30	5:30	5:30		4:30	7:30	11:00	4:30	
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:27	5:19	5:02	5:01	5:19	4:51	4:55	5:30	5:24	6:12	4:59	4:54	5:07	5:12	4:58	5:18	5:09	4:56	5:18	5:52		5:45	7:04	5:49	5:06	
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:07	2:00	1:48	1:46	1:55	1:21	1:36	2:09	2:00	2:31	2:08	1:35	1:41	1:52	1:39	1:57	1:48	1:41	1:46	2:20		2:19	3:41	2:22	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	9:00	7:30	7:30	7:30	9:00	7:30	7:30	9:30	7:50	11:00	7:40	7:40	7:50	7:50	7:30	10:00	7:30	7:30	7:50	10:00		10:00	10:30	11:00	7:30	
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		15:59	15:19	15:07	15:02		15:52	15:44	16:03	14:58		14:18	16:15	16:47	16:17								14:58	16:09	17:29	
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		12:40	11:55	12:04	11:54		12:18	13:00	13:41	12:30		11:36	12:16	13:03	12:57								10:37	12:53	14:24	
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	1.3	1.8		1.3	1.3	1.9	1.9		1.2	1.8	1.9	1.9								1.2	1.9	2.2	
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%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.7%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%		99.8%	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	4:32	5:02	4:23	4:31	4:30	4:04	4:14	4:13	4:11	4:14	4:18	4:34	4:19	4:14	4:25	4:31	4:16	4:29	4:25		4:21	4:27	4:50	4:35	
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	1:23	0:57	1:05	1:23	1:00	0:59	0:56	0:56	0:50	0:58	1:06	1:17	1:09	1:04	1:13	1:07	0:57	1:06	1:12		1:03	1:01	1:24	1:16	
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	5:56	5:08	5:31	4:50	5:35	5:41	6:00	6:00	5:46	5:52	5:50	6:00	6:13	5:54	5:34	4:46	5:29	5:26	6:00	6:00		5:57	6:00	6:00	6:00	
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	4:33	4:08	3:44	3:35	4:07	4:10	3:40	3:51	4:11	4:29	3:53	3:51	4:11	4:03	3:54	3:54	4:03	3:53	4:04	4:18		3:56	4:38	4:05	3:47	
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:30	1:21	0:52	0:53	1:27	0:53	0:55	1:05	1:08	1:11	0:54	1:00	1:09	1:16	0:50	1:01	1:00	0:51	1:05	1:06		1:17	1:28	1:05	1:01	
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	7:24	5:52	5:32	5:13	5:19	6:11	5:40	6:00	5:54	6:13	5:45	5:15	6:48	5:47	5:43	5:34	5:25	5:39	5:35	6:00		5:45	7:18	5:55	5:16	
6. RECOLLECTS																															
6.1	Total specimens	Total number of patient episodes		number	8,764	8,366	8,075	8,027	8,213	7,931	8,618	8,034	7,604	8,047	8,619	8,758	8,330	8,046	8,208	8,810	8,190	8,316	7,549	8,335		9,151	8,435	8,115	7,987		
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.1%	0.2%	0.3%	0.2%	0.2%	0.1%	0.3%	0.1%	0.2%	0.1%	0.2%	0.2%	0.2%	0.1%	0.3%	0.2%	0.1%	0.2%	0.2%		0.3%	0.3%	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					8					8																8	
7.6	New complaints	Number of new complaints received this week		number					2																						
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					2																						