

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				
					5/12/16	6/12/16	7/12/16	8/12/16	9/12/16	12/12/16	13/12/16	14/12/16	15/12/16	16/12/16	19/12/16	20/12/16	21/12/16	22/12/16	23/12/16	26/12/16	27/12/16	28/12/16	29/12/16	30/12/16					
1. CALL CENTRE																													
1.1a	Total inbound calls	Number of calls placed / received		number	1,634	1,596	1,501	1,468	1,488	1,639	1,600	1,559	1,508	1,540	1,682	1,691	1,567	1,452	1,444	Public	Public	1,456	1,336	1,206					
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	668	706	672	683	665	718	753	753	714	654	763	764	712	636	629			468	538	792					
1.2	Total calls answered	Number of calls answered		number	1,593	1,580	1,482	1,456	1,453	1,599	1,567	1,523	1,489	1,513	1,649	1,658	1,553	1,423	1,431			1,433	1,318	1,198					
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	2.5%	1.0%	1.3%	0.8%	2.4%	2.1%	2.3%	1.3%	1.8%	2.0%	2.0%	0.9%	2.0%	0.9%			1.6%	1.4%	0.7%					
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%	0.9%	0.9%	0.2%	0.9%	1.4%	1.2%	1.3%	0.3%	0.6%	0.9%	0.4%	0.1%	0.2%	0.2%			0.4%	0.2%	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	25	20	24	17	27	31	41	36	31	32	33	28	20	26	11			24	23	22				
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	79	28	38	31	53	18	81	75	54	63	78	49	20	63	17			43	31	23				
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1			percent	4.8%	1.8%	2.5%	2.1%	3.6%	1.1%	5.1%	4.8%	3.6%	4.1%	4.6%	2.9%	1.3%	4.3%	1.2%			3.0%	2.3%	1.9%				
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	10	11	11	8	9	12	12	11	9	8	8	7	6	8	6			4	6	4				
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	10	7	7	8	9	10	8	6	7	7	9	6	5	5			4	3	3				
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	11	10	10	10	10	11	10	9	9	10	14	12	9	6	7			4	4	4				
2.5	Long waits	Number of people waiting over 30 minutes			number	188	202	115	89	106	175	153	139	74	69	162	131	65	27	22			19	18	5				
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	6.0%	6.7%	4.2%	3.6%	3.8%	6.0%	5.3%	5.3%	2.8%	2.6%	5.6%	4.8%	2.6%	1.2%	1.1%			1.2%	1.3%	0.4%				
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	548	523	570	476	485	512	439	532	438	504	600	542	457	373	419			663	421	431				
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	98.5%	98.1%	99.1%	99.2%	99.2%	98.6%	98.9%	98.9%	98.4%	99.2%	99.2%	98.0%	98.7%	99.5%	99.0%			99.2%	98.1%	97.9%				
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	9	25	27	21	37	23	38	33	32	30	17	19	14	12	11			13	13	11				
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	11,163	10,505	9,982	9,343	9,631	10,947	10,258	9,465	9,088	9,160	10,293	9,468	8,713	8,040	6,855			6,161	5,276	5,105				
4.2	Patient tests	Total number of patient tests performed			number	44,768	43,611	42,038	38,166	40,399	45,420	43,497	40,093	37,989	38,502	41,957	39,054	35,205	31,588	27,227			21,877	20,626	20,086				
4.3	Urgent tests	Total number of urgent tests			number	393	465	412	397	430	419	399	311	363	433	430	346	322	332	321			292	237	302				
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%	2%				
4.6	Critical results	Number of critical test results			number	44	31	36	24	40	39	25	36	34	39	39	42	40	31	33			53	39	36				
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	31	36	24	40	39	25	36	34	39	39	42	40	31	33			53	39	36				
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	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%			0.1%	0.1%	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																								

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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	5:34	5:14	5:14	5:06	5:16	5:22	5:53	5:11	5:27	5:35	5:11	5:09	4:47	5:09	5:38			4:44	4:43	4:34				
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	1:05	1:09	0:54	0:57	0:50	1:03	1:11	0:58	0:48	0:53	0:59	1:03	0:50	0:52	0:47			0:49	0:52	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	9:00	8:00	8:00	8:00	8:00	10:00	8:00	9:00	9:00	8:00	8:00	8:00	7:00	8:00			8:00	8:00	8:00				
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:41	5:18	5:52	5:04	5:36	6:05	6:24	5:41	5:51	5:56	5:46	5:46	5:10	5:26	5:55			4:50	4:46	4:41				
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:10	1:12	1:26	0:54	1:08	1:42	1:40	1:26	1:07	1:10	1:31	1:37	1:09	1:07	0:59			1:39	0:49	0:49				
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	8:00	9:00	7:00	8:00	10:00	11:00	8:00	9:00	9:00	9:00	9:00	8:00	7:00	9:00			8:00	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	5:35	5:44	5:23	5:31	5:24	6:07	7:01	5:56	5:48	6:20	6:02	6:40	5:45	5:25	6:39			5:01	4:42	5:36				
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:32	1:56	1:39	1:48	1:23	2:03	2:47	2:10	1:27	1:57	2:20	2:56	2:06	1:25	2:19			1:33	1:21	2:19				
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	5:30	5:30	5:30	6:00	7:00	6:00	6:00	7:00	6:00	7:00	6:00	6:00	7:00			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	5:47	5:23	5:41	5:07	5:39	6:06	6:29	5:44	5:48	5:56	5:51	5:45	5:13	5:30	5:57			4:55	4:47	4:42				
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:13	1:18	1:30	0:57	1:10	1:45	1:42	1:28	1:12	1:16	1:37	1:39	1:13	1:10	1:08			2:04	0:51	0:51				
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	8:00	9:00	7:00	8:00	10:00	11:00	8:00	9:00	9:00	9:00	8:00	8:00	8:00	9:00			8:00	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		15:30	15:03	14:59	14:44		14:07	15:52	16:22	15:23		16:31	16:36	17:58	18:04			14:09	16:02					
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		11:30	11:55	11:45	11:41		10:51	12:49	13:01	11:35		12:11	13:02	14:14	13:40			14:05	13:05					
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	1.5			1.0	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%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%			99.9%	100.0%	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	3:50	3:41	3:53	3:53	3:50	3:48	3:58	3:51	3:59	4:10	4:11	4:09	4:08	4:14	4:04			4:03	3:55	3:41				
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:39	0:37	0:37	0:38	0:38	0:37	0:37	0:33	0:35	0:44	0:48	0:53	0:46	0:47	0:45			0:36	0:39	0:34				
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	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	3:54	4:07	3:56	3:51	3:33	4:00	3:56	3:51	3:55	4:40	3:57	4:06	3:52	3:47	3:53			3:49	3:44	3:58				
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:01	1:05	0:57	0:53	0:55	1:03	1:01	0:55	1:00	1:42	1:13	1:09	0:59	0:56	0:56			1:05	0:58	1:15				
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	5:00	5:00	5:00	5:00	4:00	5:00	4:00	6:00	4:00	4:00	6:00	6:00	5:00	4:00	5:00			5:00	4:00	5:00				
6. RECOLLECTS																													
6.1	Total specimens	Total number of patient episodes		number		7,228	6,787	6,455	6,062	6,380	7,290	6,898	6,179	6,135	6,155	6,992	6,372	5,672	5,303	4,395			3,796	3,367	3,162				
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.4%	0.2%	0.2%	0.3%	0.2%	0.3%	0.3%	0.3%	0.3%	0.3%	0.4%	0.4%	0.3%	0.3%	0.3%			0.2%	0.2%	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						-										-					-				
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number						-										-					-				