

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				
					3/12/18	4/12/18	5/12/18	6/12/18	7/12/18	10/12/18	11/12/18	12/12/18	13/12/18	14/12/18	17/12/18	18/12/18	19/12/18	20/12/18	21/12/18	24/12/18	25/12/18	26/12/18	27/12/18	28/12/18					
1. CALL CENTRE																													
1.1a	Total inbound calls	Number of calls placed / received		number	1,521	1,464	1,580	1,484	1,326	1,525	1,515	1,415	1,463	1,419	1,551	1,554	1,563	1,472	1,421	1,235	Public	Public	1,214	1,066					
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	572	562	648	656	559	574	621	602	605	586	601	622	666	601	580	389			360	340					
1.2	Total calls answered	Number of calls answered		number	1,487	1,436	1,499	1,448	1,305	1,507	1,488	1,393	1,449	1,369	1,527	1,526	1,541	1,462	1,396	1,188			1,184	1,047					
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	2.2%	1.9%	5.1%	2.4%	1.6%	1.2%	1.8%	1.6%	1.0%	3.5%	1.6%	1.8%	1.4%	0.7%	1.8%	3.8%		2.5%	1.8%					
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	1.2%	0.4%	1.7%	1.8%	0.4%	0.5%	0.3%	0.3%	0.2%	1.7%	1.3%	0.6%	0.5%	0.5%	1.4%	1.0%		0.0%	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	33	35	36	41	24	19	21	21	17	44	24	42	26	19	28	38		15	25					
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	59	56	35	63	45	28	41	31	24	62	53	71	49	25	48	58			23	40					
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	3.9%	3.8%	2.2%	4.3%	3.4%	1.8%	2.7%	2.2%	1.6%	4.4%	3.4%	4.6%	3.1%	1.7%	3.4%	4.7%			1.9%	3.8%					
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	12	8	9	7	8	11	10	6	7	7	9	10	6	5	6	4		5	6					
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	9	6	8	6	5	8	8	8	8	6	6	8	6	6	5	2		2	3					
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	5	6	5	5	7	7	8	6	5	7	7	7	6	5	3		3	3					
2.5	Long waits	Number of people waiting over 30 minutes		number	169	74	186	50	47	236	250	166	111	58	96	139	125	104	73	9			10	13					
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	4.5%	2.2%	5.3%	1.5%	1.4%	6.1%	7.0%	4.9%	3.2%	1.6%	2.6%	3.8%	3.8%	3.4%	2.5%	0.5%		0.6%	0.8%					
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	476	464	493	459	488	487	457	491	453	461	491	459	480	469	492	499			492	466					
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	97.3%	98.1%	96.6%	97.8%	98.6%	97.7%	98.2%	97.4%	97.4%	98.5%	96.5%	98.0%	97.5%	97.2%	97.4%	95.2%		97.8%	98.7%					
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	44	45	36	41	56	35	30	25	26	34	39	31	30	45	43			23	19					
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%					
4. LAB																													
4.1	Patient episodes	Total number of patient episodes		number	12,170	11,272	11,045	10,698	10,323	11,954	11,160	10,815	10,236	10,253	11,389	10,857	9,907	9,493	8,822	5,457			5,453	5,336					
4.2	Patient tests	Total number of patient tests performed		number	48,263	45,313	44,730	42,874	41,584	47,270	45,387	43,688	41,335	42,137	45,177	44,276	40,141	37,455	34,672	19,566			18,908	20,019					
4.3	Urgent tests	Total number of urgent tests		number	482	384	425	343	317	569	413	374	379	422	464	442	365	439	424	371			325	310					
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%	2%			2%	2%					
4.6	Critical results	Number of critical test results		number	49	26	45	39	48	56	40	38	32	46	55	35	42	39	54	39			37	22					
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	49	26	45	39	48	56	40	38	32	46	55	35	42	39	54	39			37	22					
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%					
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%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%	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	
					3/12/18	4/12/18	5/12/18	6/12/18	7/12/18	10/12/18	11/12/18	12/12/18	13/12/18	14/12/18	17/12/18	18/12/18	19/12/18	20/12/18	21/12/18	24/12/18	25/12/18	26/12/18	27/12/18	28/12/18	
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	4:31	4:41	4:18	4:13	4:27	4:25	4:25	4:17	4:25	4:41	4:35	4:38	4:21	4:23	4:03			3:47	3:39
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	1:08	1:09	1:13	0:38	0:31	0:48	0:43	0:41	0:37	0:43	0:50	0:46	0:53	0:51	0:37	0:53			0:39	0:33
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	9:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	9:00	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	6:02	5:44	7:18	5:42	5:08	5:52	5:05	5:25	5:29	5:14	5:41	5:41	5:10	4:53	4:50	4:16			4:10	4:02
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	2:21	3:50	2:01	1:23	2:11	1:21	1:43	1:47	1:33	1:47	1:51	1:23	1:21	1:02	1:04			0:59	0:52
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	7:00	10:00	8:00	8:00	8:00	7:00	10:00	10:00	8:00	7:00	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	6:11	5:40	7:10	5:45	5:18	5:58	5:42	5:35	6:15	5:14	6:29	6:46	5:37	5:30	5:23	6:06			3:59	4:42
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	3:04	2:35	3:48	2:12	1:57	2:39	2:16	2:07	3:01	1:58	3:02	3:02	2:08	2:18	2:02	3:01			1:19	1:52
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	7:00	5:00	11:00	5:00	5:00	6:00	5:00	5:00	4:00	7:00	5:00	7:00	5:00	7:00	5:00			5:00	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	6:15	5:49	7:24	5:49	5:17	5:55	5:12	5:32	5:36	5:19	5:50	5:48	5:14	5:03	4:58	4:21			4:11	4:01
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:31	2:23	3:54	2:07	1:32	2:13	1:25	1:47	1:52	1:39	1:58	1:57	1:27	1:34	1:12	1:06			0:59	0:54
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	12:00	10:00	8:00	10:00	8:00	9:00	8:00	8:00	10:00	10:00	9:00	7:00	8:00	7:00			7:00	7:00
5.6a	Total TAT Histology - Biopsies	Turnaround time for 80th centile from collection to report, expressed in working 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		14:20	15:15	15:12	15:32		16:43	15:25	16:26	15:34		15:08	15:53	14:42	15:47					16:10
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		11:03	12:35	11:52	12:14		12:27	12:29	13:38	12:53		11:23	12:12	11:42	12:36					12:58
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	99.8%	100.0%	99.9%	100.0%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	99.9%	99.9%	99.9%	99.8%			99.8%	100.0%
URGENT																									
5.9a	Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:48	3:50	3:52	3:47	3:37	3:48	3:48	3:50	3:43	3:41	4:01	4:00	3:52	3:55	3:58	3:54			3:33	3:35
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:32	0:38	0:33	0:29	0:24	0:32	0:31	0:28	0:25	0:34	0:33	0:34	0:32	0:33	0:37	0:37			0:37	0:41
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	4:45	5:15	5:00	4:45	4:15	3:45	4:15	3:15	4:00	3:45	4:00	5:45	5:45	4:00	4:15	6:00			5:00	4:00
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:49	3:33	4:18	3:44	3:39	3:52	3:42	4:17	3:42	3:34	3:44	4:09	3:55	3:41	3:34	3:38			3:15	3:30
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:57	1:00	1:36	1:01	1:00	1:04	0:58	1:28	1:05	1:08	1:01	1:01	0:54	0:58	0:55	1:03			0:51	0:59
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	5:00	6:46	5:00	5:00	5:45	5:15	6:00	5:15	5:15	5:00	5:45	5:15	6:00	5:00	5:15			4:00	5:00
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number		7,843	7,098	7,091	6,774	6,664	7,941	7,212	7,038	6,680	6,812	7,655	7,262	6,682	6,188	5,723	3,359			3,340	3,278
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.2%	0.4%	0.3%	0.4%	0.3%	0.3%	0.3%	0.2%	0.4%	0.3%	0.3%	0.3%	0.5%	0.3%	0.6%			0.2%	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						28					28					28					28
7.6	New complaints	Number of new complaints received this week		number						-					-					-					-
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number						-					-					-					-