

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	27/02/17					6/03/17					13/03/17					20/03/17										
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri						
1. CALL CENTRE																														
1.1a	Total inbound calls	Number of calls placed / received		number	1,483	1,571	1,503	1,627	1,568	1,768	1,631	1,683	1,644	1,516	1,738	1,597	1,571	1,723	1,496	1,798	1,637	1,522	1,567	1,590	1,684	1,645	1,528	1,539	1,452	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	592	697	677	734	732	709	756	790	762	707	745	758	749	782	671	706	745	725	737	784	754	729	766	745	663	
1.2	Total calls answered	Number of calls answered		number	1,448	1,548	1,489	1,612	1,545	1,749	1,617	1,663	1,627	1,502	1,705	1,571	1,555	1,697	1,469	1,759	1,626	1,508	1,553	1,560	1,671	1,618	1,512	1,523	1,418	
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	2.4%	1.5%	0.9%	0.9%	1.5%	1.1%	0.9%	1.2%	1.0%	0.9%	1.9%	1.6%	1.0%	1.5%	1.8%	2.1%	0.7%	0.9%	0.9%	1.9%	0.8%	1.6%	1.1%	1.0%	2.3%
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%	0.7%	0.4%	0.3%	0.4%	0.3%	0.5%	0.5%	0.5%	0.0%	0.5%	0.8%	0.1%	0.4%	0.8%	1.0%	0.3%	0.6%	0.5%	0.8%	0.3%	0.7%	0.8%	0.5%	0.8%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	34	24	18	15	27	26	21	30	21	23	39	29	25	28	27	39	25	26	25	38	19	29	20	20	19
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	87	48	23	22	41	47	31	70	33	37	90	46	33	46	44	108	36	58	36	67	35	52	22	29	44	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	5.9%	3.1%	1.5%	1.4%	2.6%	2.7%	1.9%	4.2%	2.0%	2.4%	5.2%	2.9%	2.1%	2.7%	2.9%	6.0%	2.2%	3.8%	2.3%	4.2%	2.1%	3.2%	1.4%	1.9%	3.0%	
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	13	10	10	13	13	11	8	11	11	10	10	9	11	9	11	11	10	10	10	9	10	6	7	6
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	6	6	7	8	9	8	6	6	11	6	6	7	7	7	7	7	7	5	6	5	6	5	6	5
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	11	10	12	14	11	10	9	6	11	10	11	10	9	9	10	8	6	8	10	8	5	7	8
2.5	Long waits	Number of people waiting over 30 minutes		number	150	150	136	163	214	270	116	131	72	174	122	104	110	99	85	137	141	92	47	82	98	87	10	40	41	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	5.2%	5.3%	5.1%	6.0%	7.8%	9.6%	4.1%	5.3%	2.7%	6.4%	4.3%	3.7%	4.1%	3.8%	3.2%	4.9%	5.2%	3.4%	1.9%	3.2%	3.6%	3.3%	0.4%	1.6%	1.6%
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	435	459	515	433	464	450	472	505	472	457	437	483	477	454	440	430	433	506	476	451	452	418	468	450	409	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.8%	97.6%	96.9%	98.2%	98.5%	97.6%	96.4%	97.0%	98.3%	96.5%	96.6%	98.8%	98.0%	98.0%	97.2%	97.9%	99.0%	99.4%	99.6%	96.9%	98.3%	97.9%	96.0%	97.6%	
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	31	27	30	31	42	31	32	38	47	46	31	42	37	36	41	35	37	41	44	44	35	40	31	34	30	
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	11,374	11,334	10,944	10,872	10,670	11,741	11,446	10,419	10,733	10,415	11,909	11,328	11,224	10,944	10,173	11,639	11,226	10,885	10,491	10,133	11,257	10,896	10,046	10,491	10,224	
4.2	Patient tests	Total number of patient tests performed		number	46,988	46,739	46,373	44,614	44,174	48,051	47,679	43,920	44,537	42,894	49,241	47,080	45,975	43,583	42,593	46,789	46,072	44,727	41,665	41,400	45,974	46,090	45,913	42,016	42,214	
4.3	Urgent tests	Total number of urgent tests		number	451	426	385	361	394	402	493	371	379	375	451	423	401	363	441	418	417	343	355	454	412	486	319	379	380	
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	35	34	29	36	39	46	37	45	29	35	41	35	46	31	28	34	43	37	29	33	35	41	31	37	30	
4.7	Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)		number	35	34	29	36	39	46	37	45	29	35	41	35	46	31	28	34	43	37	29	33	35	41	31	37	30	
4.8	% of critical results phoned within 1 hour	Percentage of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; 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%	
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%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	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	2017					2018					2019					2020										
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri						
					27/02/17	28/02/17	1/03/17	2/03/17	3/03/17	6/03/17	7/03/17	8/03/17	9/03/17	10/03/17	13/03/17	14/03/17	15/03/17	16/03/17	17/03/17	20/03/17	21/03/17	22/03/17	23/03/17	24/03/17	27/03/17	28/03/17	29/03/17	30/03/17	31/03/17	
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	5:11	5:17	5:27	5:44	5:14	5:29	5:26	5:20	5:21	5:02	5:41	5:26	5:22	5:22	5:07	5:20	4:58	5:35	5:15	5:05	5:22	5:09	5:10	5:07	4:55
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	1:00	1:07	0:53	1:13	0:55	1:06	1:16	1:05	0:48	0:52	1:27	1:12	0:54	1:07	0:51	0:59	1:00	1:01	1:11	0:58	1:24	1:06	0:53	1:02	0:56
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	10:00	8:00	10:00	9:00	8:00	9:00	8:00	10:00	10:00	8:00	8:00	7:00	8:00	7:00	9:00	9:00	8:00	9:00	8:00	8:00	8:00	7:00
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:45	5:35	5:54	6:01	5:36	5:51	5:42	5:22	5:56	5:30	5:49	5:19	5:52	5:29	5:21	5:44	5:18	5:52	5:45	5:33	5:55	5:42	5:27	5:30	5:30
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:33	1:24	1:20	1:29	1:13	1:36	1:31	1:05	1:26	1:22	1:33	1:06	1:20	1:14	1:07	1:21	1:20	1:19	1:41	1:26	1:54	1:39	1:10	1:25	1:31
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	8:00	10:00	10:00	8:00	10:00	10:00	8:00	10:00	8:00	10:00	8:00	10:00	8:00	7:00	9:00	7:00	9:00	10:00	8:00	9:00	8:00	8:00	7:00	8:00
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:44	5:41	6:11	7:15	5:37	7:30	6:31	6:07	6:25	5:31	6:32	5:53	6:23	5:47	6:24	6:08	5:41	6:44	6:38	6:02	6:12	5:58	6:55	5:58	6:06
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:48	1:46	1:59	2:57	1:33	3:27	2:27	1:52	2:04	1:54	2:30	1:33	2:11	1:42	2:25	1:56	2:00	2:12	2:29	2:10	2:19	1:59	2:40	2:07	2:08
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	6:00	6:00	6:00	8:00	6:00	8:00	7:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	7:00	6:00	6:00	6:00	7:00	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	5:51	5:42	5:57	5:59	5:40	6:08	5:48	5:24	6:01	5:36	5:49	5:27	5:50	5:28	5:26	5:45	5:22	6:00	5:45	5:48	5:55	5:50	5:29	5:33	5:39
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:41	1:30	1:24	1:29	1:16	1:41	1:37	1:07	1:29	1:27	1:37	1:14	1:23	1:17	1:13	1:28	1:22	1:25	1:43	1:37	1:56	1:49	1:13	1:27	1:41
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	8:00	9:00	10:00	8:00	10:00	10:00	8:00	10:00	8:00	10:00	8:00	10:00	8:00	7:00	9:00	8:00	9:00	10:00	8:00	9:00	8:00	8:00	8:00	8:00
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		15:31	15:09	15:32	15:09		13:50	17:17	15:25	14:43		14:10	14:56	17:44	15:17		14:31	14:54	16:05	14:39		13:39	17:04	15:15	15:33
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		11:41	11:40	12:11	11:18		9:42	14:22	11:57	11:14		9:57	11:43	13:12	12:29		10:52	13:00	13:13	11:57		10:19	13:05	12:14	12:06
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		1.0	1.5	1.3	1.3		1.0	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.0	1.3	1.3	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	99.9%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	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	3:47	3:45	3:49	3:53	3:50	3:53	3:47	3:51	3:52	3:59	3:45	3:47	3:53	3:58	3:48	4:01	3:48	3:55	3:59	3:56	3:53	3:47	3:59	3:48	3:45
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	0:36	0:35	0:39	0:40	0:44	0:35	0:36	0:38	0:37	0:40	0:37	0:37	0:33	0:38	0:37	0:37	0:35	0:35	0:36	0:38	0:37	0:42	0:41	0:39
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	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	5:00
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:44	3:45	3:54	4:01	3:47	3:38	4:04	4:18	4:18	3:54	3:30	3:55	4:19	4:05	3:42	3:58	3:40	3:58	4:02	3:58	3:34	3:52	3:49	3:41	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	1:04	0:54	0:56	1:04	0:58	0:59	1:14	1:21	1:08	1:01	1:02	1:06	1:15	0:55	0:58	0:52	1:00	0:55	1:05	1:05	1:05	1:12	0:59	0:58	0:58
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	4:00	4:00	5:00	5:00	6:00	5:00	6:00	6:00	5:00	5:00	5:00	4:00	6:00	5:00	5:00	4:00	5:00	6:00	5:00	4:00	5:00	6:00	5:00	5:00	5:00
6. RECOLLECTS																														
6.1	Total specimens	Total number of patient episodes		number	7,053	6,934	6,732	6,609	6,632	7,412	7,015	6,413	6,563	6,489	7,428	6,985	6,622	6,423	6,358	7,226	6,731	6,665	6,229	6,188	7,050	6,652	5,999	6,348	6,325	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.4%	0.4%	0.3%	0.4%	0.2%	0.3%	0.4%	0.4%	0.2%	0.3%	0.2%	0.4%	0.4%	0.2%	0.3%	0.2%	0.4%	0.4%	0.1%	0.3%	0.2%	0.4%	0.3%	0.2%
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					3										5					5	
7.6	New complaints	Number of new complaints received this week		number					-					2										2					-	
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					-					2										2					-	