

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				
					2/07/18	3/07/18	4/07/18	5/07/18	6/07/18	9/07/18	10/07/18	11/07/18	12/07/18	13/07/18	16/07/18	17/07/18	18/07/18	19/07/18	20/07/18	23/07/18	24/07/18	25/07/18	26/07/18	27/07/18					
1. CALL CENTRE																													
1.1a	Total inbound calls	Number of calls placed / received		number	1,591	1,416	1,375	1,408	1,419	1,480	1,396	1,375	1,337	1,359	1,457	1,410	1,384	1,390	1,332	1,469	1,487	1,346	1,516	1,383					
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	608	614	614	643	626	589	587	588	588	623	557	599	607	602	543	613	592	629	627	598					
1.2	Total calls answered	Number of calls answered		number	1,555	1,387	1,352	1,386	1,397	1,452	1,381	1,362	1,319	1,338	1,431	1,393	1,358	1,372	1,314	1,448	1,468	1,329	1,497	1,373					
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	2.3%	2.1%	1.7%	1.6%	1.6%	1.9%	1.1%	1.0%	1.4%	1.6%	1.8%	1.2%	1.9%	1.3%	1.4%	1.4%	1.3%	1.3%	0.7%					
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	1.3%	1.0%	1.0%	0.3%	0.6%	1.0%	0.2%	0.5%	0.5%	0.8%	0.4%	0.2%	0.7%	1.2%	0.6%	1.3%	0.2%	0.6%	1.3%	0.8%				
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	44	37	34	29	36	34	30	26	24	31	29	27	33	32	38	28	28	28	27	29				
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	69	51	49	41	59	73	47	25	15	50	48	33	49	34	61	44	39	22	27	31					
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	4.3%	3.6%	3.6%	2.9%	4.2%	4.9%	3.4%	1.8%	1.1%	3.7%	3.3%	2.3%	3.5%	2.5%	4.6%	3.0%	2.6%	1.6%	1.8%	2.2%					
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	11	8	7	8	7	10	9	6	5	7	6	7	6	5	8	7	6	5	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	6	6	5	5	5	7	5	4	5	5	4	5	5	5	5	5	3	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	7	7	6	6	6	7	6	5	4	5	6	6	6	5	6	6	6	5	7					
2.5	Long waits	Number of people waiting over 30 minutes		number	143	52	76	49	87	108	95	38	15	64	37	45	86	39	54	94	81	62	36	85					
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	4.8%	1.8%	2.9%	1.8%	3.1%	3.6%	3.5%	1.4%	0.6%	2.4%	1.3%	1.5%	3.0%	1.4%	1.9%	3.2%	2.8%	2.2%	1.3%	2.9%				
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	482	448	499	467	460	482	448	468	459	471	478	451	458	456	470	499	446	499	441	464					
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	98.1%	98.9%	97.2%	98.5%	96.5%	96.5%	97.8%	97.9%	96.7%	97.2%	96.2%	98.4%	96.7%	98.7%	96.0%	97.4%	97.3%	97.2%	97.3%	96.8%				
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	44	33	33	36	32	38	32	35	57	45	44	31	31	41	55	51	35	38	30	37					
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%					
4. LAB																													
4.1	Patient episodes	Total number of patient episodes		number	11,976	11,375	10,501	10,114	10,370	11,107	10,512	10,145	9,983	9,991	11,169	10,538	10,204	10,171	10,012	11,474	11,868	11,106	10,934	10,859					
4.2	Patient tests	Total number of patient tests performed		number	45,004	43,697	40,700	39,073	41,348	43,450	41,534	40,644	39,021	39,697	44,138	42,408	41,537	39,942	39,982	43,278	44,134	42,561	39,869	41,431					
4.3	Urgent tests	Total number of urgent tests		number	405	355	356	333	434	418	380	316	388	483	459	357	364	372	477	430	373	355	398	416					
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%					
4.6	Critical results	Number of critical test results		number	72	41	31	48	45	55	39	42	33	53	46	42	46	46	41	60	43	44	39	32					
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	72	41	31	48	45	55	39	42	33	53	46	42	46	46	41	60	43	44	39	32					
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	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	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)	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	
					2/07/18	3/07/18	4/07/18	5/07/18	6/07/18	9/07/18	10/07/18	11/07/18	12/07/18	13/07/18	16/07/18	17/07/18	18/07/18	19/07/18	20/07/18	23/07/18	24/07/18	25/07/18	26/07/18	27/07/18	
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	4:22	4:04	4:13	4:02	4:14	4:14	4:01	4:02	3:55	4:12	4:28	4:13	4:08	4:11	4:17	4:07	4:08	4:15	4:12	4:18
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	0:47	0:30	0:43	0:35	0:28	0:34	0:34	0:33	0:28	0:28	0:50	0:30	0:35	0:33	0:31	0:28	0:10	0:38	0:41	0:37
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	7:00	7:00	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	5:13	5:06	4:47	5:49	4:53	4:55	4:53	4:47	4:26	4:43	5:14	5:08	4:50	4:27	4:39	5:11	4:42	5:13	5:36	6:28
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:32	1:31	1:15	2:20	1:07	1:16	1:22	1:17	0:56	0:58	1:35	1:18	1:15	0:49	0:54	1:32	0:44	1:36	2:04	2:43
5.2c	Total TAT Electrolytes 95% percentile	Turnaround time for 95th centile from collection to report, expressed in	less than	12:00	hours: minutes	9:00	7:00	7:00	10:00	7:00	7:00	7:00	7:00	10:00	7:00	7:00	8:00	7:00	7:00	7:00	9:00	7:00	9:00	10:00	11:00
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:37	5:34	5:33	6:28	5:08	5:44	5:12	4:58	4:48	4:35	5:35	5:36	5:34	5:23	5:07	5:39	5:12	6:12	5:44	6:37
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:21	2:07	2:11	3:01	1:28	2:31	1:56	1:41	1:30	1:12	2:11	2:09	2:19	2:00	1:35	2:09	1:23	2:50	2:24	3:09
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	6:00	5:00	5:00	4:00	4:00	3:00	4:00	6:00	5:00	6:00	7:00	5:00	5:00	7:00	5:00	6:00	6:00
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:10	5:13	4:55	5:58	4:58	4:58	4:57	4:50	4:30	4:45	5:22	5:15	4:56	4:31	4:46	5:24	4:49	5:16	5:38	6:39
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:32	1:40	1:22	2:29	1:13	1:17	1:28	1:19	1:00	1:01	1:45	1:25	1:21	0:50	0:58	1:44	0:48	1:38	2:05	2:55
5.5c	Total TAT Liver 95% percentile	Turnaround time for 95th centile from collection to report, expressed in	less than	12:00	hours: minutes	9:00	7:00	7:00	10:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00	8:00	7:00	7:00	7:00	9:00	7:00	9:00	10:00	11:00
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		13:32	14:59	15:46	15:55		15:12	15:40	16:37	16:16		15:00	16:40	14:45	14:40		14:27	15:02	15:43	16:12
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		10:15	12:30	13:18	12:31		11:32	12:10	13:17	11:48		11:33	12:23	12:39	11:51		9:41	12:35	11:58	12:46
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		1.0	1.3	1.3	0.8		0.8	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%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	100.0%	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	3:38	3:39	3:46	3:52	3:42	3:58	3:48	4:01	3:42	3:40	2:54	3:55	3:58	3:58	3:53	3:44	3:48	3:52	3:41	3:55
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:23	0:23	0:32	0:36	0:23	0:34	0:27	0:36	0:27	0:27	0:29	0:24	0:30	0:29	0:34	0:32	0:23	0:31	0:31	0:33
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	3:45	4:00	4:45	4:45	4:15	4:15	6:45	5:15	5:00	4:45	4:45	4:45	4:45	5:00	4:45	3:45	4:45	3:45	4:00	7:15
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:55	3:53	4:02	3:53	3:47	3:50	3:39	3:44	4:02	3:37	3:48	3:50	3:35	3:36	3:46	4:07	3:37	3:51	3:53	4:04
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:09	1:10	1:10	1:04	1:02	1:11	1:00	0:59	1:06	1:02	1:00	0:57	1:05	0:56	1:00	1:09	1:07	1:02	0:56	1:11
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	5:15	6:00	5:15	5:45	5:45	5:45	6:45	5:45	6:00	5:45	5:45	6:15	6:00	5:15	5:45	6:15	5:45	5:45	5:45	6:45
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes			number	7,070	6,738	6,220	6,094	6,455	6,909	6,342	6,249	6,048	6,113	7,168	6,599	6,219	6,192	6,322	6,863	6,622	6,436	6,177	6,394
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.3%	0.5%	0.3%	0.2%	0.2%	0.2%	0.2%	0.3%	0.4%	0.2%	0.2%	0.3%	0.2%	0.3%	0.5%	0.4%	0.4%	0.2%	0.4%
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					-					-					-					-