

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				
					4/06/18	5/06/18	6/06/18	7/06/18	8/06/18	11/06/18	12/06/18	13/06/18	14/06/18	15/06/18	18/06/18	19/06/18	20/06/18	21/06/18	22/06/18	25/06/18	26/06/18	27/06/18	28/06/18	29/06/18					
1. CALL CENTRE																													
1.1a	Total inbound calls	Number of calls placed / received		number	Public	1,679	1,573	1,501	1,518	1,593	1,453	1,454	1,557	1,465	1,536	1,567	1,487	1,440	1,479	1,528	1,406	1,351	1,420	1,375					
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number		620	688	630	628	635	622	642	729	615	646	652	594	629	622	604	614	563	622	624					
1.2	Total calls answered	Number of calls answered		number		1,636	1,544	1,481	1,499	1,572	1,429	1,437	1,533	1,440	1,513	1,532	1,459	1,405	1,443	1,501	1,386	1,335	1,403	1,353					
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent		2.6%	1.8%	1.3%	1.3%	1.3%	1.7%	1.2%	1.5%	1.7%	1.5%	2.2%	1.9%	2.4%	2.4%	1.8%	1.4%	1.2%	1.2%	1.6%				
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%	0.4%	0.5%	0.2%	1.1%	0.8%	0.5%	1.1%	1.0%	0.6%	0.6%	0.5%	1.1%	0.8%	0.2%	0.3%	0.7%	0.6%	0.6%				
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds		53	29	21	18	29	28	28	34	29	32	35	38	31	35	30	34	39	27	37				
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number		82	39	34	25	51	52	29	46	41	60	50	52	37	52	58	37	56	27	49				
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1			percent		4.9%	2.5%	2.3%	1.7%	3.2%	3.6%	2.0%	3.0%	2.8%	3.9%	3.2%	3.5%	2.6%	3.5%	3.8%	2.6%	4.2%	1.9%	3.6%				
2. COLLECTION CENTRES																													
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		13	10	8	8	9	7	10	8	7	11	12	9	7	9	9	9	7	6	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		8	6	5	8	6	5	7	7	9	9	7	6	5	5	4	4	4	4	4				
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		8	7	7	7	6	5	8	5	6	9	7	6	5	6	7	6	5	5	5				
2.5	Long waits	Number of people waiting over 30 minutes			number		264	147	109	107	110	42	172	68	141	198	200	126	70	98	136	116	33	20	47				
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent		8.1%	5.0%	3.8%	3.8%	3.7%	1.6%	6.0%	2.4%	4.9%	6.4%	6.7%	4.5%	2.7%	3.5%	4.6%	4.2%	1.3%	0.8%	1.7%				
3. HOME VISITS																													
3.1	Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not home)			number		579	545	473	490	475	426	475	461	459	462	469	515	451	457	456	462	480	453	494				
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent		97.1%	97.1%	97.7%	98.0%	98.3%	96.9%	96.4%	97.6%	97.8%	96.3%	96.4%	97.7%	97.6%	96.7%	97.4%	96.3%	97.1%	96.2%	97.4%				
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		37	28	37	36	34	36	36	40	37	30	36	38	32	38	31	31	42	38	35				
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%	97.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
4. LAB																													
4.1	Patient episodes	Total number of patient episodes			number		13,078	11,569	11,566	11,352	11,978	11,356	11,439	11,399	11,032	12,062	11,973	11,017	10,726	10,681	11,692	10,937	10,619	10,291	10,598				
4.2	Patient tests	Total number of patient tests performed			number		47,513	44,389	43,275	43,295	44,668	42,740	43,713	42,985	43,033	46,030	45,584	42,290	39,986	41,613	43,275	41,112	40,087	38,959	40,724				
4.3	Urgent tests	Total number of urgent tests			number		466	378	341	429	391	395	388	374	363	362	420	367	377	406	416	376	316	400	443				
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		56	42	49	47	51	41	44	59	56	45	40	53	28	33	46	45	33	47	55				
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		56	42	49	47	51	41	44	59	56	45	40	53	28	33	46	45	33	47	55				
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%	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%	0.0%	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	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)	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	
					4/06/18	5/06/18	6/06/18	7/06/18	8/06/18	11/06/18	12/06/18	13/06/18	14/06/18	15/06/18	18/06/18	19/06/18	20/06/18	21/06/18	22/06/18	25/06/18	26/06/18	27/06/18	28/06/18	29/06/18	
5. TURNAROUND TIME																									
NON-URGENT																									
5.1a	Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes		4:28	4:15	4:19	4:20	4:10	4:17	4:38	4:45	4:18	4:58	4:32	4:28	4:15	4:13	4:03	3:55	4:02	4:04	4:09
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		0:51	0:41	0:25	0:33	0:38	0:41	0:55	1:03	0:30	1:13	0:47	0:46	0:33	0:33	0:35	0:27	0:30	0:34	0:38
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	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	7:00	7:00	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		6:00	5:52	6:45	5:21	5:12	5:18	6:01	5:30	5:04	5:35	5:11	4:47	4:41	5:09	5:14	4:51	4:54	4:47	4:53
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		2:22	2:18	2:48	1:35	1:36	1:43	2:22	1:49	1:15	1:50	1:26	1:04	0:58	1:26	1:45	1:21	1:21	1:13	1:22
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	11:00	10:00	7:00	9:00	11:00	10:00	9:00	10:00	9:00	7:00	7:00	7:00	9:00	7:00	7:00	7:00	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		4:48	6:11	6:31	4:54	5:14	5:18	6:08	5:55	5:05	5:29	5:41	5:18	5:16	5:21	6:10	5:51	5:36	5:19	5:38
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		2:32	2:55	2:58	1:22	2:17	2:00	2:35	2:40	2:13	2:08	2:13	1:55	1:49	2:03	2:54	2:33	2:05	2:12	2:15
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	5:00	5:00	10:00	5:00	6:00	5:00	10:00	5:00	5:00	5:00	5:00	6:00	5:00	5:00	6:00	5:00	5:00	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		6:09	5:58	6:46	5:23	5:21	5:23	6:15	5:35	5:09	5:49	5:18	4:47	4:45	5:13	5:18	4:53	5:03	5:54	5:05
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		2:28	2:21	2:52	1:40	1:48	1:46	2:29	1:53	1:22	2:01	1:33	1:04	1:00	1:34	1:52	1:24	1:30	1:20	1:33
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	11:00	10:00	8:00	9:00	11:00	10:00	9:00	10:00	9:00	7:00	7:00	7:00	9:00	7:00	7:00	7:00	7:00
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			13:30	18:23	17:37		13:52	16:11	14:47	15:49		13:56	14:45	15:37	14:39		14:04	14:50	15:03	15:17
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			10:27	15:19	13:37		10:31	13:51	12:32	13:05		10:04	11:54	12:58	11:59		11:54	12:58	12:50	12:41
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			0.8	1.3	1.3		1.0	1.3	1.3	1.3		0.8	1.3	1.3	1.3		1.0	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%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	99.9%	99.9%	99.9%
URGENT																									
5.9a	Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes		3:53	3:51	3:49	3:55	3:42	3:52	4:08	4:34	4:04	4:00	3:49	3:51	3:44	3:39	3:57	4:07	4:22	4:11	3:41
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes		0:36	0:33	0:16	0:20	0:28	0:36	0:53	1:07	0:30	0:31	0:21	0:29	0:22	0:29	0:38	0:27	0:41	0:39	0:23
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	4:45	4:45	5:00	5:00	5:00	4:15	5:45	4:45	5:00	5:15	6:00	5:15	4:15	5:00	4:45	5:00	4:45	4:45
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes		4:04	3:50	4:00	3:56	3:49	3:58	4:02	4:07	4:01	3:48	3:53	4:02	4:44	3:32	3:51	3:51	3:48	3:41	4:05
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes		1:08	1:06	1:14	1:05	0:59	1:03	1:12	1:10	1:06	1:02	1:10	1:00	1:43	1:02	0:59	1:06	1:03	1:07	1:10
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		6:00	6:00	6:00	5:45	6:00	6:15	6:00	5:45	5:45	6:00	5:45	6:00	6:00	5:45	5:45	6:00	5:45	5:45	6:45
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes			number		7,802	6,772	6,580	6,674	7,044	6,446	6,584	6,413	6,468	7,266	6,768	6,359	6,058	6,352	6,788	6,156	6,169	5,955	6,286
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent		0.2%	0.4%	0.3%	0.5%	0.2%	0.4%	0.3%	0.4%	0.4%	0.2%	0.3%	0.2%	0.3%	0.3%	0.3%	0.4%	0.3%	0.4%	0.2%
7. QUALITY IMPROVEMENT																									
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					15					15					15					15
7.6	New complaints	Number of new complaints received this			number					-					-					-					-
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number					-					-					-					-