

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	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri		
					1/08/16	2/08/16	3/08/16	4/08/16	5/08/16	8/08/16	9/08/16	10/08/16	11/08/16	12/08/16	15/08/16	16/08/16	17/08/16	18/08/16	19/08/16	22/08/16	23/08/16	24/08/16	25/08/16	26/08/16	29/08/16	30/08/16	31/08/16	1/09/16	2/09/16							
<b>1. CALL CENTRE</b>																																				
1.1a	Total inbound calls	Number of calls placed / received		number	1,506	1,469	1,519	1,501	1,383	1,551	1,530	1,428	1,465	1,444	1,539	1,543	1,498	1,434	1,455	1,555	1,622	1,476	1,429	1,465	1,643	1,531	1,497	1,525	1,438							
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	661	663	729	740	693	700	717	673	663	694	686	689	718	724	732	659	778	730	689	662	703	679	737	726	703							
1.2	Total calls answered	Number of calls answered		number	1,496	1,459	1,506	1,497	1,371	1,519	1,506	1,406	1,455	1,432	1,525	1,525	1,463	1,426	1,445	1,537	1,606	1,470	1,424	1,462	1,612	1,517	1,476	1,513	1,407							
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	0.8%	0.7%	0.9%	0.3%	0.9%	2.1%	1.6%	1.5%	0.7%	0.8%	0.9%	1.2%	2.3%	0.6%	0.7%	1.2%	1.0%	0.4%	0.4%	0.2%	1.9%	0.9%	1.4%	0.8%	2.2%						
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	0.3%	0.3%	0.0%	0.0%	0.6%	0.6%	0.1%	1.0%	0.5%	0.0%	0.2%	1.0%	0.8%	0.3%	0.1%	0.5%	0.3%	0.3%	0.2%	0.0%	0.9%	0.3%	1.8%	0.4%	1.0%						
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	15	14	12	10	17	25	19	21	10	13	14	19	29	10	16	27	21	18	6	9	33	23	20	11	30						
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	21	23	28	10	19	40	40	37	14	13	5	13	11	11	18	60	27	20	6	6	52	39	27	20	45							
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	1.4%	1.6%	1.8%	0.7%	1.4%	2.6%	2.6%	2.6%	1.0%	0.9%	0.3%	0.8%	0.7%	0.8%	1.2%	3.9%	1.7%	1.4%	0.4%	0.4%	3.2%	2.6%	1.8%	1.3%	3.1%							
<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	11	9	8	8	10	11	8	8	9	11	11	10	10	10	10	11	10	8	8	9	12	13	14	10	12						
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	7	6	7	7	6	6	5	6	6	8	8	7	7	7	7	7	6	9	9	7	7	7	11							
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	12	8	8	7	11	12	8	8	10	9	14	11	10	11	9	12	10	9	8	10	13	11	10	11	10						
2.5	Long waits	Number of people waiting over 30 minutes		number	217	69	36	47	119	156	63	35	124	136	243	138	103	132	91	184	104	127	59	137	255	199	163	133	217							
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	8.0%	2.5%	1.4%	2.0%	4.7%	6.2%	2.6%	1.5%	5.4%	5.6%	8.9%	5.3%	4.2%	5.4%	3.7%	6.8%	4.1%	5.2%	2.8%	5.6%	9.4%	7.4%	6.7%	5.4%	8.2%						
<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	565	467	603	510	515	541	555	599	501	537	552	573	487	469	552	514	503	540	496	526	554	513	530	536	504							
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	99.3%	99.4%	99.3%	99.2%	99.2%	99.4%	99.1%	99.0%	99.4%	100.0%	98.6%	99.5%	98.8%	98.9%	98.9%	98.4%	99.4%	98.9%	98.4%	98.5%	99.5%	99.0%	99.4%	99.1%	99.2%						
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	33	11	33	5	38	21	20	16	11	15	17	10	15	31	21	20	18	22	22	16	12	32	17	18	15							
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%	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	11,702	11,351	10,845	10,276	10,206	11,469	10,903	10,203	10,365	10,329	11,928	11,645	10,760	10,581	10,419	11,986	11,400	10,665	10,074	10,438	11,949	11,572	10,797	10,667	10,903							
4.2	Patient tests	Total number of patient tests performed		number	44,820	43,724	41,706	39,516	41,096	42,896	40,806	38,840	38,985	40,574	45,197	44,225	42,049	39,864	40,551	45,406	44,212	41,681	37,513	40,400	44,659	44,331	42,504	41,068	42,729							
4.3	Urgent tests	Total number of urgent tests		number	410	363	394	368	392	414	367	361	363	394	469	388	365	362	388	428	381	372	375	366	412	463	459	289	339							
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%	1%	1%	1%	1%								
4.6	Critical results	Number of critical test results		number	40	31	49	34	50	53	50	37	55	49	52	55	47	37	50	61	55	49	37	35	49	44	47	38	37							
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	40	31	49	34	50	53	50	37	55	49	52	55	47	37	50	61	55	49	37	35	49	44	47	38	37							
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%	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%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	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						
					1/08/16	2/08/16	3/08/16	4/08/16	5/08/16	8/08/16	9/08/16	10/08/16	11/08/16	12/08/16	15/08/16	16/08/16	17/08/16	18/08/16	19/08/16	22/08/16	23/08/16	24/08/16	25/08/16	26/08/16	29/08/16	30/08/16	31/08/16	1/09/16	2/09/16		
<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	5:35	5:00	4:41	4:29	4:52	5:35	4:37	5:01	5:25	5:17	5:20	4:55	4:53	5:07	5:17	5:32	4:59	5:12	5:11	5:18	5:28	5:09	5:17	4:50	5:30	
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	1:24	1:11	0:53	0:43	0:47	1:35	0:52	0:50	1:06	0:49	1:10	1:02	0:54	0:58	0:56	1:01	1:01	0:56	1:24	0:55	1:17	1:15	1:09	0:55	0:55	
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	9:00	7:00	7:00	7:00	7:00	9:00	7:00	7:00	9:00	8:00	8:00	8:00	7:00	8:00	8:00	9:00	7:00	7:00	8:00	8:00	9:00	8:00	8:00	8:00	7:00	9:00
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:51	5:48	5:14	4:58	5:25	5:16	5:19	5:13	5:16	5:25	6:05	5:55	5:52	5:51	5:54	6:12	5:51	5:51	6:00	5:30	5:44	5:39	5:22	5:14	5:57	
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:36	1:55	1:23	1:10	1:17	1:14	1:32	0:58	0:55	0:59	1:54	1:58	1:52	1:42	1:29	1:40	1:30	1:34	2:25	1:05	1:28	1:43	1:10	1:15	1:17	
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	9:00	9:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	8:00	10:00	10:00	9:00	9:00	9:00	10:00	8:00	9:00	10:00	8:00	9:00	9:00	7:00	7:00	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	7:10	6:01	5:40	5:48	5:20	6:14	5:16	5:19	5:12	6:12	6:10	5:54	5:53	5:41	5:55	6:00	5:55	5:56	6:22	5:33	6:18	6:31	5:46	5:30	6:15	
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	3:19	2:28	2:06	2:28	1:40	2:28	1:52	1:20	1:08	2:04	2:26	2:22	2:13	1:50	2:02	1:53	2:18	1:58	2:21	1:43	2:23	2:45	2:04	1:44	2:01	
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	7:00	6:00	5:00	5:00	5:00	6:00	5:00	5:00	5:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	8:00	5:00	6:00	5:00	7:00	6:00	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	5:55	5:47	5:16	5:03	5:26	5:18	5:22	5:16	5:14	5:28	6:09	5:57	5:55	5:53	6:01	6:13	5:38	5:55	6:02	5:34	5:48	5:43	5:24	5:14	6:03	
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:43	1:56	1:27	1:15	1:20	1:17	1:34	1:04	0:57	1:02	2:02	2:01	1:52	1:43	1:36	1:42	1:34	1:34	2:32	1:09	1:34	1:46	1:15	1:18	1:22	
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	9:00	9:00	7:00	7:00	8:00	8:00	8:00	7:00	7:00	8:00	10:00	10:00	9:00	9:00	9:00	10:00	8:00	9:00	10:00	8:00	9:00	9:00	7:00	7:00	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 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		15:05	15:15	15:39	14:43		13:55	14:30	15:22	15:02		14:06	15:07	15:06	15:25		14:15	14:25	14:56	15:11		14:17	18:15	15:11	15:34	
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		11:53	13:01	12:29	12:31		10:47	11:39	11:59	11:58		10:47	12:47	12:19	12:30		11:17	11:33	11:10	12:14		11:14	14:43	12:44	11:40	
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		1.0	1.3	1.3	1.3		1.0	1.3	1.3	1.3		1.0	1.0	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%	100.0%	99.9%	100.0%	99.9%	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%	100.0%	99.8%	99.9%	100.0%	99.9%	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	3:55	3:43	3:43	3:51	3:51	3:45	3:43	3:52	3:37	3:45	3:52	3:50	4:20	3:45	4:08	3:49	3:50	4:02	3:56	3:33	3:46	3:49	3:44	3:42	3:48	
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:41	0:37	0:38	0:41	0:39	0:39	0:40	0:40	0:39	0:41	0:38	0:41	0:40	0:39	0:56	0:39	0:37	0:37	0:36	0:35	0:36	0:36	0:35	0:37	0:34	
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	5:00	5:00	6:00	6:00	6:00	6:00	6:00	6:00	5:00	6:00	6:00	6:00	6:00	6:00	6:00	5:00	6:00	6:00	6:00	5:00	5:00	6:00	5:00	5:00	5:00	
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	4:09	3:44	3:43	3:48	3:53	3:46	4:05	3:59	3:25	3:38	3:55	3:39	3:42	3:49	3:43	4:02	3:51	4:04	3:53	4:00	3:36	4:23	3:55	4:03	3:48	
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:58	1:00	1:06	1:01	1:04	1:04	1:16	1:00	0:52	1:05	1:03	0:59	1:00	1:07	0:59	1:04	1:04	1:05	0:57	0:58	1:01	1:05	1:04	0:56	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	5:00	5:00	6:00	6:00	5:00	5:00	6:00	4:00	4:00	4:00	6:00	5:00	5:00	4:00	4:00	6:00	6:00	6:00	4:00	6:00	4:00	6:00	6:00	5:00	4:00	
<b>6. RECOLLECTS</b>																															
6.1	Total specimens	Total number of patient episodes			number	6,967	6,505	6,182	5,832	6,185	6,680	6,114	5,727	5,922	5,997	6,963	6,549	6,132	5,996	6,087	6,913	6,448	5,985	5,488	6,036	6,824	6,578	6,112	6,132	6,383	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.3%	0.3%	0.3%	0.2%	0.2%	0.3%	0.3%	0.2%	0.2%	0.2%	0.4%	0.3%	0.2%	0.2%	0.2%	0.3%	0.2%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	
<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					16					16															18	
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	