

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				
					5/11/18	6/11/18	7/11/18	8/11/18	9/11/18	12/11/18	13/11/18	14/11/18	15/11/18	16/11/18	19/11/18	20/11/18	21/11/18	22/11/18	23/11/18	26/11/18	27/11/18	28/11/18	29/11/18	30/11/18					
1. CALL CENTRE																													
1.1a	Total inbound calls	Number of calls placed / received		number	1498	1470	1389	1,371	1395	1581	1459	1399	1,361	1371	1506	1509	1339	1,373	1364	1503	1470	1387	1,297	1434					
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	593	643	612	613	561	655	643	631	593	595	613	596	564	598	568	566	591	596	519	603					
1.2	Total calls answered	Number of calls answered		number	1,439	1,418	1,334	1,339	1,343	1,554	1,422	1,357	1,328	1,327	1,448	1,469	1,316	1,358	1,343	1,455	1,447	1,350	1,272	1,392					
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	3.9%	3.5%	4.0%	2.3%	3.7%	1.7%	2.5%	3.0%	2.4%	3.2%	3.9%	2.7%	1.7%	1.1%	1.5%	3.2%	1.6%	2.7%	1.9%	2.9%				
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.7%	2.8%	2.5%	1.1%	2.3%	1.2%	0.9%	2.1%	1.4%	1.9%	2.5%	1.3%	0.4%	0.3%	0.4%	1.8%	1.0%	1.7%	1.2%	1.5%				
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	62	60	67	46	63	39	49	49	46	47	51	45	40	14	28	17	23	35	31	50				
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	101	72	67	60	65	50	68	68	53	62	72	53	48	18	37	58	50	59	45	71					
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	6.7%	4.9%	4.8%	4.4%	4.7%	3.2%	4.7%	4.9%	3.9%	4.5%	4.8%	3.5%	3.6%	1.3%	2.7%	3.9%	3.4%	4.3%	3.5%	5.0%					
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	7	11	8	6	9	12	10	6	6	7	7	6	7	6	6	8	9	6	6	5				
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	8	5	4	5	7	6	5	5	5	5	6	7	5	6	7	6	6	7	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	10	7	6	6	7	9	6	8	5	6	8	5	5	5	7	7	6	5	7	8				
2.5	Long waits	Number of people waiting over 30 minutes		number	152	207	134	78	169	282	146	92	64	99	137	97	127	19	113	185	136	64	98	175					
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	4.5%	6.4%	4.1%	2.5%	5.0%	7.8%	4.2%	2.7%	1.8%	2.8%	3.8%	2.9%	4.0%	0.6%	3.4%	4.9%	3.9%	1.9%	2.9%	5.2%				
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	451	451	503	447	494	458	406	513	461	470	502	451	471	442	460	501	450	456	465	470					
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	98.0%	97.6%	98.6%	97.8%	98.2%	97.2%	98.3%	98.2%	98.3%	96.6%	98.2%	98.0%	98.7%	96.8%	97.1%	97.1%	98.1%	98.5%						
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	31	44	44	39	35	31	36	36	34	40	46	36	32	35	43	41	36	35	43	44					
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	12,356	11,602	11,061	10,897	10,824	11,825	11,806	11,409	11,323	10,717	12,335	11,862	11,106	11,115	10,661	12,125	11,804	11,072	10,967	10,587					
4.2	Patient tests	Total number of patient tests performed		number	47,974	45,872	43,431	41,790	43,489	47,974	45,476	45,590	43,662	41,895	47,474	44,167	43,177	40,923	41,553	47,350	45,815	43,931	43,138	41,729					
4.3	Urgent tests	Total number of urgent tests		number	415	396	367	347	373	505	402	407	458	354	505	492	403	379	417	517	474	435	441	428					
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	37	52	48	55	45	61	43	50	50	50	57	44	49	48	39	58	46	46	43	51					
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	37	52	48	55	45	61	43	50	50	50	57	44	49	48	39	58	46	46	43	51					
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%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.0%	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	
					5/11/18	6/11/18	7/11/18	8/11/18	9/11/18	12/11/18	13/11/18	14/11/18	15/11/18	16/11/18	19/11/18	20/11/18	21/11/18	22/11/18	23/11/18	26/11/18	27/11/18	28/11/18	29/11/18	30/11/18	
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	4:48	4:21	4:11	4:21	4:17	4:42	4:11	4:19	4:23	4:08	4:35	4:12	4:10	4:21	4:07	4:30	5:04	4:19	4:19	4:44
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	0:57	0:41	0:45	0:42	0:31	0:57	0:37	0:44	0:40	0:35	1:05	0:39	0:43	0:47	0:31	0:53	0:57	0:47	0:44	0:58
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	8:00	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	5:26	4:59	5:17	4:51	5:21	5:59	4:55	4:59	5:01	4:50	5:35	5:03	5:37	4:56	4:48	5:40	5:26	5:23	5:39	5:16
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:33	1:18	1:47	1:11	1:32	2:05	1:22	1:25	1:18	1:16	2:01	1:28	2:09	1:22	1:12	2:01	1:56	1:49	2:01	1:30
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	10:00	7:00	7:00	7:00	7:00	10:00	7:00	7:00	7:00	7:00	10:00	7:00	10:00	7:00	7:00	10:00	10:00	8:00	10:00	9:00
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:26	5:35	6:04	5:11	5:45	5:27	5:52	5:30	5:46	5:28	5:32	5:09	5:46	5:21	5:15	6:18	5:35	5:33	5:45	5:08
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:02	2:14	2:52	1:47	2:16	2:23	2:33	2:11	2:28	2:15	2:16	1:50	3:07	2:04	2:04	2:39	2:21	2:15	2:27	1:55
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	5:00	5:00	5:00	3:00	5:00	5:00	10:00	5:00	5:00	5:00	5:00	4:00	5:00	5:00	5:00	5:00	6:00	4:00	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	5:34	5:07	5:17	5:03	5:22	6:09	5:03	5:09	5:10	4:51	5:40	5:08	5:44	5:04	4:59	5:44	5:38	5:31	5:45	5:23
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:41	1:24	1:49	1:20	1:36	2:15	1:29	1:30	1:24	1:17	2:08	1:31	2:16	1:29	1:20	2:05	2:06	1:57	2:09	1:34
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	10:00	7:00	7:00	7:00	7:00	10:00	7:00	7:00	7:00	7:00	10:00	7:00	10:00	7:00	7:00	10:00	10:00	9:00	10:00	9:00
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		15:10	15:39	16:42	15:23		14:43	15:16	16:02	15:14		13:33	14:29	14:31	14:55		15:27	14:23	15:45	15:39
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		11:02	13:08	13:28	12:10		11:27	12:26	12:02	11:35		10:24	11:09	12:36	11:07		11:27	12:12	11:37	11:49
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	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	99.8%	99.9%	100.0%	99.9%	99.9%	99.9%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	100.0%	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	4:10	3:57	3:41	3:54	3:52	3:50	3:41	3:54	3:43	4:00	3:44	3:51	3:51	3:52	3:45	4:00	3:43	3:47	3:46	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	0:45	0:37	0:33	0:32	0:23	0:32	0:24	0:40	0:21	0:36	0:39	0:32	0:37	0:34	0:32	0:38	0:30	0:30	0:37	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	4:00	3:45	4:00	5:45	4:45	4:45	4:00	4:00	5:00	4:45	4:45	5:45	4:15	3:45	3:45	5:45	4:45	4:45	4:15
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:47	3:52	3:52	3:45	3:52	3:49	3:42	3:55	3:43	3:42	3:44	3:41	3:34	3:45	3:28	3:45	3:37	3:38	3:26	4:00
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:03	1:07	1:03	1:06	1:06	1:04	1:05	1:04	1:01	0:59	0:58	1:02	1:01	0:58	0:58	1:04	1:04	0:58	0:59	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	5:40	6:00	5:45	5:15	5:45	5:15	5:45	6:00	5:45	5:15	5:45	5:45	5:00	6:00	5:00	5:15	5:00	5:00	4:45	5:45
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number	7,607	6,999	6,594	6,441	6,692	7,743	7,131	6,876	6,718	6,641	7,727	6,792	6,678	6,474	6,445	7,627	7,230	6,824	6,746	6,660	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.3%	0.1%	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%	0.3%	0.3%	0.5%	0.2%	0.2%	0.2%	0.2%	0.2%	0.1%	0.3%	0.1%
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					25					25					27						28
7.6	New complaints	Number of new complaints received this week		number					4					-					2						1
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					4					-					2						1