

**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					
					29/06/15	30/06/15	1/07/15	2/07/15	3/07/15	6/07/15	7/07/15	8/07/15	9/07/15	10/07/15	13/07/15	14/07/15	15/07/15	16/07/15	17/07/15	20/07/15	21/07/15	22/07/15	23/07/15	24/07/15	27/07/15	28/07/15	29/07/15	30/07/15	31/07/15	
<b>1. CALL CENTRE</b>																														
1.1a	Total inbound calls	Number of calls placed / received		number	1,593	1,588	1,493	1,466	1,461	1,790	1,511	1,425	1,465	1,434	1,505	1,339	1,456	1,474	1,495	1,490	1,432	1,389	1,441	1,489	1,579	1,530	1,515	1,525	1,422	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	754	827	744	707	688	701	711	699	679	649	661	638	697	704	677	677	679	684	724	664	719	731	765	719	689	
1.2	Total calls answered	Number of calls answered		number	1,558	1,562	1,467	1,449	1,448	1,751	1,492	1,416	1,443	1,404	1,490	1,327	1,432	1,462	1,456	1,450	1,396	1,370	1,415	1,458	1,537	1,491	1,499	1,494	1,397	
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	2.2%	1.6%	1.7%	1.2%	0.9%	2.2%	1.3%	0.6%	1.5%	2.1%	1.0%	0.9%	1.7%	0.8%	2.6%	2.7%	2.5%	1.4%	1.8%	2.1%	2.7%	2.6%	1.1%	2.0%	1.8%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	0.7%	0.5%	0.9%	0.3%	0.4%	0.6%	0.3%	0.3%	0.3%	1.2%	0.2%	0.2%	1.6%	0.4%	0.9%	1.8%	1.0%	0.9%	0.6%	0.9%	1.3%	1.5%	0.7%	1.5%	0.9%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	43	31	27	23	30	33	23	29	24	40	18	18	42	33	39	46	43	29	33	33	52	49	41	43	34
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	88	64	28	41	36	76	41	22	23	58	22	25	76	51	99	100	73	35	51	54	117	92	55	70	51
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1			percent	5.5%	4.0%	1.9%	2.8%	2.5%	4.3%	2.7%	1.5%	1.6%	4.0%	1.5%	1.9%	5.2%	3.5%	6.6%	6.7%	5.1%	2.5%	3.5%	3.6%	7.4%	6.0%	3.6%	4.6%	3.6%
<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	11	9	9	7	8	12	9	9	7	8	9	9	8	8	9	12	9	9	9	10	10	10	8	8	
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	6	8	6	7	7	8	7	7	6	8	8	7	6	6	11	8	7	7	7	8	10	9	7	5	7
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	9	6	7	6	8	8	8	6	6	7	8	8	8	7	9	10	6	7	7	7	9	7	7	6	7
2.5	Long waits	Number of people waiting over 30 minutes			number	55	55	35	33	44	88	32	41	16	50	64	35	44	51	111	134	50	36	28	51	105	94	67	22	58
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	2.0%	2.2%	1.4%	1.4%	1.8%	3.4%	1.3%	1.8%	0.7%	2.1%	2.5%	1.3%	1.8%	2.1%	4.3%	4.9%	1.9%	1.4%	1.2%	2.0%	3.9%	3.6%	2.6%	0.9%	2.3%
<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	567	505	549	520	515	579	548	542	495	504	590	520	528	431	444	553	519	559	506	495	543	553	512	493	435
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	99.5%	99.2%	98.5%	97.9%	99.0%	99.0%	98.9%	99.4%	98.4%	98.4%	98.8%	99.0%	99.8%	99.3%	98.4%	98.7%	99.0%	99.6%	99.8%	98.6%	99.4%	99.6%	98.8%	99.2%	98.6%
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	31	36	25	23	25	29	33	30	23	19	26	24	25	20	21	19	27	31	50	37	32	27	32	32	29
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%	100.0%	100.0%
<b>4. LAB</b>																														
4.1	Patient episodes	Total number of patient episodes			number	11,648	10,677	10,243	9,860	9,666	10,500	9,756	9,070	8,725	9,030	9,912	9,714	9,068	9,167	9,494	11,358	10,906	10,445	10,206	10,298	11,933	11,226	10,778	10,575	10,545
4.2	Patient tests	Total number of patient tests performed			number	43,007	41,402	40,010	38,722	37,863	42,590	40,344	37,131	35,801	36,741	39,611	39,473	36,929	37,410	39,047	43,341	42,044	40,353	38,554	39,834	43,380	43,501	41,347	39,067	39,638
4.3	Urgent tests	Total number of urgent tests			number	483	500	352	344	425	503	455	417	352	352	414	427	334	371	394	482	415	402	420	414	488	468	435	400	452
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%	1%	1%	1%	1%	1%
4.6	Critical results	Number of critical test results			number	53	60	41	46	53	56	42	52	44	48	50	46	51	48	47	46	46	58	54	59	70	63	61	61	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	53	60	41	46	53	56	42	52	44	48	50	46	51	48	47	46	46	58	54	59	69	63	61	61	48
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	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	0.0%	0.0%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	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%
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											N/A														

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	
					29/06/15	30/06/15	1/07/15	2/07/15	3/07/15	6/07/15	7/07/15	8/07/15	9/07/15	10/07/15	13/07/15	14/07/15	15/07/15	16/07/15	17/07/15	20/07/15	21/07/15	22/07/15	23/07/15	24/07/15	27/07/15	28/07/15	29/07/15	30/07/15	31/07/15	
<b>5. TURNAROUND TIME 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	4:53	4:29	4:42	4:28	4:32	5:11	5:01	4:57	4:49	5:01	4:58	4:52	5:02	4:45	5:07	5:13	5:00	4:43	4:45	4:59	5:13	5:04	4:57	4:55	5:04
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	0:56	0:45	0:53	0:46	0:47	1:02	3:02	0:56	0:47	0:50	0:58	0:50	0:50	0:47	0:58	1:05	1:03	0:54	0:58	0:56	1:09	1:03	0:54	0:54	0:51
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	7:00	7:00	7:00	7:00	7:00	9:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	9:00	8:00	7:00	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	5:18	5:06	5:06	4:48	4:58	5:21	5:15	5:05	4:58	5:13	5:32	5:16	5:22	5:14	5:14	5:45	5:22	5:02	4:48	5:15	5:19	5:19	5:23	5:48	5:19
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:18	1:19	1:10	1:05	1:09	1:09	2:47	1:01	0:53	1:00	1:29	1:10	1:06	1:11	1:02	1:35	1:22	1:09	1:00	1:08	1:12	1:11	1:18	1:40	1:02
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	7:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	10:00	8:00	7:00	7:00	7:00	8:00	8:00	7:00	10:00	7:00
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:52	5:06	5:20	5:16	5:07	5:14	5:42	5:27	5:08	5:25	5:27	5:42	5:38	5:28	5:14	6:12	5:21	5:42	5:07	5:12	5:27	6:09	6:00	5:47	5:22
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:14	1:29	1:55	1:52	1:42	1:40	1:52	1:54	1:35	1:36	1:42	1:54	1:51	1:50	1:43	2:13	1:47	2:13	1:34	1:28	1:32	2:21	2:17	2:02	1:36
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	4:00	4:00	4:00	5:00	5:00	5:00	5:00	6:00	5:00	5:00	5:00	4:00	5:00	5:00	4:00	5:00	5:00	6:00	5:00	5:00	5:00	5:00	5:00	5:00	4:00
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:08	5:14	5:05	4:47	5:00	5:20	5:20	5:07	5:03	5:15	5:42	5:18	5:25	5:14	5:14	5:41	5:22	5:03	4:52	5:11	5:29	5:20	5:25	5:46	5:21
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	1:27	1:13	1:07	1:15	1:10	2:47	1:06	0:58	1:03	1:38	1:15	1:10	1:15	1:03	1:33	1:22	1:13	1:03	1:06	1:22	1:16	1:19	1:44	1:05
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	8:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	10:00	8:00	7:00	7:00	7:00	9:00	8:00	7:00	10:00	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 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		13:42	16:14	16:17	15:08		14:42	16:18	17:09	14:32		14:29	16:19	15:44	15:16		14:48	15:43	16:01	16:13		14:44	16:09	15:54	15:20
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		10:48	13:36	13:38	12:21		10:42	13:37	13:40	11:43		11:06	13:40	12:25	12:45		11:35	12:45	12:52	13:35		10:55	12:48	12:37	12:30
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	1.5	1.3	1.3		1.3	1.3	1.3	1.3		1.0	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%	100.0%	100.0%	99.9%	99.9%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	99.8%	99.9%	100.0%	100.0%	99.9%	99.9%	100.0%	99.9%	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	3:43	3:49	3:51	3:44	3:50	3:59	3:46	3:49	3:49	4:01	4:43	3:52	3:50	3:55	3:50	3:52	3:55	3:47	3:48	3:50	3:47	3:49	3:50	3:39	3:51
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:41	1:27	0:47	0:48	0:44	0:52	0:39	0:46	0:39	0:50	1:34	0:54	0:43	0:40	0:42	0:39	0:40	0:39	0:42	0:48	0:39	0:38	0:40	0:38	0:42
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	5:00	5:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	7:00	5:00	5:00	6:00	6:00	6:00	6:00	6:00	5:00	6:00	6:00	6:00	6:00	5:00	6:00
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:47	3:31	3:41	3:42	3:40	3:42	4:09	3:35	4:15	3:55	3:41	3:48	3:47	3:40	3:54	3:39	3:36	4:03	4:04	3:55	3:52	3:32	3:46	3:43	3:43
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:59	0:54	0:52	0:58	0:59	0:58	1:05	1:10	0:54	1:02	1:10	0:59	1:07	0:56	0:56	0:59	1:02	1:11	1:04	1:12	1:01	0:54	1:04	1:06	0:56
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	5:00	5:00	5:00	6:00	6:00	5:00	4:00	4:00	6:00	5:00	5:00	4:00	4:00	6:00	4:00	4:00	4:00	5:00	4:00	6:00	4:00	6:00	5:00	4:00
<b>6. RECOLLECTS</b>																														
6.1	Total specimens	Total number of patient episodes			number	6,815	6,262	5,998	5,891	6,022	6,745	6,148	5,645	5,611	5,769	6,418	6,269	5,767	5,888	6,196	6,956	6,350	5,988	5,845	6,016	6,629	6,370	6,011	5,812	6,046
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%	0.3%	0.3%	0.4%	0.4%	0.3%	0.2%	0.2%	0.3%	0.2%	0.3%	0.2%	0.2%	0.3%	0.2%	0.3%	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					31					31										31					31
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					-					-										-					-