

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	
					30/01/17	31/01/17	1/02/17	2/02/17	3/02/17	6/02/17	7/02/17	8/02/17	9/02/17	10/02/17	13/02/17	14/02/17	15/02/17	16/02/17	17/02/17	20/02/17	21/02/17	22/02/17	23/02/17	24/02/17	
1. CALL CENTRE																									
1.1a	Total inbound calls	Number of calls placed / received		number	Public	1,791	1,633	1,567	1,680	Public	1,796	1,680	1,794	1,525	1,665	1,596	1,573	1,606	1,513	1,664	1,570	1,526	1,576	1,608	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number		742	660	685	761		729	709	829	695	695	704	738	724	668	712	678	729	737	764	
1.2	Total calls answered	Number of calls answered		number		1,755	1,614	1,548	1,661		1,750	1,655	1,758	1,496	1,631	1,579	1,559	1,584	1,476	1,631	1,556	1,518	1,572	1,595	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent		2.0%	1.2%	1.2%	1.1%		2.6%	1.5%	2.0%	1.9%	2.0%	1.1%	0.9%	1.4%	2.5%	2.0%	0.9%	0.5%	0.3%	0.8%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent		0.5%	0.8%	0.4%	0.7%		0.3%	0.4%	1.5%	0.9%	1.0%	0.3%	0.1%	0.4%	1.2%	0.4%	0.2%	0.1%	0.0%	0.3%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds		19	24	20	31		37	23	30	33	40	20	20	21	31	17	14	13	18	21
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number		57	29	38	47		147	51	71	88	119	32	32	29	45	47	14	21	16	36
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1			percent		3.2%	1.8%	2.4%	2.8%		8.2%	3.0%	4.0%	5.8%	7.2%	2.0%	2.0%	1.8%	3.0%	2.8%	0.9%	1.4%	1.0%	2.2%
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	12	10	8		14	14	11	11	10	9	10	8	7	11	12	8	11	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		6	7	9	9		9	8	7	7	7	7	6	7	6	9	7	7	7	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		9	11	9	8		13	11	10	9	11	10	9	9	9	11	10	9	9	9
2.5	Long waits	Number of people waiting over 30 minutes			number		102	142	152	86		254	209	107	83	96	90	71	54	52	163	131	72	103	77
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent		3.8%	5.3%	5.7%	3.2%		8.4%	7.4%	3.8%	3.0%	3.3%	3.2%	2.6%	2.1%	2.1%	5.5%	4.8%	2.6%	3.9%	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		520	602	489	527		531	588	462	497	449	459	511	500	460	448	433	504	421	445
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent		97.1%	96.3%	98.0%	97.7%		95.9%	96.1%	98.1%	96.8%	99.1%	96.3%	98.0%	97.8%	98.5%	97.1%	98.6%	97.2%	98.3%	97.8%
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		41	51	46	37		33	46	30	43	38	29	41	38	47	37	20	28	30	42
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		10,294	10,068	9,898	9,977		11,231	10,787	10,485	10,200	11,551	10,389	10,589	9,717	9,801	11,442	10,996	10,773	10,143	10,299
4.2	Patient tests	Total number of patient tests performed			number		43,242	43,650	42,892	43,327		48,439	47,563	45,126	44,312	49,283	45,333	46,262	40,930	42,020	47,523	45,709	45,268	41,835	42,559
4.3	Urgent tests	Total number of urgent tests			number		445	428	424	386		440	356	452	424	446	441	385	328	350	393	367	376	350	430
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		36	35	39	41		34	37	29	38	30	28	43	35	31	41	32	33	23	34
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		36	35	39	41		34	37	29	38	23	28	43	35	31	41	32	33	23	34
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%	77%	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		0.0%	0.0%	0.1%	0.1%		0.0%	0.0%	0.0%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.0%	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																				

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					30/01/17	31/01/17	1/02/17	2/02/17	3/02/17	6/02/17	7/02/17	8/02/17	9/02/17	10/02/17	13/02/17	14/02/17	15/02/17	16/02/17	17/02/17	20/02/17	21/02/17	22/02/17	23/02/17	24/02/17	
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		5:12	5:00	5:07	5:26		6:01	5:48	5:43	5:37	6:01	5:39	5:50	5:50	5:18	5:19	5:10	5:04	5:00	5:32
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		1:03	0:57	0:59	0:55		1:34	1:19	1:08	1:10	1:16	1:02	1:07	0:50	0:50	0:57	1:11	0:59	0:52	0:57
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	8:00	8:00	8:00		10:00	10:00	9:00	10:00	10:00	10:00	10:00	8:00	8:00	9:00	8:00	7:00	7:00	10:00
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes		6:11	5:41	5:40	5:43		6:28	7:05	7:00	6:55	11:40	7:28	6:13	6:04	5:35	6:27	5:54	5:25	7:18	5:44
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		2:00	1:37	1:32	1:12		2:00	2:39	2:26	2:30	7:23	2:40	1:30	1:03	1:08	2:05	1:51	1:17	3:08	1:10
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		10:00	9:00	9:00	9:00		10:00	11:00	11:00	10:00	14:00	11:00	10:00	10:00	8:00	10:00	9:00	8:00	11:00	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		6:29	5:54	5:56	6:04		6:17	6:34	6:32	7:21	10:25	5:39	6:31	6:21	5:38	6:44	6:18	6:33	7:34	7:14
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		2:16	2:01	2:03	1:38		2:15	2:28	2:13	3:09	7:55	1:01	2:05	1:34	1:37	2:44	2:26	2:28	3:37	2:49
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		7:00	6:00	6:00	6:00		6:00	11:00	11:00	11:00	14:00	10:00	7:00	7:00	6:00	7:00	8:00	7:00	8:00	10:00
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes		6:16	5:47	5:46	5:49		6:27	7:09	7:10	7:01	11:42	7:29	6:16	6:09	5:37	6:35	5:56	5:26	7:22	5:51
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		2:07	1:43	1:36	1:18		2:01	2:43	2:33	2:35	7:25	2:41	1:33	1:12	1:11	2:13	1:57	1:21	3:13	1:16
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		10:00	9:00	9:00	9:00		10:00	11:00	11:00	10:00	14:00	11:00	10:00	10:00	10:00	10:00	10:00	8:00	11:00	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 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			12:43	15:13	17:23			12:27	15:21	15:34		14:20	16:48	14:39	14:52		14:35	14:34	14:46	15:25
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			8:53	11:21	13:17			8:39	11:30	11:49		10:08	11:43	11:10	11:02		11:11	11:12	11:47	12:22
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			1.0	1.3	1.3			1.0	1.3	1.3		1.3	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		99.9%	100.0%	100.0%	99.9%		100.0%	100.0%	100.0%	100.0%	99.8%	99.9%	100.0%	100.0%	100.0%	99.8%	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		4:06	3:52	3:46	3:50		3:51	3:50	3:43	3:50	3:49	4:04	3:42	3:47	3:48	3:50	3:40	3:50	3:47	3:53
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	0:41	0:33	0:34		0:33	0:35	0:34	0:36	0:34	0:34	0:34	0:36	0:32	0:43	0:37	0:40	0:34	0:39
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		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
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes		4:01	3:59	4:05	3:47		3:51	4:00	4:05	3:45	7:46	4:14	3:57	4:16	3:50	4:04	3:59	3:56	3:59	4:35
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes		1:07	1:07	1:06	0:56		1:14	1:05	1:04	1:13	4:39	1:13	1:01	0:55	0:58	1:20	1:05	1:07	1:11	1:14
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	6:00	6:00	4:00		6:00	6:00	5:00	5:00	7:00	6:00	6:00	6:00	4:00	6:00	4:00	4:00	4:00	6:00
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number		7,035	6,669	6,656	6,601		7,672	7,076	6,931	6,743	7,525	6,799	6,832	6,171	6,281	7,350	6,692	6,647	6,341	6,312	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent		0.4%	0.3%	0.3%	0.2%		0.3%	0.3%	0.4%	0.2%	0.2%	0.4%	0.2%	0.4%	0.2%	0.4%	0.2%	0.2%	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					1
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					-					-						-					-