

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	
					3/04/17	4/04/17	5/04/17	6/04/17	7/04/17	10/04/17	11/04/17	12/04/17	13/04/17	14/04/17	17/04/17	18/04/17	19/04/17	20/04/17	21/04/17	24/04/17	25/04/17	26/04/17	27/04/17	28/04/17	
1. CALL CENTRE																									
1.1a	Total inbound calls	Number of calls placed / received		number	1,580	1,572	1,515	1,606	1,557	1,717	1,681	1,626	1,711	Public	Public	1,662	1,624	1,545	1,467	1,843	Public	1,748	1,569	1,550	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	730	711	751	728	726	737	775	750	789			656	640	680	635	718	Public	815	727	694	
1.2	Total calls answered	Number of calls answered		number	1,550	1,559	1,496	1,570	1,530	1,661	1,638	1,585	1,665			1,623	1,597	1,528	1,441	1,767		1,704	1,541	1,514	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	1.9%	0.8%	1.3%	2.2%	1.7%	3.3%	2.6%	2.5%	2.7%			2.4%	1.7%	1.1%	1.8%	4.1%		2.5%	1.8%	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	0.7%	0.0%	0.5%	1.8%	1.0%	1.0%	0.8%	0.7%	0.6%			2.0%	0.5%	0.0%	0.3%	1.3%		1.5%	0.4%	1.6%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	37	27	42	42	47	45	35	33	37			48	33	25	23	40		42	27	37
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	70	23	76	55	80	129	100	96	56			75	59	40	40	95		72	65	62
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1			percent	4.4%	1.5%	5.0%	3.4%	5.1%	7.5%	6.0%	5.9%	3.3%			4.5%	3.6%	2.6%	2.7%	5.2%		4.1%	4.1%	4.0%
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	16	12	9	10	9	9	9	7	11			18	8	8	9	15		11	10	10
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	10	7	6	6	7	7	7	6	7			9	8	7	6	9		6	8	6
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	8	7	9	10	9	8	9			13	9	9	8	13		10	9	11
2.5	Long waits	Number of people waiting over 30 minutes			number	251	162	45	80	96	85	81	45	151			319	103	73	75	237		136	113	192
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	8.2%	5.8%	1.7%	3.1%	3.5%	2.9%	2.9%	1.7%	5.5%			10.4%	3.7%	2.7%	2.9%	7.6%		4.8%	4.1%	7.0%
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	447	482	484	449	497	478	520	545			557	553	486	417	548		526	505	444
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	97.2%	97.1%	96.3%	96.7%	98.2%	98.0%	99.0%	97.5%	97.1%			96.9%	96.9%	97.1%	97.1%	97.1%		97.5%	98.6%	99.1%
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	33	51	42	30	39	31	51	47			37	41	41	44	50		43	37	47
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%
4. LAB																									
4.1	Patient episodes	Total number of patient episodes			number	11,844	10,914	10,115	10,322	10,360	11,363	10,606	9,663	9,728			11,384	10,732	10,012	9,603	11,458		10,474	10,277	10,129
4.2	Patient tests	Total number of patient tests performed			number	47,947	45,057	41,422	41,893	42,314	45,275	44,544	40,485	38,867			47,552	45,761	45,244	40,936	48,759		43,699	43,886	43,962
4.3	Urgent tests	Total number of urgent tests			number	453	404	403	426	376	410	389	376	389			522	348	360	325	413		359	346	366
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%
4.6	Critical results	Number of critical test results			number	44	32	36	37	27	47	33	37	35			66	49	41	39	40		54	42	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	44	32	36	37	27	47	33	37	35			66	49	41	39	40		53	42	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%	100%			100%	100%	100%	100%	100%		98%	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%	0.1%	0.1%	0.1%	0.1%			0.1%	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																				

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					3/04/17	4/04/17	5/04/17	6/04/17	7/04/17	10/04/17	11/04/17	12/04/17	13/04/17	14/04/17	17/04/17	18/04/17	19/04/17	20/04/17	21/04/17	24/04/17	25/04/17	26/04/17	27/04/17	28/04/17			
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	5:45	5:23	4:52	5:06	5:23	5:36	5:39	5:56	5:55			5:49	5:30	5:45	5:20	5:40		5:34	5:26	5:31		
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	1:12	1:08	1:04	1:01	1:07	1:24	1:23	1:03	1:06			1:14	1:15	1:02	0:54	1:19		1:00	1:00	0:51		
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	9:00	8:00	8:00	8:00	8:00	10:00	9:00	10:00	10:00			10:00	9:00	10:00	8:00	10:00		9:00	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	6:07	5:37	5:17	5:49	6:11	5:59	5:26	6:14	5:56			6:21	5:54	6:00	5:58	6:07		5:55	5:45	6:17		
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:30	1:20	1:26	1:42	1:57	1:47	1:09	1:17	1:03			1:45	1:37	1:16	1:31	1:45		1:19	1:20	1:37		
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	8:00	8:00	10:00	10:00	10:00	8:00	10:00	10:00			10:00	9:00	9:00	8:00	10:00		9:00	9:00	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	6:06	5:21	6:04	6:36	6:10	5:56	6:16	5:57			6:08	6:10	6:06	6:41	5:50		6:27	6:25	6:38		
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	1:51	1:42	2:12	2:28	2:22	1:58	2:34	1:53			2:01	2:07	1:43	2:29	1:56		2:13	2:37	2:11		
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	7:00	6:00	6:00	7:00	7:00	7:00	7:00	6:00			6:00	8:00	6:00	7:00	6:00		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	6:10	5:38	5:21	5:51	6:20	6:03	5:28	6:13	5:59			6:20	5:57	6:07	6:03	6:13		5:59	5:49	6:23		
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:34	1:23	1:34	1:46	2:02	1:51	1:11	1:19	1:06			1:46	1:42	1:22	1:34	1:52		1:24	1:25	1:41		
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	8:00	8:00	10:00	10:00	10:00	8:00	10:00	10:00			10:00	9:00	10:00	8:00	10:00		9:00	8:00	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		13:48	15:35	15:05	14:45									12:31	15:24	17:07			17:21	15:45		
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		10:35	12:33	11:55	11:26									8:32	12:10	13:36			15:49	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	1.3									1.0	1.3	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%	100.0%	99.9%	99.9%	100.0%	100.0%	100.0%					100.0%	100.0%	100.0%	99.9%	99.9%		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	4:01	3:56	4:02	4:03	3:57	3:56	4:12	4:11					4:14	4:01	3:52	3:49	4:09		4:05	3:51	4:06
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	0:37	0:38	0:44	0:40	0:35	0:40	0:38					0:40	0:38	0:38	0:39	0:42		0:42	0:39	0:50
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	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	3:59	3:53	3:47	4:14	4:09	3:53	4:02	3:56	4:36					4:04	4:04	3:53	3:57	4:00		4:21	3:50	3:49
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:58	0:58	0:59	1:05	0:57	1:01	1:03	1:01	0:57					1:05	0:58	0:58	1:03	0:59		0:56	0:53	0:53
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	6:00	4:00	4:00	6:00	5:00	5:00	6:00	5:00	6:00					6:00	6:00	6:00	4:00	6:00		6:00	6:00	4:00
6. RECOLLECTS																											
6.1	Total specimens	Total number of patient episodes		number	7,369	6,697	6,072	6,338	6,390	7,110	6,673	6,008	6,179					7,706	7,023	6,501	6,306	7,697		6,968	6,776	6,764	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.4%	0.2%	0.2%	0.2%	0.2%	0.2%	0.4%	0.3%	0.2%					0.2%	0.3%	0.2%	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					5												6					6	
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					-	