

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				
					2/04/18	3/04/18	4/04/18	5/04/18	6/04/18	9/04/18	10/04/18	11/04/18	12/04/18	13/04/18	16/04/18	17/04/18	18/04/18	19/04/18	20/04/18	23/04/18	24/04/18	25/04/18	26/04/18	27/04/18					
<b>1. CALL CENTRE</b>																													
1.1a	Total inbound calls	Number of calls placed / received		number	Public	1,688	1,577	1,656	1,614	1,638	1,599	1,459	1,602	1,482	1,606	1,562	1,450	1,454	1,509	1,564	1,737	Public	1,643	1,433					
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number		615	653	692	670	662	677	604	679	629	595	644	614	614	654	608	688		684	600					
1.2	Total calls answered	Number of calls answered		number		1,073	1,540	1,624	1,561	1,580	1,565	1,442	40	23	1,568	1,528	1,414	1,434	1,484	1,525	1,687		1,598	1,402					
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent		3.0%	2.4%	1.9%	3.3%	3.5%	2.1%	1.2%	2.5%	1.6%	2.4%	2.2%	2.5%	1.4%	1.7%	2.5%	2.9%		2.7%	2.2%				
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent		1.1%	1.4%	1.2%	2.4%	2.6%	1.5%	0.8%	0.9%	0.5%	1.2%	1.2%	0.8%	1.0%	0.8%	1.2%	1.6%		1.6%	1.8%				
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds		47	45	36	56	50	38	21	31	30	34	37	35	39	41	51	44		47	37				
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number		84	69	67	76	92	74	38	46	36	52	51	70	69	51	77	85		80	47					
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent		5.0%	4.4%	4.1%	4.7%	5.6%	4.6%	2.6%	2.9%	2.4%	3.2%	3.3%	4.8%	4.8%	3.4%	4.9%	4.9%		4.9%	3.3%					
<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		16	14	11	13	14	12	7	10	7	12	9	7	7	7	10	11		11	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		11	12	8	9	10	7	4	11	6	7	7	6	8	6	6	8		6	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		16	11	10	10	9	8	6	12	8	6	7	6	6	7	10	9		9	7				
2.5	Long waits	Number of people waiting over 30 minutes		number		601	423	249	319	301	260	24	184	79	187	86	63	87	102	190	251		193	87					
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent		16.4%	12.1%	7.4%	9.5%	8.6%	8.1%	1.2%	8.1%	2.8%	5.7%	2.7%	2.2%	3.0%	3.5%	6.1%	7.7%		6.3%	2.8%				
<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		562	585	479	497	480	465	470	444	483	446	432	475	480	492	565	552		539	518					
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent		97.7%	96.1%	97.9%	96.8%	96.3%	98.5%	98.5%	97.1%	96.1%	96.9%	97.7%	98.5%	98.5%	98.0%	97.7%	97.8%		99.1%	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		39	39	44	24	48	36	32	32	33	40	29	36	41	41	70	44		42	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%	97.6%	100.0%	100.0%		100.0%	100.0%					
<b>4. LAB</b>																													
4.1	Patient episodes	Total number of patient episodes		number		12,604	12,519	11,873	11,888	12,389	11,649	8,847	9,758	9,986	11,362	10,733	10,292	10,212	10,087	11,048	11,483		10,870	10,960					
4.2	Patient tests	Total number of patient tests performed		number		50,394	49,990	46,777	47,691	48,771	46,416	35,809	39,847	40,784	46,910	45,336	42,969	41,750	42,008	44,295	47,352		43,744	45,335					
4.3	Urgent tests	Total number of urgent tests		number		395	431	439	366	412	379	302	340	325	437	388	389	332	378	446	412		365	368					
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%					
4.6	Critical results	Number of critical test results		number		79	73	56	55	56	46	44	51	39	53	40	40	48	27	55	44		90	37					
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		79	73	56	55	56	46	44	51	39	53	40	40	48	27	55	44		90	37					
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%					
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%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%		0.1%	0.0%					
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)	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	
					2/04/18	3/04/18	4/04/18	5/04/18	6/04/18	9/04/18	10/04/18	11/04/18	12/04/18	13/04/18	16/04/18	17/04/18	18/04/18	19/04/18	20/04/18	23/04/18	24/04/18	25/04/18	26/04/18	27/04/18	
<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		4:37	4:49	4:45	4:34	5:05	4:44	4:36	5:41	4:53	4:31	4:20	4:38	4:22	4:22	4:35	4:52		4:30	4:32
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		0:54	1:02	1:12	0:49	1:22	1:01	0:46	1:23	0:55	0:52	0:36	0:46	0:36	0:38	1:03	0:27		0:47	0:52
5.1c	Complete blood count 95% percentile	Turnaround time for 95th centile from collection to report, expressed in	less than	12:00	hours:minutes		7:00	8:00	7:00	7:00	8:00	7:00	7:00	10:00	9:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00		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		5:28	5:51	5:56	5:49	7:54	7:15	5:01	6:23	6:28	5:29	6:50	6:42	5:02	5:07	6:06	5:29		5:18	5:44
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		1:42	2:03	2:21	1:59	4:09	3:34	1:07	2:04	1:10	1:49	3:02	2:49	1:15	1:21	2:33	1:03		1:34	2:04
5.2c	Total TAT Electrolytes 95% percentile	Turnaround time for 95th centile from collection to report, expressed in	less than	12:00	hours:minutes		10:00	10:00	10:00	10:00	14:00	14:00	7:00	11:00	8:00	9:00	11:00	11:00	7:00	7:00	10:00	10:00		9:00	10:00
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes		5:30	5:45	5:53	5:53	7:11	5:19	5:05	6:34	5:14	6:20	7:01	6:16	6:15	5:06	6:18	5:26		6:49	7:12
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		2:03	2:15	2:27	2:31	3:58	1:48	1:35	2:43	1:30	2:41	3:26	2:55	2:25	1:40	3:22	1:37		3:17	3:34
5.3c	Total TAT HCG 95% percentile	Turnaround time for 95th centile from collection to report, expressed in	less than	12:00	hours:minutes		5:00	7:00	5:00	5:00	5:00	16:00	6:00	7:00	6:00	5:00	7:00	7:00	10:00	5:00	6:00	6:00		6:00	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	5:53	5:59	5:53	7:57	7:26	5:07	6:31	6:44	5:35	6:54	6:51	5:08	5:11	6:17	5:34		5:22	5:47
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		1:45	2:05	2:26	2:03	4:09	3:42	1:15	2:13	1:22	1:57	3:08	2:59	1:21	1:25	2:45	1:07		1:37	2:08
5.5c	Total TAT Liver 95% percentile	Turnaround time for 95th centile from collection to report, expressed in	less than	12:00	hours:minutes		10:00	10:00	10:00	10:00	14:00	14:00	7:00	11:00	8:00	9:00	11:00	11:00	7:00	7:00	10:00	10:00		9:00	10:00
5.6a	Total TAT Histology - Biopsies	Turnaround time for 80th centile from collection to report, expressed in working	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	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	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			12:38	16:08	16:13		14:23	15:34	14:57	17:00		15:12	15:26	16:33	14:16		14:48			19:42
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			10:08	11:55	13:53		11:28	13:33	14:08	13:08		10:43	12:29	13:46	12:31		11:06			16:41
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	1.3	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		100.0%	100.0%	100.0%	100.0%	99.7%	99.9%	99.9%	99.9%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.8%	100.0%		99.9%	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		3:53	3:59	3:45	4:38	4:01	3:48	4:12	4:11	3:56	3:57	3:57	4:09	4:02	3:56	3:59	4:00		3:53	3:49
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes		0:22	0:26	0:26	0:15	0:42	0:29	0:35	0:45	0:30	0:28	0:20	0:25	0:32	0:35	0:36	0:51		0:33	0:32
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		5:15	4:15	5:15	3:00	5:00	6:00	5:15	3:45	4:45	6:00	5:15	4:00	5:15	4:45	5:00	5:00		5:00	5:00
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes		3:37	3:50	3:47	3:52	3:55	3:51	4:38	4:32	4:09	3:34	4:22	4:10	4:02	3:44	4:01	5:17		4:25	3:35
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	1:04	1:00	1:08	1:05	1:05	1:10	1:26	1:00	1:00	1:24	1:10	1:06	1:04	1:09	1:57		1:30	1:02
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		5:45	5:45	6:00	5:15	6:00	4:45	5:15	5:00	5:45	5:45	6:00	6:00	6:00	6:00	6:00	6:00		7:00	5:45
<b>6. RECOLLECTS</b>																									
6.1	Total specimens	Total number of patient episodes		number		8,395	7,685	7,206	7,314	7,711	6,947	5,238	5,964	6,346	7,534	7,013	6,586	6,476	6,500	7,290	7,364		7,028	7,050	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent		0.3%	0.4%	0.4%	0.3%	0.4%	0.4%	0.4%	0.3%	0.2%	0.2%	0.3%	0.3%	0.4%	0.4%	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					9						9					9					10
7.6	New complaints	Number of new complaints received this		number					-						-					-					1
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					-						-					-					1