

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 4/07/16	Tue 5/07/16	Wed 6/07/16	Thu 7/07/16	Fri 8/07/16	Mon 11/07/16	Tue 12/07/16	Wed 13/07/16	Thu 14/07/16	Fri 15/07/16	Mon 18/07/16	Tue 19/07/16	Wed 20/07/16	Thu 21/07/16	Fri 22/07/16	Mon 25/07/16	Tue 26/07/16	Wed 27/07/16	Thu 28/07/16	Fri 29/07/16	
1. CALL CENTRE																									
1.1a	Total inbound calls	Number of calls placed / received		number	1,585	1,411	1,504	1,515	1,538	1,707	1,550	1,411	1,498	1,422	1,520	1,427	1,495	1,408	1,291	1,450	1,497	1,516	1,428	1,411	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	698	660	730	732	723	737	706	639	699	690	691	655	649	632	609	619	717	787	712	658	
1.2	Total calls answered	Number of calls answered		number	1,566	1,404	1,491	1,496	1,530	1,674	1,538	1,397	1,490	1,409	1,505	1,422	1,468	1,390	1,271	1,442	1,484	1,492	1,424	1,403	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	1.2%	0.5%	0.9%	1.3%	0.5%	1.9%	0.8%	1.0%	0.5%	0.9%	1.0%	0.4%	1.8%	1.3%	1.6%	0.6%	0.9%	1.6%	0.3%	0.6%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	0.4%	0.3%	0.3%	0.6%	0.1%	1.2%	1.0%	0.5%	0.0%	0.1%	0.9%	0.0%	0.9%	0.3%	0.8%	0.0%	0.8%	0.6%	0.1%	0.2%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	23	17	23	20	26	34	18	13	10	12	17	6	16	21	26	9	15	18	11	7
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	66	20	31	33	39	93	27	20	18	20	11	3	27	43	30	20	23	32	11	5
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1			percent	4.2%	1.4%	2.1%	2.2%	2.5%	5.5%	1.7%	1.4%	1.2%	1.4%	0.7%	0.2%	1.8%	3.1%	2.3%	1.4%	1.5%	2.1%	0.8%	0.4%
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	8	10	8	8	9	9	10	8	7	9	7	11	8	10	10	12	7	7	7	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	8	9	7	6	6	8	7	5	6	10	8	7	6	8	8	6	6	7	6	6
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	10	8	8	10	10	9	8	7	10	11	9	8	8	10	13	6	7	8	9
2.5	Long waits	Number of people waiting over 30 minutes			number	111	162	56	73	151	165	111	60	26	102	140	102	92	106	131	254	31	43	52	76
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	4.3%	6.5%	2.3%	3.3%	6.3%	6.6%	4.3%	2.7%	1.1%	4.0%	5.6%	4.0%	3.9%	4.6%	5.2%	9.6%	1.2%	1.8%	2.3%	3.3%
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	488	544	411	547	521	532	489	487	495	488	491	532	539	462	515	485	488	529	496	435
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	98.6%	99.4%	99.3%	99.3%	99.6%	99.2%	99.6%	99.0%	98.6%	99.6%	98.4%	98.9%	99.3%	99.1%	99.4%	99.0%	98.0%	98.9%	98.4%	99.1%
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	37	30	33	32	32	29	25	17	22	20	27	13	12	14	30	16	14	48	5	7
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%
4. LAB																									
4.1	Patient episodes	Total number of patient episodes			number	11,395	10,519	9,892	9,326	9,443	10,144	9,741	9,172	9,144	9,345	10,092	9,976	9,244	9,174	9,409	11,262	11,034	10,403	9,803	9,802
4.2	Patient tests	Total number of patient tests performed			number	43,382	41,345	39,452	36,883	38,634	41,945	41,303	38,861	37,908	38,833	41,638	42,641	39,279	38,842	40,081	44,156	43,334	41,482	39,044	38,997
4.3	Urgent tests	Total number of urgent tests			number	427	396	340	374	329	380	397	377	290	365	384	458	331	376	385	468	421	387	355	403
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	44	51	42	52	49	49	55	50	59	42	57	52	45	50	47	54	63	54	40	35
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	44	47	42	52	49	49	55	49	59	42	57	52	45	50	47	54	63	54	40	35
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%	92%	100%	100%	100%	100%	100%	98%	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	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	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																				

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
Item	Indicator	Definition	Target	Unit		4/07/16	5/07/16	6/07/16	7/07/16	8/07/16	11/07/16	12/07/16	13/07/16	14/07/16	15/07/16	18/07/16	19/07/16	20/07/16	21/07/16	22/07/16	25/07/16	26/07/16	27/07/16	28/07/16	29/07/16	
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	5:42	5:49	5:18	4:55	5:06	5:06	4:47	4:30	5:10	5:33	5:21	4:46	4:46	4:42	5:10	5:00	4:29	4:30	4:40	4:39	
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	0:58	0:57	0:51	0:47	0:42	0:52	0:50	0:50	0:47	0:51	0:59	0:58	0:48	0:51	0:44	0:49	0:49	0:49	0:43	0:47	
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	10:00	10:00	9:00	7:00	8:00	8:00	7:00	7:00	8:00	9:00	9:00	7:00	7:00	7:00	8:00	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	5:54	5:59	5:40	5:16	5:36	5:36	5:22	5:21	5:27	6:16	5:53	6:55	5:11	5:04	5:36	5:36	5:17	5:00	5:08	5:00	
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:05	1:03	1:11	1:04	1:06	1:20	1:22	1:41	1:05	1:32	1:27	3:04	1:10	1:07	1:10	1:42	1:34	1:17	1:09	1:09	
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	9:00	10:00	9:00	7:00	8:00	8:00	7:00	7:00	8:00	10:00	10:00	11:00	7:00	7:00	9:00	9:00	8:00	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	6:28	6:12	5:58	5:20	5:32	5:33	5:45	5:24	5:46	7:10	6:14	6:38	5:56	4:52	6:25	5:49	5:04	5:12	5:40	5:10	
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:03	1:52	1:46	1:24	1:31	1:40	2:30	2:04	1:47	2:48	2:15	3:22	2:04	1:22	2:09	2:05	1:40	1:40	1:53	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	6:00	6:00	6:00	6:00	5:00	5:00	6:00	5:00	8:00	8:00	6:00	6:00	8:00	4:00	6:00	6:00	5:00	6:00	6:00	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	5:59	6:05	5:43	5:16	5:40	5:39	5:22	5:27	5:33	6:20	6:00	7:10	5:16	5:08	5:37	5:37	5:17	5:01	5:15	4:49	
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:11	1:09	1:14	1:08	1:14	1:25	1:25	1:46	1:12	1:35	1:37	3:12	1:15	1:15	1:13	1:24	1:35	1:20	1:16	1:13	
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	9:00	10:00	9:00	7:00	8:00	8:00	7:00	7:00	8:00	10:00	10:00	11:00	7:00	7:00	9:00	9:00	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		16:41	16:55	15:40	16:04		14:57	15:23	13:43	15:32		14:52	15:19	17:00	14:54		15:09	15:46	16:15	15:00	
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		12:18	13:51	12:09	12:48		12:34	13:06	11:46	11:34		12:07	12:14	14:03	11:37		12:12	13:18	12:53	12:01	
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		1.0	1.3	1.0	1.3		1.0	1.3	1.3	1.3		1.0	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%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.9%	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	3:48	4:01	3:51	3:50	3:47	3:48	3:59	3:56	3:48	3:52	3:52	3:58	3:49	3:45	3:58	3:45	3:50	3:43	3:59	3:55	
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:40	0:40	0:40	0:41	0:43	0:37	0:43	0:41	0:35	0:40	0:42	0:46	0:38	0:39	0:42	0:43	0:38	0:36	0:42	0:44	
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	6:00	6:00	6:00	6:00	5:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	5:00	6:00	5:00	6:00	6:00	
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:50	3:47	3:43	3:56	3:36	3:54	4:05	3:59	4:00	3:58	3:44	3:56	3:38	3:55	3:52	3:53	3:56	3:51	3:54	3:43	
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:04	0:58	1:00	1:00	0:58	1:06	0:56	1:03	1:03	1:01	0:56	1:12	0:56	1:04	0:55	1:06	0:57	1:00	0:56	1:00	
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	6:00	6:00	5:00	6:00	4:00	4:00	6:00	6:00	4:00	5:00	6:00	6:00	4:00	6:00	5:00	5:00	6:00	4:00	5:00	4:00	
6. RECOLLECTS																										
6.1	Total specimens	Total number of patient episodes			number	6,712	6,200	5,925	5,618	6,006	6,659	6,298	5,842	5,746	6,061	6,589	6,469	5,906	5,912	6,156	6,842	6,439	6,156	5,741	5,860	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.3%	0.3%	0.2%	0.3%	0.5%	0.2%	0.3%	0.4%	0.9%	0.4%	0.4%	0.2%	0.3%	0.3%	0.2%	0.4%	0.4%	0.4%	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					15					15					16					16	
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					-	