

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	
					31/10/16	1/11/16	2/11/16	3/11/16	4/11/16	7/11/16	8/11/16	9/11/16	10/11/16	11/11/16	14/11/16	15/11/16	16/11/16	17/11/16	18/11/16	21/11/16	22/11/16	23/11/16	24/11/16	25/11/16	28/11/16	29/11/16	30/11/16	1/12/16	2/12/16	
1. CALL CENTRE																														
1.1a	Total inbound calls	Number of calls placed / received		number	1,557	1,515	1,498	1,496	1,498	1,613	1,546	1,471	1,464	1,524	1,582	1,518	1,507	1,469	1,422	1,667	1,571	1,489	1,526	1,532	1,579	1,575	1,517	1,500	1,495	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	681	676	703	694	728	733	704	692	726	716	697	702	693	691	666	708	732	664	701	711	658	702	673	701	685	
1.2	Total calls answered	Number of calls answered		number	1,548	1,475	1,482	1,468	1,468	1,582	1,529	1,462	1,437	1,503	1,560	1,504	1,492	1,457	1,395	1,618	1,532	1,478	1,493	1,497	1,563	1,553	1,493	1,489	1,480	
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	0.6%	0.4%	1.1%	1.9%	2.0%	1.9%	1.1%	0.6%	1.8%	1.4%	1.4%	0.9%	1.0%	0.8%	1.9%	2.9%	2.5%	0.7%	2.2%	2.3%	1.0%	1.4%	1.6%	0.7%	1.0%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	0.0%	0.9%	0.6%	1.2%	0.4%	0.6%	0.3%	0.3%	1.2%	0.8%	0.4%	0.1%	0.4%	0.1%	1.2%	1.0%	1.0%	0.3%	0.2%	0.3%	0.5%	0.0%	0.7%	0.3%	0.4%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	20	32	22	30	28	35	17	11	39	24	25	23	12	17	32	38	38	23	20	20	11	12	24	18	19
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	24	58	31	48	65	70	28	19	75	48	58	40	15	26	57	121	88	45	39	45	14	40	42	29	37	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	1.5%	3.4%	2.1%	3.2%	4.3%	4.3%	1.8%	1.3%	5.1%	3.2%	3.7%	2.6%	1.0%	1.8%	4.0%	7.3%	5.6%	3.0%	2.6%	2.9%	0.9%	2.5%	2.8%	1.9%	2.5%	
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	16	11	10	9	12	13	8	9	13	11	9	9	8	8	10	9	11	7	8	10	11	10	8	14
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	8	8	9	9	8	7	8	8	9	6	7	8	7	7	7	7	8	8	9	8	7	9	8
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	9	8	11	9	10	8	7	9	10	9	7	7	9	11	10	9	9	9	11	10	9	9	10
2.5	Long waits	Number of people waiting over 30 minutes		number	128	203	117	105	144	169	177	64	68	146	119	103	88	48	84	158	100	87	90	94	129	120	83	157	206	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	4.7%	7.6%	4.5%	3.9%	5.7%	6.1%	6.5%	2.3%	2.8%	5.4%	4.2%	3.7%	3.3%	1.8%	3.1%	5.3%	3.6%	3.3%	3.6%	3.6%	4.3%	4.4%	3.1%	5.7%	7.2%
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	549	556	603	507	494	502	555	509	495	472	536	540	624	462	448	475	457	488	460	487	496	511	541	472	532	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	98.4%	98.7%	98.5%	99.2%	98.4%	98.4%	99.3%	98.2%	98.4%	99.2%	97.6%	99.3%	98.9%	99.6%	98.7%	97.9%	98.2%	98.2%	99.6%	99.4%	98.2%	97.7%	98.7%	98.1%	98.7%
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	16	17	26	10	20	15	22	19	18	14	9	15	24	14	10	13	12	16	8	16	15	14	16	14	12	
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%
4. LAB																														
4.1	Patient episodes	Total number of patient episodes		number	11,155	11,174	10,667	10,664	10,226	11,681	11,173	10,768	10,101	10,391	11,495	11,139	10,842	10,460	10,068	11,484	10,838	10,378	9,901	9,755	11,549	10,740	10,532	9,838	9,951	
4.2	Patient tests	Total number of patient tests performed		number	43,896	44,357	42,935	42,586	41,060	45,948	45,004	43,532	39,721	42,240	45,633	44,193	44,224	41,071	40,872	45,312	43,784	41,937	39,230	39,125	45,524	42,655	42,514	39,958	40,991	
4.3	Urgent tests	Total number of urgent tests		number	373	447	425	342	400	484	419	396	382	381	415	395	377	349	372	408	436	423	408	452	469	403	441	417	382	
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%	1%	
4.6	Critical results	Number of critical test results		number	47	35	48	42	33	49	40	37	31	39	51	54	43	38	41	44	33	35	52	27	32	41	34	32	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	47	35	48	42	33	49	40	37	31	39	51	54	43	38	41	44	33	35	52	27	32	41	34	32	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%	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%	0.2%	0.1%	0.1%	0.1%	0.1%	0.2%	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%	0.0%	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					
					31/10/16	1/11/16	2/11/16	3/11/16	4/11/16	7/11/16	8/11/16	9/11/16	10/11/16	11/11/16	14/11/16	15/11/16	16/11/16	17/11/16	18/11/16	21/11/16	22/11/16	23/11/16	24/11/16	25/11/16	28/11/16	29/11/16	30/11/16	1/12/16	2/12/16	
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	5:35	5:22	5:09	5:16	5:32	5:46	5:11	5:27	5:11	5:10	5:19	5:30	4:56	4:54	4:54	5:40	4:53	5:05	5:14	5:01	5:51	5:36	4:48	4:54	5:29
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	0:56	0:57	0:55	0:54	1:08	1:17	1:07	0:53	1:01	1:04	1:19	0:55	1:05	0:48	1:15	0:48	0:43	0:47	1:00	1:04	1:19	0:51	0:55	0:50
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	8:00	8:00	8:00	8:00	9:00	10:00	9:00	9:00	8:00	8:00	8:00	9:00	7:00	8:00	8:00	10:00	7:00	7:00	8:00	7:00	9:00	9:00	7:00	8:00	9:00
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:57	6:27	5:38	5:43	6:00	6:06	5:48	6:33	5:54	5:40	6:19	6:03	7:22	5:21	5:15	6:13	5:24	5:31	5:32	5:35	6:17	5:39	5:19	5:22	5:45
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:16	1:54	1:23	1:21	1:18	1:25	1:51	2:10	1:31	1:26	2:03	1:49	3:20	1:30	1:09	1:44	1:16	1:11	1:03	1:40	1:29	1:22	1:19	1:21	1:04
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	11:00	11:00	9:00	9:00	10:00	11:00	9:00	11:00	10:00	8:00	11:00	11:00	11:00	8:00	7:00	11:00	7:00	8:00	8:00	8:00	10:00	8:00	8:00	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	7:04	6:40	5:52	5:45	5:42	6:33	6:12	6:59	5:55	6:08	6:40	6:30	7:31	5:06	5:25	6:34	5:43	6:07	5:44	5:36	6:31	6:16	5:22	5:37	5:56
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:52	2:33	1:52	1:34	1:36	2:09	2:27	2:51	1:54	2:15	2:36	2:30	3:53	1:32	1:32	2:34	1:52	2:12	1:43	1:29	2:12	2:08	1:50	2:05	1:42
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	8:00	9:00	6:00	6:00	7:00	8:00	8:00	6:00	6:00	6:00	6:00	11:00	6:00	6:00	6:00	6:00	7:00	6:00	5:00	6:00	6:00	5:00	6:00	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	6:50	6:26	5:41	5:42	6:01	6:04	5:47	6:33	6:01	5:47	6:19	6:06	7:33	5:26	5:11	6:13	5:23	5:31	5:40	5:38	6:24	5:49	5:22	5:27	5:46
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:16	1:58	1:28	1:22	1:22	1:30	1:50	2:12	1:40	1:35	2:04	1:53	3:31	1:36	1:08	1:45	1:17	1:12	1:12	1:17	1:38	1:29	1:24	1:26	1:07
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	11:00	11:00	9:00	9:00	10:00	11:00	9:00	11:00	10:00	8:00	11:00	11:00	11:00	8:00	7:00	11:00	7:00	8:00	8:00	8:00	10:00	9:00	8:00	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		14:52	15:35	15:49	16:12		13:49	15:34	15:24	17:08		13:36	15:04	14:17	14:26		14:01	15:10	14:57	15:34		15:24	15:10	14:57	13:57
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		11:07	12:40	12:19	12:16		10:48	12:15	12:24	14:24		10:52	11:31	11:00	11:13		13:03	12:00	11:41	11:40		11:18	11:47	11:51	11:03
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		1.0	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.0	1.0	1.3	1.3		1.0	1.3	1.3	1.3		1.3	1.3	1.0	1.0
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%	99.8%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.9%	99.9%	100.0%	99.9%	100.0%
URGENT																														
5.9a	Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	4:12	3:42	3:49	3:48	3:55	3:59	3:51	3:57	3:50	4:07	4:08	4:01	3:54	3:58	3:57	3:57	3:48	3:56	3:55	3:53	4:02	3:58	3:56	3:57	3:59
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:38	0:34	0:35	0:39	0:36	0:38	0:40	0:42	0:42	0:46	0:47	0:39	0:39	0:38	0:43	0:40	0:37	0:45	0:41	0:38	0:41	0:42	0:44	0:40	0:40
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	6:00	6:00	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	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	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	4:00	4:04	3:45	4:11	4:15	4:07	3:43	4:04	3:36	3:46	4:12	4:07	3:59	4:03	3:41	4:03	4:15	3:48	3:30	3:57	4:07	4:04	4:00	4:02	3:50
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	1:07	0:56	1:16	1:03	1:02	0:58	1:17	0:54	0:57	1:01	1:04	1:08	1:00	1:00	1:03	1:18	1:03	0:56	0:58	1:01	1:08	1:04	1:15	0:57
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	6:00	5:00	4:00	5:00	5:00	6:00	5:00	5:00	4:00	6:00	4:00	6:00	6:00	5:00	4:00	4:00	5:00	6:00	5:00	4:00	5:00
6. RECOLLECTS																														
6.1	Total specimens	Total number of patient episodes			number	6,838	6,710	6,350	6,342	6,218	7,184	6,779	6,489	6,137	6,453	6,778	6,682	6,397	6,260	6,272	7,207	6,721	6,309	5,908	6,069	7,268	6,596	6,392	6,217	6,336
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.4%	0.3%	0.3%	0.5%	0.3%	0.3%	0.2%	0.2%	0.3%	0.3%	0.4%	0.2%	0.4%	0.4%	0.3%	0.3%	0.2%	0.4%	0.3%	0.2%	0.3%	0.3%	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					23					23															23
7.6	New complaints	Number of new complaints received this week			number					3					-															-
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number					3					-															-