

Northland Pathology Laboratory Service KPI Reporting [2021] Colour coding of cells

KPI definition - Template version 3
Please do not add/change KPI IDs

If there is NIL/NULL value, please leave it as blank

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						
					28/06/21	29/06/21	30/06/21	1/07/21	2/07/21	5/07/21	6/07/21	7/07/21	8/07/21	9/07/21	12/07/21	13/07/21	14/07/21	15/07/21	16/07/21	19/07/21	20/07/21	21/07/21	22/07/21	23/07/21	26/07/21	27/07/21	28/07/21	29/07/21	30/07/21	
1. CALL CENTRE																														
1.1a	Total inbound calls	Number of calls placed / received		number																										
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number																										
1.2	Total calls answered	Number of calls answered		number																										
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent																									
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent																									
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds																									
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number																										
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent																										
2. COLLECTION CENTRES																														
2.1	Wait time Northland Pathology	Average waiting time in minutes for a sample of patients attending Northland Pathology Lab collection centres between 7am and 11am (peak collection time)	Less than	30	Minutes	13	9	13	11	12	6	13	7	11	10	7	11	7	8	8	11	10	9	13	10	13	7	11	8	11
2.1ai	Wait time at N06: Bayview Pahiia	Average waiting time for a sample of patients attending Bayview Pahiia collection centre	Less than	30	Minutes																									
2.1aii	Wait time at N08: Broadway Kaiakohe	Average waiting time for a sample of patient attending Broadway Kaiakohe collection centre	Less than	30	Minutes																									
2.1aiii	Wait time at N03: Kamo	Average waiting time for a sample of patients attending Bush Road Kamo collection centre	Less than	30	Minutes	19	11	10	7	6	8	27	8	6	10	3	13	5	6	8	4	8	7	5	8	15	6	9	6	10
2.1aiv	Wait time at N02: Kensington	Average waiting time for a sample of patients attending Kensington Health collection centre	Less than	30	Minutes	11	8	17	10	15	5	9	9	21	15	12	9	10	9	8	14	6	7	17	6	6	5	15	7	12
2.1av	Wait time at N07: Kerikeri	Average waiting time for a sample of patients attending Kerikeri collection centre	Less than	30	Minutes	4	3	3	2	7	2	4	4	2	4	3	3	3	1	2	5	6	3	3	6	9	4	3	1	4
2.1avi	Wait time at N05: Onerahi	Average waiting time for a sample of patients attending Onerahi Medical Centre collection centre	Less than	30	Minutes																									
2.1avii	Wait time at N01: Rust Ave	Average waiting time for a sample of patients attending 11 Rust Ave collection centre	Less than	30	Minutes	19	13	21	24	18	10	13	6	14	9	9	17	8	14	13	20	20	20	27	20	23	14	16	19	17
2.5	Long waits	Number of people waiting over 30 minutes		Number	96	36	69	76	55	3	106	1	34	21	2	35	2	34	11	73	65	85	145	71	105	28	31	69	37	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	11.9%	4.9%	9.8%	11.1%	7.4%	0.4%	13.8%	0.1%	4.5%	3.1%	0.3%	5.0%	0.3%	5.2%	1.6%	10.3%	8.7%	12.5%	19.8%	10.3%	13.9%	4.0%	4.4%	9.9%	5.3%
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	12	21	22	13	23	9	21	23	23	20	13	19	26	13	21	18	23	23	45	23	22	28	25	28	11	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	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%
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																										
3.6	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	greater than	99%	percent																									
4. LAB																														
4.1	Patient episodes	Total number of patient episodes		number	1,230	1,303	1,287	1,177	1,399	1,192	1,295	1,251	1,260	1,209	1,011	1,215	1,243	1,088	1,214	1,131	1,147	1,206	1,182	1,173	1,178	1,274	1,249	1,224	1,257	
4.2	Patient tests	Total number of patient tests performed		number	3,858	3,920	3,869	3,803	3,840	3,384	3,837	3,492	3,929	3,392	2,945	3,661	3,656	3,346	3,525	3,421	3,697	3,481	3,894	3,399	3,629	3,585	3,983	3,901	3,535	
4.3	Urgent tests	Total number of urgent tests		number	125	136	61	74	137	90	151	63	128	73	80	80	89	126	133	156	92	97	78	79	106	127	110	76	62	
4.4	% urgent tests	4.3 divided by 4.2		percent	3%	3%	2%	2%	4%	3%	4%	2%	3%	2%	3%	2%	2%	4%	4%	5%	2%	3%	2%	2%	3%	4%	3%	2%	2%	
4.6	Critical results	Number of critical test results		number																										
4.7	Critical results phoned	Number of critical test results phoned through to appropriate contact requestor within 1 hour.		number																										
4.8	% of critical results phoned within 1 hour	Percentage of critical test results phoned through to appropriate contact requestor within 1 hour.	greater than	98%	percent																									
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																									
4.12ai	% Amended ULTRA registrations	Percentage of ULTRA registration changed after original registration. 4.13 divided by 4.1		percent																										
4.13	Timeliness of Send aways	90th centile for collection to receipt by Labtests 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 attendances 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	2021					2022					2023					2024										
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri						
					28/06/21	29/06/21	30/06/21	1/07/21	2/07/21	5/07/21	6/07/21	7/07/21	8/07/21	9/07/21	12/07/21	13/07/21	14/07/21	15/07/21	16/07/21	19/07/21	20/07/21	21/07/21	22/07/21	23/07/21	26/07/21	27/07/21	28/07/21	29/07/21	30/07/21	
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	2:30	3:28	4:23	3:37	4:12	2:49	3:30	4:02	3:52	3:59	2:46	3:53	4:20	3:36	3:25	2:48	3:31	4:12	3:39	3:46	2:41	3:45	3:41	4:07	3:38
5.1ai	Total TAT Complete blood count Within Whangarei regions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	1:41	1:47	1:38	1:43	1:56	1:56	1:47	1:41	1:41	1:46	1:44	1:50	1:46	1:56	1:45	1:40	1:53	1:46	1:58	1:44	1:52	1:52	1:43	1:50	1:44
5.1aii	Total TAT Complete blood count Outside of Whangarei regions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	4:50	7:38	9:25	7:34	8:31	5:05	7:35	8:03	7:57	9:46	5:12	8:57	9:03	7:20	7:12	5:33	6:57	8:52	7:42	7:43	4:49	8:01	7:37	8:55	8:01
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	0:44	0:57	1:27	1:17	2:20	1:00	1:17	1:12	1:07	0:54	1:15	1:09	1:31	1:24	1:11	1:30	1:12	1:42	1:29	1:41	1:09	1:32	1:20	1:32	0:48
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	5:55	6:25	25:28	7:54	21:12	6:25	7:20	15:16	8:39	24:44	6:21	23:09	23:38	6:53	6:42	6:07	6:51	23:29	7:21	7:15	6:05	8:17	8:11	23:00	8:00
5.1ci	Complete blood count 95% percentile Within Whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	4:05	4:08	3:37	3:50	4:39	4:16	4:53	3:39	4:06	3:47	3:43	4:01	4:10	4:42	4:10	3:39	4:49	3:51	4:52	4:29	4:39	4:33	3:38	4:18	3:43
5.1cii	Complete blood count 95% percentile Outside of Whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	6:54	28:20	28:50	27:53	28:41	6:50	27:27	28:00	28:07	28:49	7:24	27:51	28:14	27:37	26:43	7:20	24:37	29:22	27:58	27:56	6:51	27:48	27:06	28:28	25:39
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:29	4:03	4:47	4:07	4:55	3:47	4:40	5:06	5:21	5:08	4:54	7:14	6:21	4:27	4:30	3:35	4:15	4:28	4:27	4:28	3:37	4:16	4:42	5:16	4:35
5.2ai	Total TAT Electrolytes Within Whangarei regions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	2:40	2:35	2:53	2:30	2:43	2:58	2:51	3:04	3:45	2:55	3:59	5:54	4:16	2:57	3:02	2:39	2:37	2:27	2:55	2:36	2:42	2:34	2:51	2:55	2:38
5.2aii	Total TAT Electrolytes Outside of Whangarei regions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:40	7:32	8:42	7:38	9:37	5:48	9:05	8:39	8:57	10:36	7:00	11:08	10:00	7:55	7:45	5:51	7:29	8:16	8:03	8:09	5:39	8:25	8:30	10:50	8:42
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:49	1:49	2:16	1:59	2:19	2:14	2:03	2:48	3:38	2:19	3:45	7:04	3:56	2:04	2:29	2:04	1:45	1:59	2:00	2:05	1:42	1:49	2:20	2:49	2:13
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	6:44	7:11	9:07	7:48	20:51	6:47	7:55	9:21	8:36	25:39	8:34	13:33	10:12	7:22	7:17	6:41	7:05	8:17	7:42	7:35	6:47	7:40	8:29	24:14	8:32
5.2ci	Total TAT Electrolytes 95% percentile Within Whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	4:37	4:23	4:35	4:08	4:34	4:46	5:04	4:48	6:12	4:56	6:50	9:56	6:33	5:10	5:14	4:44	4:50	4:02	4:56	4:39	4:40	4:32	4:49	5:14	4:41
5.2cii	Total TAT Electrolytes 95% percentile Outside of Whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	7:40	28:16	28:52	28:21	30:04	7:15	28:46	28:57	29:45	29:39	9:24	32:19	30:46	27:32	25:59	7:18	25:11	29:14	28:37	28:20	7:19	27:12	27:45	29:21	26:53
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:13	6:15	5:25	6:42	2:38	3:30	2:58	5:07	4:43	3:51	4:31	6:11	4:13	4:49	2:54	3:18	2:33	5:01	4:07	6:19	2:46	3:08	3:18	4:52	3:45
5.3ai	Total TAT HCG Quantification Within Whangarei regions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	2:11	2:39	3:02	2:31	2:22	2:56	2:58	4:48	4:39	2:32	3:50	5:16	3:43	3:40	2:54	2:46	2:06	2:37	3:28	3:15	2:46	2:28	2:39	3:14	3:18
5.3aii	Total TAT HCG Quantification Outside of Whangarei regions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:50	11:53	9:22	14:13	5:04	6:01	0:00	5:51	4:58	7:03	7:13	7:50	8:14	5:58	0:00	5:02	6:34	17:02	5:56	13:30	0:00	5:36	5:36	7:35	6:45
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:02	1:48	2:57	2:03	2:06	2:30	2:30	4:24	4:44	2:51	4:16	6:24	4:04	4:13	3:33	2:54	1:52	1:48	2:17	2:16	2:47	2:18	2:44	5:35	3:44
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	6:52	25:54	12:21	27:24	4:24	6:01	4:34	7:12	6:33	7:30	7:18	9:26	7:15	7:13	4:08	5:52	5:18	16:07	6:42	18:36	3:55	6:13	5:36	8:23	6:27
5.3ci	Total TAT HCG 95% percentile Within Whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	2:43	4:15	4:36	4:06	3:31	4:01	4:34	7:28	6:35	3:37	5:11	8:54	5:29	5:28	4:08	4:31	3:36	3:17	5:55	4:32	3:55	4:05	3:45	6:12	4:59
5.3cii	Total TAT HCG 95% percentile Outside of Whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	7:00	28:21	21:27	28:21	5:04	6:45	0:00	6:08	5:16	8:09	9:06	9:06	8:14	7:32	0:00	6:08	6:34	25:18	6:44	26:15	0:00	6:34	5:36	8:41	7:25
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:30	4:39	5:38	4:36	5:12	3:53	4:39	5:16	5:59	5:24	4:58	7:40	6:33	4:31	4:41	3:30	4:27	5:22	4:42	4:43	3:41	4:40	5:04	5:40	4:44
5.5ai	Total TAT Liver functions Within Whangarei regions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	2:44	2:47	2:53	2:33	2:50	3:07	2:51	3:03	3:50	2:53	4:13	6:02	4:18	2:55	3:02	2:38	2:39	2:32	2:59	2:38	2:44	2:35	2:54	3:03	2:42
5.5aii	Total TAT Liver functions Outside of Whangarei regions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:39	8:48	10:19	8:21	9:26	5:49	8:52	8:44	9:28	10:59	6:47	11:55	10:31	7:54	8:09	5:44	7:42	9:46	8:54	8:29	6:09	9:11	9:19	11:01	8:37
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:50	1:49	2:28	2:01	2:35	2:18	2:08	2:50	3:43	2:19	4:09	7:03	3:58	1:57	2:29	2:03	1:45	2:10	2:01	2:25	1:41	1:49	2:20	2:52	2:18
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	6:44	7:50	27:22	8:32	25:17	6:45	7:20	14:56	18:17	27:13	8:27	23:07	24:49	7:37	7:31	6:21	7:23	25:35	8:42	7:52	6:52	25:02	9:35	26:56	9:15
5.5ci	Total TAT Liver 95% percentile Within Whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	4:47	4:27	4:49	4:12	4:29	4:55	5:00	4:42	6:23	4:47	7:39	9:46	6:35	5:08	5:19	4:37	4:42	4:35	5:00	4:42	4:41	4:35	4:57	5:40	4:57
5.5cii	Total TAT Liver 95% percentile Outside of Whangarei regions	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	7:41	28:58	30:13	28:34	30:03	7:17	28:43	28:47	30:16	29:38	8:40	32:24	30:27	27:29	26:29	7:10	25:53	30:15	29:49	29:52	7:47	28:54	28:01	29:21	26:36
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																									

