

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				
					4/03/19	5/03/19	6/03/19	7/03/19	8/03/19	11/03/19	12/03/19	13/03/19	14/03/19	15/03/19	18/03/19	19/03/19	20/03/19	21/03/19	22/03/19	25/03/19	26/03/19	27/03/19	28/03/19	29/03/19					
1. CALL CENTRE																													
1.1a	Total inbound calls	Number of calls placed / received		number	1,591	1,433	1,463	1,501	1,425	1,556	1,407	1,566	1,507	1,427	1,624	1,489	1,447	1,417	1,398	1,551	1,527	1,448	1,507	1,420					
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	683	679	672	669	655	654	661	689	678	638	700	641	672	671	660	647	711	695	688	652					
1.2	Total calls answered	Number of calls answered		number	1,491	1,367	1,438	1,457	1,367	1,508	1,348	1,529	1,477	1,381	1,575	1,473	1,422	1,389	1,373	1,505	1,488	1,421	1,453	1,397					
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	6.3%	4.6%	1.7%	2.9%	4.1%	3.1%	4.2%	2.4%	2.0%	3.2%	3.0%	1.1%	1.7%	2.0%	1.8%	3.0%	2.6%	1.9%	3.6%	1.6%				
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.8%	1.9%	1.2%	1.1%	1.5%	2.0%	2.0%	1.0%	1.9%	1.4%	1.3%	0.5%	0.9%	0.8%	0.6%	0.3%	0.7%	0.7%	2.0%	0.5%				
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	104	46	31	43	54	32	67	29	37	39	45	22	30	36	24	44	37	29	49	35				
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	90	70	58	74	66	63	70	51	73	70	79	36	67	58	34	65	54	41	60	47					
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	5.7%	4.9%	4.0%	4.9%	4.6%	4.1%	5.0%	3.3%	4.8%	4.9%	4.9%	2.4%	4.6%	4.1%	2.4%	4.2%	3.5%	2.8%	4.0%	3.3%					
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	13	13	7	7	8	11	9	6	8	10	11	7	6	7	8	10	9	6	8	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	9	9	7	6	10	10	8	9	7	8	9	10	7	7	7	8	10	7	8	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	7	7	6	6	8	8	7	8	11	7	9	6	6	9	8	8	6	7	8				
2.5	Long waits	Number of people waiting over 30 minutes		number	306	270	172	118	230	305	246	203	172	356	267	222	127	101	157	237	249	134	187	250					
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	8.0%	7.3%	5.0%	3.5%	6.5%	8.1%	6.6%	5.9%	5.1%	10.2%	7.5%	6.4%	3.9%	3.1%	4.6%	6.6%	7.4%	4.0%	5.9%	7.5%				
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	484	436	456	473	490	482	448	499	434	502	487	421	451	446	475	480	361	440	403	446					
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.3%	97.5%	96.5%	97.7%	98.0%	98.1%	98.9%	97.2%	99.3%	98.0%	97.1%	98.1%	98.2%	95.5%	97.3%	97.3%	98.3%	97.3%	98.3%	95.7%				
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	31	37	34	37	36	44	33	33	26	30	42	39	34	42	39	42	28	42	37	40					
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	13,260	12,618	12,062	11,977	11,215	13,182	13,046	12,027	12,197	11,434	12,528	12,291	11,645	11,320	11,258	12,916	12,150	11,580	11,481	11,113					
4.2	Patient tests	Total number of patient tests performed		number	51,361	49,944	48,035	47,038	45,980	51,906	50,950	48,247	46,766	45,966	48,797	48,083	47,680	44,916	45,888	49,910	47,792	44,975	44,553	44,321					
4.3	Urgent tests	Total number of urgent tests		number	490	503	407	423	396	533	461	401	415	474	464	398	426	427	452	510	445	464	455	383					
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	50	35	45	49	54	50	48	56	29	39	59	48	43	61	39	50	55	44	53	53					
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	50	35	45	49	54	50	48	56	29	39	59	48	43	61	39	50	55	44	53	53					
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%	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	0.0%	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	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
					4/03/19	5/03/19	6/03/19	7/03/19	8/03/19	11/03/19	12/03/19	13/03/19	14/03/19	15/03/19	18/03/19	19/03/19	20/03/19	21/03/19	22/03/19	25/03/19	26/03/19	27/03/19	28/03/19	29/03/19	
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	6:09	4:40	4:23	4:16	4:26	4:29	4:23	4:23	4:16	4:31	4:30	4:22	4:11	4:23	4:18	4:22	4:09	4:02	4:23	4:16
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	2:23	0:59	0:51	0:45	0:43	1:02	0:58	0:55	0:43	0:53	0:55	0:39	0:29	0:38	0:27	0:45	0:48	0:42	0:59	0:45
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	11:00	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	6:05	5:37	6:11	5:53	5:20	5:42	5:25	6:35	5:46	5:57	5:49	5:28	5:22	5:03	5:03	5:27	5:31	6:17	5:56	5:28
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:17	1:59	2:36	2:19	1:37	2:14	1:59	3:06	2:13	2:19	2:13	1:44	1:37	1:16	1:14	1:50	2:09	3:00	2:29	1:57
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	9:00	10:00	10:00	10:00	10:00	10:00	9:00	9:00	9:00	10:00	10:00	11:00	11:00	10:00
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:56	5:27	6:14	6:05	5:48	6:25	5:22	6:48	5:35	6:07	6:24	5:56	5:51	5:17	5:13	5:23	5:34	6:22	5:55	5:26
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:24	2:07	2:57	2:40	2:29	3:02	2:12	3:31	2:29	2:55	2:58	2:39	2:27	1:53	1:50	2:06	2:27	3:17	2:51	2:15
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	6:00	7:00	5:00	5:00	6:00	5:00	10:00	5:00	5:00	4:00	7:00	5:00	5:00	5:00	7:00	5:00	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	6:09	5:50	6:20	5:54	5:23	5:54	5:32	6:41	5:55	5:58	5:55	5:32	5:31	5:03	5:12	5:37	5:34	6:25	5:57	5:38
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:21	2:05	2:46	2:22	1:41	2:25	2:09	3:12	2:21	2:22	2:18	1:47	1:46	1:19	1:21	2:00	2:13	3:05	2:30	2:08
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	11:00	10:00	8:00	10:00	10:00	10:00	10:00	10:00	10:00	10:00	10:00	8:00	9:00	10:00	10:00	11:00	11:00	10:00
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		15:58	15:34	15:39	15:09		15:04	14:59	15:23	15:54		15:58	16:17	16:28	14:25		34:23	15:21	16:30	15:58
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		11:54	12:04	11:59	12:54		10:55	11:51	12:42	11:24		11:19	12:56	12:14	11:06		11:41	13:00	12:48	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	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	99.9%	99.9%	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	99.9%	99.9%	99.7%	100.0%	100.0%	100.0%	99.9%	99.8%	99.9%	99.9%	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	3:44	3:56	3:38	3:38	3:37	3:50	3:37	3:36	3:50	3:47	3:50	3:48	3:53	3:50	3:51	3:43	3:44	3:47	3:52	3:37
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:21	0:41	0:24	0:29	0:20	0:38	0:28	0:30	0:36	0:27	0:34	0:26	0:29	0:33	0:24	0:34	0:38	0:36	0:43	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	4:15	4:00	4:15	4:45	5:00	3:15	3:00	4:15	4:15	4:15	4:15	5:00	4:45	4:15	4:15	3:45	3:15	4:00	2:45
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:40	3:29	3:39	3:25	3:40	3:42	3:25	3:27	3:42	3:36	3:45	3:42	3:36	3:52	3:55	3:29	3:35	4:02	3:35	3:45
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	0:54	0:58	0:51	1:03	0:53	0:55	0:58	1:06	0:51	0:57	1:04	0:51	1:03	1:02	0:56	0:54	1:11	1:02	0:57
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	6:00	5:15	6:00	5:00	5:00	5:15	5:00	5:15	5:45	5:15	6:00	6:00	5:15	5:00	5:00	5:45	5:15	5:45
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number		8,079	7,659	7,097	6,951	6,916	8,110	7,767	7,100	6,949	6,981	7,789	7,272	7,072	6,832	6,875	7,811	7,153	6,860	6,711	6,732
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.3%	0.3%	0.3%	0.3%	0.2%	0.2%	0.2%	0.3%	0.2%	0.3%	0.4%	0.2%	0.2%	0.2%	0.4%	0.2%	0.2%	0.3%	0.3%
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						3					3					3					4
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