

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	
					28/11/22	29/11/22	30/11/22	1/12/22	2/12/22	5/12/22	6/12/22	7/12/22	8/12/22	9/12/22	12/12/22	13/12/22	14/12/22	15/12/22	16/12/22	19/12/22	20/12/22	21/12/22	22/12/22	23/12/22	26/12/22	27/12/22	28/12/22	29/12/22	30/12/22	
1. CALL CENTRE																														
1.1a	Total inbound calls	Number of calls placed / received		number	1,161	1,051	1,044	1,017	978	1,178	1,153	1,139	1,060	902	1,050	1,119	1,058	1,097	1,118	1,130	1,133	1,091	996	854	Public	Public	901	773	797	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	244	250	234	250	227	233	287	287	296	258	235	296	257	244	287	253	282	276	259	213			167	132	171	
1.2	Total calls answered	Number of calls answered		number	1,111	1,004	993	988	940	1,098	1,098	1,074	1,003	845	981	1,048	1,016	1,045	1,051	1,065	1,091	1,037	968	829			851	741	747	
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	4.3%	4.5%	4.9%	2.9%	3.9%	6.8%	4.8%	5.7%	5.4%	6.3%	6.6%	6.3%	4.0%	4.7%	6.0%	5.8%	3.7%	5.0%	2.8%	2.9%			5.6%	4.1%	6.3%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.9%	2.8%	2.6%	2.0%	2.6%	3.0%	2.4%	2.8%	2.4%	2.3%	3.0%	2.0%	2.3%	2.9%	2.4%	2.8%	2.1%	2.9%	1.9%	1.4%			3.0%	3.0%	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	64	74	68	67	64	108	80	76	74	95	99	90	72	89	88	90	59	71	75	57			95	81	110
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	57	52	57	35	45	89	61	72	63	63	75	75	49	59	71	71	49	60	34	30			55	35	55	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	4.9%	5.0%	5.5%	3.4%	4.6%	7.6%	5.3%	6.3%	5.9%	7.0%	7.1%	6.7%	4.6%	5.4%	6.4%	6.3%	4.3%	5.5%	3.4%	3.5%			6.1%	4.5%	6.9%	
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	6	5	5	6	6	7	7	6	9	7	9	7	8	8	9	9	8	6	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	8	4	4	4	6	6	6	8	8	7	9	8	7	5	8	9	8	6	7	6			4	4	3
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	6	6	5	6	7	7	7	8	12	9	7	7	10	11	8	7	8	4			7	3	5
2.5	Long waits	Number of people waiting over 30 minutes		number	167	43	80	114	57	134	129	37	45	46	135	50	37	41	122	110	31	14	42	8			11	1	7	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	4.0%	1.0%	1.9%	2.8%	3.1%	2.8%	0.9%	1.1%	1.1%	2.8%	1.1%	0.8%	1.1%	2.9%	2.5%	0.7%	0.4%	1.1%	0.2%			0.5%	0.1%	0.4%	
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	451	429	494	473	438	510	460	576	467	435	477	444	520	467	421	509	469	539	414	378			542	401	403	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	94.5%	96.7%	97.2%	97.7%	94.7%	97.1%	96.5%	97.6%	98.1%	97.7%	94.5%	98.0%	97.1%	97.6%	98.6%	96.9%	96.4%	98.3%	97.8%	97.1%			97.2%	95.3%	95.8%
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	60	62	74	68	67	75	77	89	64	74	58	73	73	52	54	65	79	44	65			56	54	54	
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	12,510	12,232	11,695	11,611	11,771	12,722	12,453	12,060	11,504	11,166	12,482	11,757	11,596	11,068	10,997	11,864	11,328	10,668	9,629	7,467			6,173	5,317	5,265	
4.2	Patient tests	Total number of patient tests performed		number	52,235	51,614	49,597	49,083	50,348	54,571	53,553	51,946	49,941	48,756	54,784	51,321	50,941	48,114	48,733	50,369	48,661	45,125	40,440	30,946			24,170	21,515	21,745	
4.3	Urgent tests	Total number of urgent tests		number	657	637	670	674	652	662	771	619	698	601	695	713	780	675	693	536	642	580	549	461			345	344	286	
4.4	% urgent tests	4.3 divided by 4.2		percent	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%			1%	2%	1%		
4.6	Critical results	Number of critical test results		number	78	76	64	53	43	63	63	51	56	61	43	44	68	46	48	64	53	54	66	44			51	40	48	
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	78	76	64	53	42	62	62	50	55	61	42	43	67	46	47	63	53	54	65	44			50	39	47	
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	100.0%	100.0%	100.0%	100.0%	98.0%	98.4%	98.4%	98.0%	98.2%	100.0%	98.0%	98.0%	98.5%	100.0%	98.0%	98.4%	100.0%	100.0%	98.5%	100.0%			98.0%	98.0%	98.0%
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%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%	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		
					28/11/22	29/11/22	30/11/22	1/12/22	2/12/22	5/12/22	6/12/22	7/12/22	8/12/22	9/12/22	12/12/22	13/12/22	14/12/22	15/12/22	16/12/22	19/12/22	20/12/22	21/12/22	22/12/22	23/12/22	26/12/22	27/12/22	28/12/22	29/12/22	30/12/22		
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	5:24	5:13	4:38	4:14	4:43	5:38	4:38	4:31	4:42	4:23	4:44	4:21	4:56	4:20	4:36	4:42	4:33	4:29	4:22	4:18				3:49	3:54	3:55
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	1:55	1:38	1:02	0:48	1:14	2:08	1:19	1:02	1:06	0:43	1:14	0:57	1:19	0:49	0:58	1:15	1:09	0:54	0:48	0:53				0:44	0:48	0:41
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	7:50	7:50	7:30	7:30	7:50	10:00	7:30	7:50	7:30	7:30	7:40	7:30	7:50	7:40	7:40	7:40	7:50	7:40	7:30	7:30				5:50	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	5:05	5:06	5:08	5:10	5:33	7:28	7:57	8:22	7:28	6:29	7:20	7:08	6:54	6:15	5:53	5:17	6:49	5:35	5:31	4:48				4:10	4:10	4:19
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:47	1:40	1:32	1:43	2:05	4:00	4:28	4:54	3:49	2:51	3:49	3:39	3:20	2:45	2:16	1:51	3:27	2:03	2:00	1:27				1:03	1:06	1:06
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	7:40	7:50	7:50	7:50	10:00	11:00	19:00	14:00	14:00	10:00	11:00	11:30	10:30	10:30	10:00	10:00	11:00	11:00	10:30	7:30				7:00	7:00	6:30
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	5:58	5:51	5:42	5:53	7:43	7:30	8:46	8:50	5:53	7:14	5:27	6:48	6:30	5:40	5:46	7:51	6:10	6:05	7:03				4:21	4:17	4:58
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	2:49	2:17	2:30	2:43	4:31	4:00	5:41	5:22	2:22	4:00	2:09	3:16	2:59	2:22	2:09	4:00	2:43	2:45	3:42				1:29	1:29	1:54
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	5:50	4:00	4:40	5:30	5:40	5:30	23:00	28:00	28:00	23:00	5:50	22:00	26:00	23:00	22:00	4:30	4:00	12:00	4:30	11:00				4:30	4:30	5:50
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:04	5:19	5:17	5:14	5:40	7:44	8:11	8:35	7:36	6:49	7:24	7:20	7:04	6:24	4:38	5:22	7:03	5:43	5:49	4:54				4:14	4:13	4:20
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:45	1:51	1:43	1:49	2:11	4:20	4:41	5:05	3:57	3:11	3:56	3:50	3:30	2:54	2:29	1:54	3:42	2:08	2:17	1:32				1:09	1:10	1:09
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	7:40	7:30	7:55	7:40	10:00	11:00	22:00	14:00	14:00	10:00	11:00	11:30	11:00	10:30	10:00	10:00	11:00	11:00	10:00	7:30				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 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		15:18	15:36	17:28	14:56		16:14	16:07	16:09	16:06		14:48	16:26	16:34	15:15		15:28	17:17	18:28	17:04				15:31	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		12:01	11:57	14:10	11:44		13:05	14:04	13:43	14:32		13:27	13:48	15:39	12:42		11:48	13:40	14:35	14:09				13:13	12:56	
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		1.2	1.8	1.9	1.9		1.2	1.9	1.4	1.9		1.3	2.0	2.0	1.8		1.3	1.9	2.2	1.9				1.2	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%	99.8%	99.9%	99.8%	99.8%	99.8%	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%	99.8%	99.9%	99.9%	99.9%				100.0%	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	4:21	4:32	4:47	4:17	4:11	4:30	4:30	4:30	4:31	4:35	4:21	4:40	4:47	4:51	4:36	4:42	4:23	4:30	4:25	4:16				4:05	4:00	4:07
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:06	1:09	1:12	0:51	0:52	1:13	1:09	1:17	1:02	1:04	1:01	1:07	1:16	1:16	1:05	1:18	0:59	1:00	1:01	1:04				0:53	0:47	1:00
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	5:44	4:55	5:27	6:00	5:11	5:44	5:41	5:48	4:49	5:32	6:00	6:00	6:00	5:56	5:33	5:15	5:18	5:57	6:00	5:37				5:12	5:41	5:53
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:57	3:42	3:56	3:54	3:57	4:38	4:43	4:57	4:20	4:32	4:28	4:18	4:27	4:52	4:38	4:17	4:11	4:43	4:25	3:58				3:16	3:13	4:10
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:56	0:54	0:54	0:58	1:10	1:37	1:44	2:03	1:28	1:42	1:44	1:40	1:43	1:49	1:30	1:18	1:17	1:27	1:42	1:10				0:50	0:44	0:49
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	5:49	5:22	5:53	5:45	6:00	8:35	7:02	7:28	6:00	5:56	6:43	5:58	7:25	7:58	6:00	6:31	5:51	6:00	6:34	5:55				5:34	4:57	5:36
6. RECOLLECTS																															
6.1	Total specimens	Total number of patient episodes		number	8,821	8,520	8,121	8,070	8,487	9,187	9,113	8,601	8,285	8,161	9,430	9,268	9,132	8,586	8,677	9,320	8,760	8,163	7,348	5,747				4,623	4,068	3,940	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.1%	0.1%	0.2%	0.2%	0.3%	0.3%	0.3%	0.2%	0.2%	0.2%	0.3%	0.2%	0.3%	0.1%	0.2%	0.1%	0.4%	0.2%				0.2%	0.3%	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					8					8																	9
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																											