

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				
					4/02/19	5/02/19	6/02/19	7/02/19	8/02/19	11/02/19	12/02/19	13/02/19	14/02/19	15/02/19	18/02/19	19/02/19	20/02/19	21/02/19	22/02/19	25/02/19	26/02/19	27/02/19	28/02/19	1/03/19					
1. CALL CENTRE																													
1.1a	Total inbound calls	Number of calls placed / received		number	1,558	1,681	Public	1,645	1,582	1,634	1,616	1,432	1,529	1,442	1,611	1,460	1,503	1,508	1,385	1,591	1,448	1,422	1,505	1,392					
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	671	729		746	687	676	720	632	674	613	666	666	672	705	616	728	644	674	690	617					
1.2	Total calls answered	Number of calls answered		number	1,517	1,658		1,585	1,522	1,585	1,578	1,405	1,509	1,399	1,548	1,416	1,463	1,466	1,351	1,555	1,418	1,378	1,475	1,338					
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	2.6%	1.4%		3.7%	3.8%	3.0%	2.4%	1.9%	1.3%	3.0%	3.9%	3.0%	2.7%	2.8%	2.5%	2.3%	2.1%	3.1%	2.0%	3.9%				
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%	0.7%		2.1%	1.5%	1.3%	1.0%	1.1%	0.2%	2.3%	1.7%	0.6%	0.2%	1.6%	1.0%	0.1%	0.8%	1.9%	2.0%	1.9%				
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	51	39		55	40	40	37	36	22	36	51	34	48	43	48	29	35	51	43	47				
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	74	82		82	78	81	39	54	44	68	67	58	67	64	69	40	71	88	70	65					
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	4.8%	4.9%		5.0%	4.9%	5.0%	2.4%	3.8%	2.9%	4.7%	4.2%	4.0%	4.5%	4.2%	5.0%	2.5%	4.9%	6.2%	4.7%	4.7%					
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		9	11	9	10	6	8	8	7	8	6	6	6	9	8	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	7	8		8	10	10	8	5	6	8	8	8	7	7	7	8	9	8	7	9				
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	6		8	9	7	7	6	5	6	6	6	4	5	5	9	8	6	7	6				
2.5	Long waits	Number of people waiting over 30 minutes		number	269	130		254	274	163	221	60	69	143	166	145	75	118	71	282	258	129	142	157					
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	7.4%	3.5%		7.1%	7.6%	4.1%	6.0%	1.7%	1.9%	3.9%	4.5%	3.9%	2.1%	3.3%	2.0%	7.7%	6.9%	3.8%	4.2%	4.3%				
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	573	594		479	511	585	479	497	475	496	492	449	491	416	450	501	430	501	473	490					
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	98.1%	98.0%		97.9%	96.9%	96.1%	97.9%	98.6%	97.5%	97.0%	97.0%	98.7%	97.8%	97.1%	96.2%	96.8%	97.9%	97.0%	97.7%	98.0%				
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	40	46		44	24	39	44	46	30	44	24	33	30	25	30	35	44	35	37	36					
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	11,733	11,908		11,862	11,806	12,984	12,236	11,880	11,701	11,559	13,007	12,570	11,776	11,878	11,776	12,786	12,574	11,756	11,736	12,108					
4.2	Patient tests	Total number of patient tests performed		number	49,642	49,658		47,478	49,514	52,732	49,691	48,237	45,269	46,363	50,626	49,505	47,055	46,065	46,472	50,889	48,774	47,080	45,969	48,785					
4.3	Urgent tests	Total number of urgent tests		number	501	466		355	452	535	442	456	408	429	507	428	376	414	423	540	471	356	427	475					
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	62	55		57	56	61	60	36	49	36	49	56	39	50	41	56	33	36	55	66					
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	62	55		57	56	61	60	36	49	36	49	56	39	50	41	56	33	36	55	66					
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%	0.0%	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	0.4%	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 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	
					4/02/19	5/02/19	6/02/19	7/02/19	8/02/19	11/02/19	12/02/19	13/02/19	14/02/19	15/02/19	18/02/19	19/02/19	20/02/19	21/02/19	22/02/19	25/02/19	26/02/19	27/02/19	28/02/19	1/03/19	
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	4:26	4:20		4:42	4:35	4:32	4:16	4:25	4:36	4:28	4:39	4:24	4:21	4:12	4:19	4:27	4:18	4:28	4:18	4:32
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	0:56	0:54		1:16	0:54	1:05	0:51	0:52	0:49	0:47	0:58	0:54	0:54	0:44	0:49	1:00	0:52	0:42	0:49	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	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	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	5:32	6:09		6:09	6:50	5:51	5:37	6:31	6:19	5:56	5:52	6:02	5:20	5:05	5:25	6:01	7:06	7:35	5:32	6:18
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:01	2:41		2:43	3:11	2:24	2:12	2:57	2:36	2:12	2:11	2:33	1:52	1:36	1:53	2:36	3:42	3:49	2:03	2:44
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	11:00		11:00	11:00	10:00	10:00	11:00	11:00	7:00	11:00	11:00	9:00	7:00	9:00	11:00	13:00	13:00	8:00	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	5:49	6:15		6:55	6:38	7:15	5:52	7:00	6:35	5:58	6:11	6:06	5:39	5:58	5:54	6:19	6:22	6:20	5:35	6:20
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	3:07	2:51		3:44	3:16	4:00	2:36	3:41	3:09	2:28	2:38	2:47	2:22	2:37	2:34	3:09	3:15	3:33	2:26	2:55
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	10:00		5:00	11:00	6:00	7:00	6:00	8:00	5:00	5:00	7:00	8:00	5:00	5:00	5:00	9:00	12:00	10:00	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	5:44	6:13		6:08	6:57	5:59	5:45	6:44	6:27	5:59	5:55	6:11	5:24	5:07	5:31	6:06	7:14	7:45	5:40	6:25
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:11	2:44		2:42	3:17	2:31	2:20	3:07	2:42	2:19	2:13	2:40	1:55	1:39	1:57	2:40	3:48	3:56	2:10	2:50
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	11:00		11:00	11:00	10:00	10:00	11:00	11:00	10:00	11:00	11:00	9:00	7:00	9:00	11:00	14:00	13:00	9:00	11:00
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		14:32			17:22		15:37	17:29	16:13	14:58		14:34	15:19	15:53	15:23		14:38	15:33	15:34	15:28
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		11:14			15:17		12:29	13:25	12:44	11:43		12:21	12:33	12:09	11:18		11:00	12:15	12:07	12:38
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		0.8	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%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	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	3:45	3:52		3:41	3:47	3:47	3:39	3:38	3:46	3:42	3:53	4:05	3:38	3:31	3:38	3:50	3:39	3:48	3:47	3:40
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:31	0:32		0:29	0:29	0:35	0:34	0:30	0:18	0:27	0:22	0:35	0:26	0:27	0:30	0:33	0:35	0:25	0:36	0:29
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	4:00	3:15		4:45	4:45	4:00	4:45	5:15	3:45	4:15	4:00	5:00	4:00	4:00	4:15	6:45	5:15	5:15	4:15	5:00
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:43	3:42		3:54	3:36	3:44	3:35	3:38	3:43	3:45	3:41	4:01	3:39	3:40	3:35	3:50	3:38	3:57	4:10	3:40
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	1:01		1:03	0:58	0:55	0:58	0:57	0:57	0:54	1:01	1:00	0:55	1:01	0:56	1:02	0:55	1:08	1:28	1:03
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	4:45	5:15		6:00	5:00	5:15	5:15	5:00	5:15	5:45	5:15	5:45	5:45	5:15	5:00	6:00	6:15	5:45	6:15	5:45
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number		7,838	7,744		7,605	7,524	8,366	7,805	7,212	6,938	7,075	7,987	7,492	7,127	7,097	7,074	6,393	7,403	6,942	6,843	7,275
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.4%		0.5%	0.3%	0.4%	0.3%	0.2%	0.3%	0.3%	0.3%	0.2%	0.4%	0.2%	0.2%	0.2%	0.4%	0.3%	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					2						2					2					3
7.6	New complaints	Number of new complaints received this week		number					-						-					-					1
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					-						-					-					1