

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				
					2/01/17	3/01/17	4/01/17	5/01/17	6/01/17	9/01/17	10/01/17	11/01/17	12/01/17	13/01/17	16/01/17	17/01/17	18/01/17	19/01/17	20/01/17	23/01/17	24/01/17	25/01/17	26/01/17	27/01/17					
1. CALL CENTRE																													
1.1a	Total inbound calls	Number of calls placed / received		number	Public	Public	1,654	1,457	1,364	1,564	1,475	1,561	1,493	1,436	1,539	1,547	1,494	1,589	1,500	1,582	1,583	1,469	1,580	1,508					
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number			578	536	552	633	640	670	666	631	631	677	693	713	638	679	717	684	678	701					
1.2	Total calls answered	Number of calls answered		number			1,625	1,439	1,347	1,546	1,456	1,544	1,478	1,409	1,513	1,513	1,484	1,581	1,462	1,570	1,568	1,453	1,565	1,487					
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent			1.8%	1.2%	1.3%	1.2%	1.3%	1.1%	1.0%	1.9%	1.7%	2.2%	0.7%	0.5%	2.3%	0.8%	1.0%	1.1%	1.0%	1.4%				
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent			0.7%	0.0%	0.5%	0.2%	0.3%	0.2%	0.6%	0.2%	0.5%	0.4%	0.6%	0.0%	0.9%	0.3%	0.3%	0.4%	0.2%	0.9%				
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds			30	30	18	21	21	22	16	30	20	24	21	11	41	20	16	19	17	19				
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number			73	44	24	37	39	26	17	68	43	55	25	20	79	31	32	22	27	32				
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1			percent			4.4%	3.0%	1.8%	2.4%	2.6%	1.7%	1.1%	4.7%	2.8%	3.6%	1.7%	1.3%	5.3%	2.0%	2.0%	1.5%	1.7%	2.1%				
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			14	10	7	11	13	9	9	10	11	11	8	8	9	9	9	8	9	9				
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			7	6	6	6	6	5	5	5	6	6	6	6	7	8	7	6	6	7				
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	9	10	9	6	8	7	8	10	9	7	8	10	10	9	9	7	9				
2.5	Long waits	Number of people waiting over 30 minutes			number			203	115	82	88	105	49	67	56	130	101	63	44	84	100	89	62	33	74				
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent			8.0%	5.1%	3.6%	3.5%	4.0%	2.0%	2.8%	2.3%	4.7%	3.8%	2.5%	1.9%	3.3%	3.8%	3.5%	2.4%	1.3%	2.9%				
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			745	566	531	499	500	592	546	461	444	446	581	494	512	451	463	511	449	496				
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent			99.3%	98.4%	98.7%	97.8%	97.8%	97.1%	98.5%	97.2%	97.1%	98.9%	97.8%	98.4%	98.8%	97.3%	98.7%	97.5%	98.2%	98.2%				
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			16	10	20	15	7	18	20	22	11	17	12	13	14	10	8	10	39	24				
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			9,449	8,285	8,325	9,827	9,670	9,483	9,087	9,134	10,238	9,643	9,542	8,892	9,324	10,117	9,422	9,446	9,129	9,192				
4.2	Patient tests	Total number of patient tests performed			number			37,496	35,227	35,784	42,960	43,347	41,134	39,530	39,495	44,188	42,722	41,375	38,085	40,613	44,902	41,741	41,954	39,581	39,774				
4.3	Urgent tests	Total number of urgent tests			number			380	282	297	378	367	356	396	324	380	366	379	322	453	414	328	394	368	347				
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%				
4.6	Critical results	Number of critical test results			number			45	37	35	46	29	32	32	36	38	41	43	23	35	33	45	32	37	27				
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			45	37	35	46	29	32	32	36	38	41	43	23	35	33	45	32	37	27				
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%	0.0%	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%	0.1%	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																								

						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		2/01/17	3/01/17	4/01/17	5/01/17	6/01/17	9/01/17	10/01/17	11/01/17	12/01/17	13/01/17	16/01/17	17/01/17	18/01/17	19/01/17	20/01/17	23/01/17	24/01/17	25/01/17	26/01/17	27/01/17	
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			5:21	5:38	5:15	5:09	5:04	5:12	4:53	4:57	7:01	5:13	5:12	5:13	5:13	5:58	5:29	5:18	5:04	5:21	
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			1:17	0:58	0:49	1:15	1:00	1:00	0:53	0:54	0:54	0:52	0:47	0:47	0:44	1:25	1:19	1:08	0:55	0:55	
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			8:00	9:00	8:00	8:00	7:00	7:00	7:00	7:00	9:00	9:00	8:00	9:00	8:00	10:00	9:00	8:00	8:00	10:00	
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes			5:19	5:54	5:43	6:01	5:56	5:42	5:18	5:12	7:48	5:34	5:46	5:36	5:33	6:19	5:34	5:22	5:21	5:38	
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes			1:12	1:09	1:13	2:06	1:52	1:31	1:17	1:07	1:27	1:12	1:19	1:10	1:05	1:48	1:26	1:11	1:10	1:13	
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			8:00	9:00	8:00	11:00	10:00	8:00	7:00	7:00	10:00	8:00	10:00	8:00	8:00	11:00	8:00	8:00	8:00	9:00	
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes			5:32	6:02	6:22	6:57	6:08	6:05	6:15	5:17	6:24	5:26	6:58	6:30	6:49	7:47	5:33	6:11	5:59	6:23	
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes			1:44	1:49	2:04	3:20	2:13	2:05	2:19	1:27	1:56	1:13	2:43	2:28	2:18	3:16	1:28	2:01	1:55	2:06	
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	8:00	6:00	6:00	6:00	6:00	7:00	7:00	6:00	7:00	8:00	8:00	7:00	6:00	7:00	
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes			5:21	5:53	5:42	6:01	5:58	5:44	5:18	5:11	7:04	5:36	5:50	5:41	5:38	6:23	5:37	5:26	5:22	5:45	
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes			1:14	1:12	1:16	2:09	1:55	1:32	1:18	1:09	1:32	1:16	1:26	1:14	1:08	1:52	1:26	1:17	1:13	1:19	
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			8:00	9:00	8:00	11:00	10:00	8:00	7:00	7:00	10:00	8:00	10:00	9:00	8:00	11:00	8:00	8:00	8:00	9:00	
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											N/A										
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				14:46	16:53		13:40	14:59	15:51	14:43		14:40	15:32	16:10	15:46		15:17	15:28	15:08	14:28	
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				11:29	13:31		10:01	11:47	11:56	11:35		10:40	11:52	12:06	11:46		12:03	11:28	11:59	10:53	
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		1.0	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.3	1.0	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			100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	99.8%	100.0%	99.8%	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			4:01	3:56	3:50	3:39	3:40	3:48	3:44	3:42	3:52	3:49	4:08	3:51	3:52	4:05	4:01	4:02	4:01	4:04	
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes			0:44	0:44	0:42	0:35	0:36	0:34	0:33	0:34	0:34	0:34	0:39	0:34	0:40	0:36	0:35	0:34	0:42	0:36	
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	5:00	5:00	5:00	6:00	5:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes			3:53	4:02	4:27	3:43	3:49	3:44	3:53	3:35	4:18	4:03	4:07	3:52	4:10	4:11	3:45	4:10	3:37	3:55	
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes			0:59	1:25	1:06	1:14	1:00	0:59	1:06	0:49	1:05	1:05	1:02	1:02	0:58	1:08	1:05	0:59	1:04	1:02	
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			4:00	5:00	5:00	4:00	6:00	4:00	4:00	4:00	6:00	6:00	5:00	5:00	6:00	6:00	5:00	5:00	5:00	6:00	
6. RECOLLECTS																										
6.1	Total specimens	Total number of patient episodes			number			6,440	5,701	5,637	6,813	6,574	6,384	6,086	6,109	7,070	6,518	6,305	5,938	6,225	6,998	6,270	6,274	6,135	6,113	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent			0.3%	0.4%	0.2%	0.2%	0.2%	0.2%	0.4%	0.3%	0.4%	0.4%	0.7%	0.3%	0.3%	0.3%	0.4%	0.4%	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										1						1					1
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											-