

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	2018					2019					2020					2021									
					31/12/18	1/01/19	2/01/19	3/01/19	4/01/19	7/01/19	8/01/19	9/01/19	10/01/19	11/01/19	14/01/19	15/01/19	16/01/19	17/01/19	18/01/19	21/01/19	22/01/19	23/01/19	24/01/19	25/01/19	28/01/19	29/01/19	30/01/19	31/01/19	1/02/19
<b>1. CALL CENTRE</b>																													
1.1a	Total inbound calls	Number of calls placed / received		number	1,019	Public	Public	1,370	1,237	1,490	1,410	1,400	1,485	1,347	1,545	1,378	1,442	1,456	1,452	1,539	1,479	1,382	1,416	1,410	Public	1,592	1,477	1,430	1,410
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	308			375	357	514	572	558	571	554	547	568	623	615	566	584	587	594	652	597		670	661	658	634
1.2	Total calls answered	Number of calls answered		number	982		1,308	1,204	1,455	1,379	1,374	1,439	1,304	1,502	1,343	1,409	1,414	1,421	1,500	1,455	1,343	1,392	1,362		1,550	1,463	1,419	1,368	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than 7.0%	percent	3.6%		4.5%	2.7%	2.4%	2.2%	1.9%	3.1%	3.2%	2.8%	2.5%	2.3%	2.9%	2.1%	2.5%	1.6%	2.8%	1.7%	3.4%		2.6%	1.0%	0.8%	3.0%	
1.3b	% calls unanswered for results line	Also known as "abandonment". 1- (1.4 divided by 1.1b)	less than 3.0%	percent	3.3%		1.3%	1.1%	1.0%	1.2%	0.2%	1.1%	2.2%	2.6%	0.5%	1.8%	2.3%	1.8%	2.6%	0.5%	2.2%	0.8%	1.0%		1.5%	0.3%	0.5%	2.2%	
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	42		38	32	28	38	23	38	53	45	37	37	37	48	44	29	47	34	46		37	20	31	46	
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	49		68	57	38	63	39	64	55	74	68	69	71	70	74	63	65	58	68		65	25	52	58	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	4.8%		5.0%	4.6%	2.6%	4.5%	2.8%	4.3%	4.1%	4.8%	4.9%	4.8%	4.9%	4.8%	4.8%	4.3%	4.7%	4.1%	4.8%		4.1%	1.7%	3.6%	4.1%	
<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	5		7	7	11	8	6	7	8	8	9	6	8	9	10	6	5	7	10		13	6	7	10	
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	2		5	4	7	7	6	6	5	7	7	7	6	7	7	6	6	5	6		7	6	5	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	4		6	5	7	5	5	6	6	7	5	5	6	7	7	5	4	5	5		9	6	5	7	
2.5	Long waits	Number of people waiting over 30 minutes		number	12		49	49	242	93	46	96	103	190	95	52	110	125	209	58	31	54	116		322	77	64	222	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	0.7%		2.0%	2.1%	6.7%	2.6%	1.4%	2.9%	3.2%	5.5%	2.7%	1.6%	3.4%	3.7%	5.8%	1.7%	1.0%	1.7%	3.5%		8.4%	2.3%	1.9%	6.2%	
<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	462		599	515	555	443	496	491	538	455	416	479	514	496	474	401	479	465	484		562	585	465	470	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	96.3%		97.3%	96.9%	97.1%	98.4%	98.8%	98.6%	97.8%	96.7%	96.6%	97.7%	97.5%	97.8%	97.7%	97.3%	98.1%	98.3%	97.5%		97.7%	96.1%	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	20		32	26	30	22	26	16	30	42	42	43	32	43	30	23	34	28	35		39	39	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%	100.0%	100.0%	100.0%	
<b>4. LAB</b>																													
4.1	Patient episodes	Total number of patient episodes		number	5,103		7,946	7,495	11,423	10,708	10,046	10,178	9,917	11,166	10,873	10,538	10,381	10,546	11,423	10,825	10,212	10,226	10,112		11,784	10,753	10,576	11,007	
4.2	Patient tests	Total number of patient tests performed		number	18,397		29,907	30,234	47,352	46,340	43,697	42,851	42,097	46,523	46,115	44,760	44,303	44,560	47,992	45,839	43,955	42,914	43,188		48,042	45,572	44,780	46,520	
4.3	Urgent tests	Total number of urgent tests		number	280		368	360	453	397	337	409	385	400	362	354	330	373	493	398	353	374	380		518	381	378	436	
4.4	% urgent tests	4.3 divided by 4.2		percent	2%		1%	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	41		50	43	62	43	43	56	39	38	53	64	66	54	49	41	56	51	54		58	39	64	50	
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	41		50	43	62	43	43	56	39	38	53	64	66	54	49	41	56	51	54		58	39	64	50	
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%	98%	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%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%		0.0%	0.2%	0.0%	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 booking)	greater than 95%	percent																									

Item	Indicator	Definition	Target	Unit	2019					2020					2021					2022											
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri							
					31/12/18	1/01/19	2/01/19	3/01/19	4/01/19	7/01/19	8/01/19	9/01/19	10/01/19	11/01/19	14/01/19	15/01/19	16/01/19	17/01/19	18/01/19	21/01/19	22/01/19	23/01/19	24/01/19	25/01/19	28/01/19	29/01/19	30/01/19	31/01/19	1/02/19		
<b>5. TURNAROUND TIME</b>																															
<b>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	3:56			4:37	3:56	5:03	4:31	4:22	4:28	4:10	4:34	4:19	4:15	4:20	5:26	4:33	4:13	4:04	4:10	4:20			5:30	4:25	4:55	4:30	
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	0:52			1:19	0:39	1:15	0:50	0:46	0:46	0:38	1:08	0:47	0:42	0:45	0:41	0:57	0:36	0:42	0:40	0:36			1:07	0:56	1:26	0:59	
5.1c	Complete blood count 95th percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than 12:00	hours:minutes	7:00			8:00	7:00	10:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	10:00	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	4:04			5:26	4:29	6:16	6:03	6:25	5:10	7:22	5:42	6:02	5:02	5:36	5:56	5:34	5:18	5:09	4:47	5:04			8:11	6:24	6:53	5:21	
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	0:57			2:05	1:10	2:24	2:22	2:48	1:29	2:33	2:15	2:29	1:27	2:00	1:27	1:57	1:40	1:46	1:14	1:19			3:19	2:54	3:23	1:48	
5.2c	Total TAT Electrolytes 95th percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than 12:00	hours:minutes	7:00			10:00	7:00	11:00	11:00	11:00	10:00	7:00	10:00	10:00	7:00	9:00	9:00	10:00	7:00	8:00	7:00	7:00			11:00	11:00	11:00	8:00	
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	4:05			5:50	4:51	6:24	6:12	6:26	5:08	5:40	6:06	6:47	5:40	7:15	5:06	6:47	5:14	5:24	4:49	5:26			7:06	5:11	7:12	5:30	
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:18			2:45	1:58	3:06	2:44	3:15	1:43	2:20	2:57	3:34	2:05	3:49	1:53	3:43	2:08	2:16	1:32	2:00			3:45	2:02	3:52	2:31	
5.3c	Total TAT HCG 95th percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than 12:00	hours:minutes	3:00			7:00	5:00	7:00	11:00	7:00	6:00	6:00	5:00	5:00	6:00	8:00	5:00	5:00	5:00	4:00	5:00	5:00			5:00	14:00	10:00	10:00	
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	4:16			5:28	4:30	6:20	6:07	6:31	5:19	7:35	5:51	6:09	5:08	5:41	6:08	5:40	5:27	5:13	4:50	5:10			8:41	6:24	7:01	5:27	
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:10			2:07	1:11	2:28	2:25	2:53	1:34	2:43	2:25	2:38	1:35	2:05	1:36	2:03	1:48	1:50	1:20	1:25			3:30	2:54	3:31	1:56	
5.5c	Total TAT Liver 95th percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than 12:00	hours:minutes	7:00			10:00	7:00	11:00	11:00	11:00	10:00	8:00	10:00	11:00	7:00	10:00	9:00	10:00	8:00	8:00	7:00	7:00			11:00	11:00	11:00	8:00	
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 98th 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					14:38		14:42	16:44	16:25	16:08		13:30	14:00	15:32	15:30		13:51	15:13	14:28	15:22			13:58	16:02	16:42		
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					10:45		10:36	12:52	13:17	12:15		10:40	11:35	12:05	12:21		11:12	12:41	11:04	11:36			9:48	12:25	13:13		
5.7c	Total TAT Urine Micro & Culture - non-urgent 90th 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		0.8	1.3	1.3	1.3		1.0	1.3	1.3	1.3			0.8	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%	100.0%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%			99.9%	100.0%	100.0%	99.9%	
<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	3:36			4:00	6:00	3:53	5:58	3:50	3:48	3:31	3:46	3:39	3:39	3:40	3:44	3:49	3:37	3:38	3:44	3:45			3:47	3:59	3:47	3:44	
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes	0:39			0:46	0:41	0:33	0:31	0:39	0:27	0:21	0:23	0:25	0:23	0:24	0:19	0:28	0:20	0:26	0:30	0:22			0:30	0:40	0:34	0:32	
5.9c	Total TAT INR 95th percentile	Turnaround time from 95th centile collection to report, expressed in hour:minutes	less than 6:00	hours:minutes	3:45			6:00	4:45	4:45	4:45	4:00	4:00	3:45	4:15	4:15	4:45	4:00	4:00	4:15	3:15	3:45	4:00	3:45			4:15	4:15	3:45	4:00	
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours:minutes	4:17			3:44	3:22	3:46	3:41	3:45	3:44	3:58	4:05	3:29	3:34	3:31	3:31	3:35	3:37	3:23	3:19	3:24			3:34	3:55	3:54	3:41	
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes	1:00			1:05	0:52	1:01	0:59	0:55	0:58	1:06	1:04	1:15	1:01	0:59	0:55	1:00	1:04	1:00	0:57	0:55			1:03	0:59	1:10	0:59	
5.10c	Total TAT Troponin 98th centile	Turnaround time from 98th centile collection to report, expressed in hour:minutes	less than 6:00	hours:minutes	6:00			5:15	4:00	5:45	5:15	6:00	5:00	5:15	5:15	5:15	4:45	4:45	5:00	5:45	5:45	5:15	5:15	5:15			5:00	5:15	6:00	5:00	
<b>6. RECOLLECTS</b>																															
6.1	Total specimens	Total number of patient episodes		number	3,190			5,021	4,676	7,828	7,230	6,664	6,703	6,453	7,556	7,315	6,823	6,790	6,932	7,693	7,079	6,796	6,671	6,646			7,997	6,942	6,866	7,175	
6.5	% recollects	6.2 divided by 6.1	less than 1.0%	percent	0.4%			0.1%	0.2%	0.3%	0.2%	0.3%	0.2%	0.3%	0.2%	0.3%	0.3%	0.3%	0.2%	0.2%	0.2%	0.3%	0.2%	0.3%			0.3%	0.4%	0.2%	0.2%	
<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																											
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																											