

**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	
					5/01/15	6/01/15	7/01/15	8/01/15	9/01/15	12/01/15	13/01/15	14/01/15	15/01/15	16/01/15	19/01/15	20/01/15	21/01/15	22/01/15	23/01/15	26/01/15	27/01/15	28/01/15	29/01/15	30/01/15	
<b>1. CALL CENTRE</b>																									
1.1a	Total inbound calls	Number of calls placed / received		number	1590	1532	1491	1,450	1340	1683	1584	1556	1,521	1442	1647	1536	1600	1510	1547	Public	1760	1767	1633	1603	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	597	641	691	650	623	712	733	707	719	669	772	704	758	739	711		777	820	780	763	
1.2	Total calls answered	Number of calls answered		number	1,578	1,516	1,480	1,433	1,334	1,648	1,567	1,541	1,503	1,431	1,617	1,509	1,586	1,496	1,519		1,716	1,748	1,608	1,579	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	0.8%	1.0%	0.7%	1.2%	0.5%	2.1%	1.1%	1.0%	1.2%	0.8%	1.8%	1.8%	0.9%	0.9%	1.8%		2.5%	1.1%	1.5%	1.5%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	0.3%	0.5%	0.1%	0.2%	0.3%	0.8%	0.6%	0.4%	0.6%	0.5%	1.2%	0.6%	0.3%	0.3%	0.6%		1.4%	0.2%	0.6%	0.7%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	27	20	21	23	15	29	21	24	18	18	29	36	29	28	30		41	26	27	30
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	38	30	16	21	8	74	23	50	18	19	45	47	35	58	46		119	39	49	42	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	2.4%	2.0%	1.1%	1.5%	0.6%	4.4%	1.5%	3.2%	1.2%	1.3%	2.7%	3.1%	2.2%	3.8%	3.0%		6.8%	2.2%	3.0%	2.6%	
<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	18	15	12	11	9	19	17	12	10	14	16	17	12	11	13		19	14	13	15
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	10	8	7	6	7	9	8	8	6	8	11	9	8	7	7		11	10	10	11
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	15	11	8	10	10	11	10	8	9	9	13	11	9	8	9		14	12	9	9
2.5	Long waits	Number of people waiting over 30 minutes		number	362	231	93	105	79	289	278	90	59	164	303	235	148	84	111		442	206	192	205	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	9.4%	6.7%	2.9%	3.5%	2.5%	7.7%	7.9%	2.8%	1.9%	5.0%	7.9%	6.6%	4.6%	2.7%	3.4%		11.1%	5.7%	5.7%	5.9%
<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	647	543	541	323	434	625	493	551	446	490	574	492	506	413	546		528	599	540	451	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	98.8%	99.3%	99.4%	99.4%	99.5%	98.2%	97.2%	97.5%	97.8%	98.4%	99.0%	98.6%	96.4%	98.1%	98.4%		97.9%	97.7%	98.0%	97.6%
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	34	21	26	12	16	28	23	15	21	29	21	23	21	25	40		35	35	39	31	
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	10,624	9,489	9,002	8,521	8,849	10,463	9,760	9,405	8,807	9,209	10,760	10,003	9,316	8,847	9,309		11,332	10,404	9,603	9,792	
4.2	Patient tests	Total number of patient tests performed		number	43,088	40,261	39,398	36,824	37,886	43,335	41,984	41,004	37,804	39,134	43,788	43,015	40,041	37,761	39,417		45,825	44,600	41,270	41,459	
4.3	Urgent tests	Total number of urgent tests		number	455	326	323	342	358	420	457	340	324	430	447	436	363	401	432		615	418	390	405	
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%	
4.6	Critical results	Number of critical test results		number	80	65	62	39	45	62	59	56	50	52	79	63	42	57	56		94	77	48	58	
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	80	65	62	39	45	62	59	56	50	52	79	63	42	57	56		94	77	48	58	
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%	100%	100%	100%	100%	100%		100%	100%	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	0.1%	0.1%	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%	0.1%	
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	11:06	28:08	21:33	23:09	25:19	13:35	28:35	23:40	12:29	26:05	12:31	29:19	23:41	24:05	26:07		14:16	25:03	24:33	28:00
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																				
<p><b>LTA advised that due to AP transition, items 4.14, 5.6a, 5.6b &amp; 5.6c will no longer be reported on.</b></p>																									

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	
					5/01/15	6/01/15	7/01/15	8/01/15	9/01/15	12/01/15	13/01/15	14/01/15	15/01/15	16/01/15	19/01/15	20/01/15	21/01/15	22/01/15	23/01/15	26/01/15	27/01/15	28/01/15	29/01/15	30/01/15	
<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	5:11	4:53	4:48	4:32	4:54	5:21	4:57	4:58	4:53	4:56	5:08	5:10	5:02	4:47	5:11		6:03	5:21	5:14	5:29
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	0:59	0:58	0:50	0:53	1:06	0:55	1:00	0:55	0:52	1:01	0:59	1:03	0:54	0:51		1:31	1:02	0:52	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	8:00	7:00	7:00	7:00	7:00	9:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00		10:00	8:00	8:00	9:00
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:31	5:41	5:24	5:48	5:27	6:15	5:52	5:38	5:51	5:43	5:55	6:13	5:39	5:35	5:33		6:29	6:10	6:23	5:55
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:20	1:44	1:30	2:01	1:22	1:55	1:47	1:39	1:46	1:34	1:44	1:58	1:37	1:37	1:13		1:50	1:46	1:57	1:27
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	9:00	8:00	9:00	7:00	10:00	9:00	8:00	10:00	9:00	9:00	11:00	8:00	8:00	9:00		10:00	10:00	10:00	9:00
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:27	6:08	6:07	5:55	6:01	6:32	6:07	5:47	7:28	6:04	6:28	7:21	6:40	6:33	6:12		6:33	6:38	6:29	6:09
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:43	2:32	2:41	2:23	2:10	2:33	2:18	2:09	3:36	2:15	2:23	3:20	2:39	2:42	2:08		2:15	2:28	2:19	1:53
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	5:00	4:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	6:00	5:00	6:00	6:00		5:00	7:00	4:00	8:00
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:31	5:45	5:28	5:54	5:33	6:15	5:56	5:42	5:54	5:46	5:59	6:18	5:42	5:37	5:19		6:28	6:14	6:24	6:04
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	1:49	1:35	2:07	1:31	2:00	1:52	1:44	1:52	1:40	1:48	2:05	1:41	1:39	1:20		1:52	1:50	2:01	1:33
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	9:00	8:00	9:00	7:00	10:00	10:00	9:00	10:00	9:00	9:00	11:00	9:00	8:00	9:00		10:00	10:00	10:00	10:00
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		16:11	18:50	18:12	17:43		14:24	16:01	17:52	16:08		15:42	16:52	16:16	15:04		13:34	17:58	17:16	
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		13:29	16:05	14:36	14:46		12:37	13:02	14:34	12:26		11:59	13:45	12:52	12:44		9:27	14:04	13:54	
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	1.8	1.3	1.3		1.3	1.3	1.3	1.3		1.0	1.5	1.3	1.3		1.0	1.5	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	100.0%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	99.9%	100.0%		99.9%	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	4:00	4:06	3:43	3:45	3:42	3:52	3:55	3:37	3:47	3:40	3:45	3:49	3:47	3:57	3:59		4:20	3:52	3:44	3:46
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:52	1:05	0:44	0:44	0:45	0:43	0:42	0:41	0:38	0:39	0:39	0:42	0:42	0:48	0:45		0:51	0:43	0:37	0:39
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	6:00	6:00	5:00	5:00	5:00	6:00	6:00	5:00	6:00	6:00	5:00	6:00	5:00	6:00	6:00		7:00	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	3:21	3:25	3:29	3:37	3:34	3:48	3:46	3:38	3:54	3:56	3:55	3:34	4:00	3:41	4:18		4:03	3:46	4:00	4:33
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:00	1:24	1:02	0:59	1:13	1:03	1:03	1:01	1:07	1:03	0:59	1:01	1:10	1:03	1:19		1:07	1:03	1:00	1:38
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	6:00	6:00	4:00	4:00	4:00	6:00	6:00	4:00	5:00	4:00	4:00	12:00		6:00	6:00	6:00	8:00
<b>6. RECOLLECTS</b>																									
6.1	Total specimens	Total number of patient episodes			number	7,464	6,454	6,077	5,795	6,029	7,315	6,639	6,243	5,991	6,096	7,338	6,823	6,236	5,940	6,285		7,839	6,960	6,396	6,547
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.3%	0.3%	0.2%	0.1%	0.2%	0.1%	0.1%	0.2%	0.3%	0.2%	0.2%	0.3%	0.2%		0.1%	0.3%	0.2%	0.2%
<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					3					4					4					5
7.6	New complaints	Number of new complaints received this week			number					3					1					-					1
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number					3					1					-					1

LTA advised that due to AP transition, items 4.14, 5.6a, 5.6b & 5.6c will no longer be reported on.