

**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	
					3/08/15	4/08/15	5/08/15	6/08/15	7/08/15	10/08/15	11/08/15	12/08/15	13/08/15	14/08/15	17/08/15	18/08/15	19/08/15	20/08/15	21/08/15	24/08/15	25/08/15	26/08/15	27/08/15	28/08/15	
<b>1. CALL CENTRE</b>																									
1.1a	Total inbound calls	Number of calls placed / received		number	1,596	1,479	1,516	1,533	1,505	1,570	1,481	1,458	1,512	1,480	1,611	1,443	1,573	1,602	1,456	1,583	1,468	1,578	1,447	1,563	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	718	704	742	743	738	721	695	728	755	731	737	678	766	770	681	739	715	748	662	736	
1.2	Total calls answered	Number of calls answered		number	1,564	1,465	1,499	1,505	1,478	1,558	1,463	1,447	1,498	1,455	1,594	1,430	1,547	1,575	1,424	1,548	1,458	1,546	1,421	1,541	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	2.0%	1.0%	1.1%	1.8%	1.8%	0.8%	1.2%	0.8%	0.9%	1.7%	1.1%	0.9%	1.7%	1.7%	2.2%	2.2%	0.7%	2.0%	1.8%	1.4%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	1.3%	0.6%	0.3%	1.4%	1.2%	0.4%	1.2%	0.7%	0.4%	0.4%	0.4%	0.6%	0.8%	0.3%	0.4%	0.8%	0.6%	0.7%	1.2%	1.5%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	30	24	21	27	43	28	33	15	31	31	26	29	23	28	43	32	25	48	40	41
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	77	38	26	64	94	57	40	13	44	44	44	49	32	44	70	73	22	77	46	58	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	4.8%	2.6%	1.7%	4.2%	6.3%	3.6%	2.7%	0.9%	2.9%	3.0%	2.7%	3.4%	2.0%	2.8%	4.8%	4.6%	1.5%	4.9%	3.2%	3.7%	
<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	14	12	7	9	10	10	9	9	9	11	11	9	8	10	10	9	8	8	9	
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	11	9	6	7	8	9	8	9	7	10	9	7	9	8	9	9	8	9	8	
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	10	7	7	8	7	8	7	8	7	10	8	8	7	8	9	8	6	6	8	
2.5	Long waits	Number of people waiting over 30 minutes		number	139	139	38	61	80	67	61	65	59	46	160	135	47	54	54	83	69	62	90	58	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	4.7%	5.1%	1.6%	2.4%	3.0%	2.4%	2.4%	2.7%	2.5%	1.8%	5.7%	5.1%	1.9%	2.1%	2.0%	3.0%	2.7%	2.5%	3.5%	2.2%
<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	588	556	620	531	508	574	504	518	519	490	548	526	590	510	504	519	527	565	490	485	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	98.5%	99.3%	99.0%	98.7%	98.4%	99.7%	99.0%	98.5%	99.4%	99.4%	99.5%	98.5%	99.3%	99.2%	98.2%	97.9%	97.9%	98.4%	99.8%	98.8%
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	26	20	36	30	26	33	39	29	43	35	52	26	39	34	23	21	41	28	22	33	
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%	
<b>4. LAB</b>																									
4.1	Patient episodes	Total number of patient episodes		number	12,716	11,791	10,454	10,789	10,680	12,233	11,568	10,640	10,835	10,342	12,331	11,238	10,931	10,809	10,284	12,158	11,612	10,972	10,914	10,465	
4.2	Patient tests	Total number of patient tests performed		number	46,130	43,484	39,252	40,592	42,003	43,591	42,336	39,871	38,485	37,944	44,321	42,068	41,074	39,905	39,555	43,314	42,360	41,070	39,646	39,377	
4.3	Urgent tests	Total number of urgent tests		number	481	414	398	401	453	459	405	360	419	387	516	448	404	387	446	429	509	436	404	388	
4.4	% urgent tests	4.3 divided by 4.2		percent	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
4.6	Critical results	Number of critical test results		number	70	54	53	32	45	59	47	55	41	53	82	53	55	37	46	71	45	58	61	57	
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	70	54	53	32	45	59	47	55	41	53	81	53	55	37	46	71	45	58	58	57	
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%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	95%	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%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%	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																				

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
item	Indicator	Definition	Target	Unit		3/08/15	4/08/15	5/08/15	6/08/15	7/08/15	10/08/15	11/08/15	12/08/15	13/08/15	14/08/15	17/08/15	18/08/15	19/08/15	20/08/15	21/08/15	24/08/15	25/08/15	26/08/15	27/08/15	28/08/15	
<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	5:27	5:20	4:50	5:00	5:09	5:24	4:56	4:57	5:01	5:07	5:32	5:02	5:07	5:19	5:23	5:31	4:56	5:29	5:20	5:12	
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	1:05	0:55	0:58	1:01	0:53	0:52	0:56	0:51	1:01	1:03	1:04	0:53	1:03	0:59	0:48	0:57	0:46	0:50	0:50	1:03	
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	10:00	8:00	7:00	8:00	7:00	8:00	7:00	7:00	7:00	7:00	9:00	7:00	8:00	8:00	8:00	9:00	7:00	9:00	9:00	8:00	
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:49	5:51	4:56	5:05	5:16	5:45	5:19	6:10	5:13	5:11	6:40	7:18	6:19	5:33	5:52	5:45	5:24	5:49	5:29	5:20	
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:21	1:18	1:03	1:01	1:01	1:10	1:14	2:02	1:11	1:02	2:07	3:03	2:11	1:07	1:10	1:06	1:09	1:06	0:57	1:06	
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	10:00	9:00	7:00	7:00	7:00	9:00	7:00	10:00	7:00	7:00	10:00	11:00	11:00	8:00	9:00	9:00	9:00	9:00	9:00	8:00	
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:53	5:48	4:50	5:06	5:15	6:18	5:41	5:40	5:52	5:07	6:18	7:20	6:03	5:30	6:02	5:59	5:43	6:29	5:54	5:23	
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:01	1:43	1:17	2:06	1:37	2:13	2:00	1:57	2:18	1:28	2:11	3:35	2:16	1:46	2:01	1:46	1:56	2:09	1:42	1:42	
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	6:00	6:00	5:00	5:00	5:00	5:00	5:00	6:00	5:00	4:00	6:00	11:00	5:00	4:00	5:00	4:00	7:00	6:00	5:00	
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:50	5:52	5:01	5:06	5:19	5:45	5:20	6:23	5:24	5:10	6:44	7:22	6:18	5:33	5:55	5:51	5:30	5:49	5:35	5:25	
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:23	1:21	1:09	1:05	1:06	1:12	1:18	2:14	1:21	1:06	2:12	3:11	2:14	1:10	1:16	1:25	1:18	1:08	1:05	1:13	
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	10:00	9:00	7:00	7:00	7:00	9:00	7:00	10:00	7:00	7:00	10:00	11:00	11:00	8:00	9:00	10:00	9:00	9:00	9:00	8:00	
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		15:01	15:43	14:32	16:00		15:31	15:49	17:31	17:08		15:12	15:10	16:01	15:42		14:24	16:54	16:06	15:14	
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		11:31	12:22	12:10	13:07		11:49	12:53	14:00	13:48		11:31	12:12	13:32	12:42		10:44	13:17	12:54	12:24	
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		1.0	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.3	1.3	1.3	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	99.9%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	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	3:46	3:37	3:55	3:46	3:42	3:41	3:38	3:41	3:43	3:43	3:54	4:01	3:53	3:49	3:43	3:49	3:47	3:53	3:59	3:43	
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:38	0:37	0:42	0:39	0:40	0:34	0:39	0:38	0:37	0:41	0:46	0:48	0:44	0:38	0:42	0:40	0:41	0:39	0:52	0:44	
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	5:00	5:00	6:00	6:00	5:00	5:00	5:00	6:00	5:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	5:00	
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:41	3:55	3:53	3:50	3:50	3:59	3:36	4:00	3:40	3:43	3:49	4:11	3:59	3:55	4:02	3:53	4:09	3:48	3:48	3:41	
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:58	1:01	1:02	0:58	1:09	0:59	1:00	1:08	0:57	0:55	1:03	1:15	1:10	1:06	1:12	1:05	1:22	1:20	1:03	1:03	
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	4:00	4:00	5:00	4:00	4:00	6:00	5:00	6:00	4:00	5:00	6:00	4:00	4:00	4:00	6:00	6:00	6:00	6:00	6:00	4:00	
<b>6. RECOLLECTS</b>																										
6.1	Total specimens	Total number of patient episodes			number	7,156	6,548	5,639	6,089	6,172	6,728	6,120	5,882	5,871	5,787	6,920	6,253	5,984	5,969	6,084	6,786	6,223	5,921	6,059	6,002	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.2%	0.3%	0.3%	0.2%	0.3%	0.3%	0.3%	0.3%	0.2%	0.4%	0.2%	0.3%	0.2%	0.3%	0.3%	0.3%	0.3%	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					31											32				32	
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					-											-				-	