

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 2/05/16	Tue 3/05/16	Wed 4/05/16	Thu 5/05/16	Fri 6/05/16	Mon 9/05/16	Tue 10/05/16	Wed 11/05/16	Thu 12/05/16	Fri 13/05/16	Mon 16/05/16	Tue 17/05/16	Wed 18/05/16	Thu 19/05/16	Fri 20/05/16	Mon 23/05/16	Tue 24/05/16	Wed 25/05/16	Thu 26/05/16	Fri 27/05/16
<b>1. CALL CENTRE</b>																								
1.1a	Total inbound calls	Number of calls placed / received		number	1,663	1,648	1,571	1,683	1,545	1,585	1,561	1,507	1,653	1,509	1,733	1,469	1,448	1,537	1,521	1,543	1,608	1,476	1,482	1,560
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	768	814	773	767	748	758	751	735	843	801	846	686	729	739	700	729	784	720	719	771
1.2	Total calls answered	Number of calls answered		number	1,647	1,615	1,551	1,659	1,517	1,564	1,544	1,496	1,608	1,499	1,707	1,449	1,441	1,528	1,502	1,536	1,599	1,471	1,468	1,540
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	1.0%	2.0%	1.3%	1.4%	1.8%	1.3%	1.1%	0.7%	2.7%	0.7%	1.5%	1.4%	0.5%	0.6%	1.3%	0.5%	0.6%	0.3%	0.9%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	0.1%	1.2%	0.5%	0.3%	1.2%	1.1%	1.1%	0.5%	2.7%	0.4%	1.3%	0.9%	0.8%	0.4%	1.4%	0.1%	0.4%	0.4%	1.2%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	25	45	28	23	36	35	27	26	44	16	45	22	20	27	35	20	23	18	23
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	51	82	62	59	48	61	56	33	95	10	75	33	11	38	40	19	39	28	30
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1			percent	3.1%	5.0%	4.0%	3.5%	3.1%	3.9%	3.6%	2.2%	5.8%	0.7%	4.3%	2.3%	0.8%	2.5%	2.6%	1.2%	2.4%	1.9%	2.0%
<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	14	11	9	11	13	11	11	12	12	16	14	12	9	10	10	8	9	7
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	12	13	10	9	11	9	9	8	8	7	11	8	9	7	7	8	8	8	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	12	12	11	10	10	11	11	11	9	10	13	10	9	9	11	10	9	8	7
2.5	Long waits	Number of people waiting over 30 minutes			number	224	310	184	130	158	146	100	137	113	119	309	201	150	50	89	146	83	84	35
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	7.7%	10.7%	6.9%	5.0%	5.8%	5.4%	3.7%	5.2%	4.5%	4.5%	10.8%	7.1%	5.6%	2.0%	3.4%	5.4%	3.1%	3.3%	1.5%
<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	513	408	535	467	462	424	467	497	528	498	486	472	490	507	480	459	510	524	424
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	99.2%	98.5%	99.1%	99.4%	98.7%	98.1%	99.1%	99.0%	98.7%	98.8%	98.6%	98.1%	99.2%	98.8%	98.5%	99.1%	98.6%	99.4%	99.5%
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	35	24	23	23	25	13	19	39	32	40	27	35	35	19	18	25	24	26	21
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	11,839	11,757	11,026	10,638	10,531	11,451	11,482	10,905	10,951	10,517	11,867	11,614	10,669	10,969	10,810	11,437	11,214	10,701	10,454
4.2	Patient tests	Total number of patient tests performed			number	47,962	47,660	43,853	42,691	43,967	45,440	46,001	43,794	42,969	42,621	46,720	45,979	42,856	42,424	43,132	43,718	43,029	41,300	40,259
4.3	Urgent tests	Total number of urgent tests			number	406	468	398	403	420	453	432	387	458	372	455	447	404	422	400	409	442	357	374
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	73	56	47	46	49	45	47	48	52	48	55	46	46	49	35	43	38	46	46
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	73	56	47	46	49	45	47	48	52	48	55	46	46	49	35	43	38	46	46
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%
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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%	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																			

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	
					2/05/16	3/05/16	4/05/16	5/05/16	6/05/16	9/05/16	10/05/16	11/05/16	12/05/16	13/05/16	16/05/16	17/05/16	18/05/16	19/05/16	20/05/16	23/05/16	24/05/16	25/05/16	26/05/16	27/05/16	
<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	6:06	6:15	5:51	5:24	5:40	5:45	5:37	5:18	5:37	5:51	5:34	5:22	5:10	5:06	5:23	5:45	5:36	5:13	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	1:18	1:46	1:15	1:05	1:02	1:17	1:33	1:05	1:03	1:04	0:54	1:19	1:01	0:56	0:57	0:55	0:59	0:52	0:53	
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	10:00	10:00	8:00	9:00	10:00	9:00	8:00	9:00	11:00	9:00	8:00	8:00	8:00	9:00	10:00	9:00	8:00	8:00	
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:56	6:32	6:51	6:02	6:39	6:08	5:39	6:17	5:48	6:42	6:17	5:42	6:11	5:35	5:30	6:13	5:44	5:54	5:12	
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:03	2:01	2:06	1:45	1:58	1:37	1:32	2:00	1:08	1:51	1:33	1:36	2:05	1:22	1:03	1:19	1:03	1:29	1:00	
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	11:00	10:00	11:00	10:00	11:00	11:00	9:00	10:00	8:00	9:00	11:00	11:00	9:00	10:00	8:00	9:00	10:00	9:00	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	6:54	6:24	7:06	6:15	6:30	6:54	5:50	6:37	6:32	6:21	6:30	6:45	5:53	6:13	6:13	5:32	6:28	5:54	6:20	5:25
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	2:10	2:47	2:12	2:37	3:01	2:09	2:46	2:13	2:18	2:18	2:15	2:07	2:27	2:22	1:34	1:48	1:44	2:16	1:37
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	6:00	9:00	8:00	8:00	7:00	7:00	6:00	7:00	6:00	6:00	6:00	11:00	6:00	6:00	6:00	6:00	7:00	6:00	7:00	7:00
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:22	6:36	6:53	6:11	6:45	6:13	5:44	5:48	5:52	5:59	6:46	6:24	5:48	6:20	5:36	5:31	6:19	5:49	6:00	5:16
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:09	2:05	2:09	1:53	2:07	1:44	1:37	2:05	1:12	1:05	1:58	1:39	1:44	2:14	1:23	1:04	1:24	1:09	1:36	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	11:00	10:00	11:00	10:00	11:00	11:00	9:00	10:00	8:00	9:00	11:00	11:00	9:00	10:00	9:00	9:00	10:00	9:00	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		14:52	15:25	16:41	16:32		13:44	17:15	16:21	16:24		14:43	16:02	14:52	14:30		13:33	17:52	17:39	16:14
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		11:35	13:21	12:50	12:37		10:46	14:45	13:05	13:13		12:01	13:17	12:14	11:27		10:05	14:11	14:22	12:03
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	1.3	1.3	1.3		1.0	1.5	1.3	1.3		1.3	1.3	1.3	1.3		1.0	1.5	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%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	100.0%	100.0%
<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	4:03	3:47	3:52	3:42	5:08	3:57	3:51	3:51	3:54	3:49	3:47	3:50	3:50	3:56	3:45	3:48	3:42	3:49	3:54	3:37
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:49	0:46	0:44	0:42	0:46	0:44	0:46	0:42	0:48	0:47	0:46	0:47	0:47	0:46	0:47	0:43	0:42	0:43	0:40	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	5:00	5:00	5:00	5:00	6:00	7:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	5:00	5:00	5:00	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	3:55	3:40	3:52	3:33	4:11	3:54	3:36	3:36	4:04	3:36	3:41	3:59	3:47	4:07	3:53	3:58	3:34	3:41	3:51	3:29
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:14	1:03	1:04	1:01	1:32	0:59	1:00	1:02	0:59	0:58	0:59	1:00	1:05	1:24	0:59	0:57	0:58	1:00	1:00	0:50
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	5:00	6:00	6:00	4:00	5:00	6:00	4:00	4:00	5:00	4:00	5:00	6:00	6:00	5:00	6:00	6:00	5:00	4:00	6:00	5:00
<b>6. RECOLLECTS</b>																									
6.1	Total specimens	Total number of patient episodes		number		7,367	7,096	6,518	6,331	6,559	7,010	6,986	6,496	6,374	6,402	7,100	6,870	6,349	6,231	6,424	6,695	6,514	6,093	5,985	6,256
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.4%	0.4%	0.3%	0.3%	0.3%	0.2%	0.3%	0.3%	0.3%	0.2%	0.2%	0.3%	0.4%	0.3%	0.3%	0.3%	0.4%	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						14					14					14					14
7.6	New complaints	Number of new complaints received this week		number						4					-					-					-
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number						4					-					-					-