

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	Mon	Tue	Wed	Thu	Fri	
					31/07/17	1/08/17	2/08/17	3/08/17	4/08/17	7/08/17	8/08/17	9/08/17	10/08/17	11/08/17	14/08/17	15/08/17	16/08/17	17/08/17	18/08/17	21/08/17	22/08/17	23/08/17	24/08/17	25/08/17	28/08/17	29/08/17	30/08/17	31/08/17	1/09/17	
<b>1. CALL CENTRE</b>																														
1.1a	Total inbound calls	Number of calls placed / received		number	1,622	1,600	1,534	1,482	1,474	1,623	1,473	1,495	1,530	1,584	1,546	1,645	1,542	1,497	1,487	1,661	1,649	1,494	1,532	1,589	1,642	1,584	1,496	1,562	1,508	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	670	699	673	677	657	646	690	706	686	660	619	624	717	624	646	676	725	679	666	724	688	642	666	698	680	
1.2	Total calls answered	Number of calls answered		number	1,579	1,551	1,517	1,469	1,460	1,587	1,459	1,474	1,523	1,547	1,510	1,624	1,521	1,467	1,451	1,621	1,618	1,475	1,496	1,561	1,607	1,530	1,459	1,529	1,483	
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	2.7%	3.1%	1.1%	0.9%	2.2%	1.0%	1.4%	1.8%	2.3%	2.3%	1.3%	1.4%	2.0%	2.4%	2.4%	1.9%	1.3%	2.4%	1.8%	2.1%	3.4%	2.5%	2.1%	1.7%	
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	0.8%	0.7%	0.6%	0.6%	0.8%	0.9%	1.0%	1.0%	0.9%	1.1%	0.5%	0.7%	1.1%	1.6%	0.3%	0.3%	0.4%	0.9%	0.6%	1.0%	1.4%	0.2%	0.4%	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	35	32	23	19	29	25	27	37	36	43	33	31	33	36	26	34	22	38	27	33	37	28	22	35	
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	78	70	39	17	18	67	40	52	68	59	75	61	48	52	41	71	63	20	66	34	55	75	50	37	57	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	4.8%	4.4%	2.5%	1.2%	1.2%	4.1%	2.7%	3.5%	4.4%	3.7%	4.9%	3.7%	3.1%	3.5%	2.8%	4.3%	3.8%	1.3%	4.3%	2.1%	3.4%	4.7%	3.3%	2.4%	3.8%	
<b>2. COLLECTION CENTRES</b>																														
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	7	8	7	7	13	10	7	6	10	9	9	8	8	9	11	10	9	10	9	11	8	8	8	14	
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	9	6	7	6	7	7	5	5	6	6	6	5	7	6	6	8	6	7	7	6	7	5	6	10	
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	7	6	6	6	7	7	5	7	6	8	6	7	6	8	8	8	7	11	8	10	8	7	8	9	
2.5	Long waits	Number of people waiting over 30 minutes		number	70	51	53	21	50	80	53	26	20	80	43	23	32	29	74	66	61	50	102	43	127	50	25	59	175	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	2.7%	2.0%	2.3%	0.9%	3.1%	2.1%	1.1%	0.9%	3.4%	1.6%	0.9%	1.4%	1.2%	3.0%	2.5%	2.5%	2.3%	4.5%	1.8%	4.8%	1.9%	1.0%	2.2%	6.9%	
<b>3. HOME VISITS</b>																														
3.1	Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not home)		number	485	444	475	444	459	529	422	461	433	479	517	455	456	438	466	507	416	465	431	434	508	406	492	465	463	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.7%	97.3%	95.2%	95.9%	97.2%	98.1%	98.0%	98.4%	97.1%	97.5%	98.2%	97.1%	97.5%	98.1%	96.6%	97.8%	97.6%	97.4%	96.5%	97.8%	98.0%	98.2%	97.6%	95.9%	
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	39	31	38	34	39	44	26	32	36	31	43	38	33	30	59	44	36	27	38	31	37	36	29	34	31	
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%	
<b>4. LAB</b>																														
4.1	Patient episodes	Total number of patient episodes		number	11,313	11,310	10,664	10,775	10,506	11,988	11,404	10,640	10,741	10,556	11,758	11,541	10,653	10,851	10,777	12,129	11,567	10,624	10,680	10,459	11,605	11,548	10,171	10,976	10,427	
4.2	Patient tests	Total number of patient tests performed		number	42,782	42,425	41,881	40,496	41,475	46,530	45,004	41,336	41,941	41,784	45,470	44,282	42,101	41,588	42,185	46,803	44,594	40,328	39,997	40,370	43,228	44,258	38,818	40,251	41,171	
4.3	Urgent tests	Total number of urgent tests		number	398	372	386	338	419	437	408	380	346	398	408	410	391	362	446	450	403	365	392	392	450	462	371	376	441	
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	53	40	28	44	42	54	50	37	36	42	53	41	43	28	50	35	43	34	37	46	52	45	53	51	38	
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	53	40	28	44	42	54	50	37	36	42	53	41	43	28	49	35	43	34	37	46	52	45	53	50	38	
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%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	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%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	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																									

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	Mon	Tue	Wed	Thu	Fri		
					31/07/17	1/08/17	2/08/17	3/08/17	4/08/17	7/08/17	8/08/17	9/08/17	10/08/17	11/08/17	14/08/17	15/08/17	16/08/17	17/08/17	18/08/17	21/08/17	22/08/17	23/08/17	24/08/17	25/08/17	28/08/17	29/08/17	30/08/17	31/08/17	1/09/17		
<b>5. TURNAROUND TIME</b>																															
<b>NON-URGENT</b>																															
5.1a	Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:02	4:51	5:02	5:05	5:17	5:45	5:28	5:19	5:06	4:54	5:54	4:59	4:46	4:40	5:08	5:05	4:32	4:59	4:32	4:51	4:58	5:04	4:42	5:08	5:01	
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	0:45	0:44	0:51	0:44	0:47	0:54	0:48	0:42	0:39	0:44	0:50	0:43	0:43	0:41	0:41	0:51	0:45	0:49	0:43	0:49	0:53	0:54	0:40	0:57	0:45	
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	8:00	10:00	9:00	8:00	7:00	7:00	10:00	8:00	7:00	7:00	8:00	7:00	7:00	8:00	7:00	7:00	8:00	8:00	7:00	7:00	8:00	
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:36	5:42	5:25	5:47	5:46	6:25	5:53	5:45	5:41	5:22	6:39	6:26	5:05	5:18	5:43	6:02	6:05	5:30	4:49	5:08	5:53	5:32	5:00	5:31	5:18	
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:22	1:35	1:15	1:29	1:15	1:33	1:13	1:04	1:14	1:09	1:34	2:09	1:03	1:18	1:14	1:46	2:20	1:29	0:59	1:05	1:48	1:23	0:58	1:19	1:03	
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	8:00	9:00	8:00	10:00	9:00	8:00	8:00	7:00	10:00	10:00	7:00	7:00	9:00	10:00	10:00	8:00	7:00	7:00	9:00	8:00	7:00	8:00	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	7:26	5:45	5:48	5:50	5:34	7:07	5:47	6:39	6:03	5:38	6:59	6:22	5:32	5:30	5:49	6:14	6:29	6:02	5:12	5:26	6:16	6:19	5:28	5:28	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	3:15	1:59	1:42	1:38	1:37	2:29	1:38	2:11	1:46	1:49	2:06	3:08	1:46	1:40	1:30	1:58	2:58	2:08	1:35	1:59	2:17	2:19	1:39	1:35	2:05	
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	8:00	6:00	6:00	6:00	6:00	7:00	6:00	7:00	6:00	6:00	7:00	8:00	6:00	6:00	6:00	6:00	7:00	8:00	6:00	6:00	6:00	6:30	6:00	6:00	8:00	
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:55	5:48	5:27	5:51	5:48	6:29	5:58	5:48	5:49	5:19	6:39	6:30	5:09	5:25	5:51	6:12	6:09	5:36	4:56	5:09	6:00	5:42	5:04	5:38	5:19	
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	1:41	1:19	1:32	1:19	1:38	1:18	1:08	1:23	1:08	1:35	2:13	1:06	1:24	1:21	1:57	2:22	1:33	1:03	1:08	1:53	1:32	1:01	1:26	1:05	
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	8:00	9:00	8:00	10:00	9:00	8:00	9:00	7:00	10:00	10:00	7:00	7:00	8:00	10:00	10:00	8:00	7:00	7:00	9:00	8:00	7:00	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 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		14:22	15:41	14:48	15:05		14:52	15:00	14:37	15:08		13:30	15:05	16:34	16:22		14:33	15:41	15:18	13:59		13:30	14:49	15:53	16:12	
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		11:11	13:13	11:42	12:13		11:05	11:09	11:24	12:24		10:38	12:22	13:21	12:34		11:05	11:58	11:50	11:47		10:42	11:20	12:43	11:59	
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		1.0	1.3	1.3	1.3		1.0	1.3	1.5	1.3		1.0	1.3	1.3	1.3		1.0	1.0	1.3	1.5	
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%	100.0%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	99.9%	99.9%	
<b>URGENT</b>																															
5.9a	Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:49	3:46	3:49	3:49	4:00	3:58	3:45	3:48	3:48	3:45	3:53	4:22	3:37	3:47	3:59	3:57	3:39	3:45	3:42	3:47	3:44	3:41	3:41	3:42	4:44	
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:43	0:41	0:38	0:39	0:49	0:45	0:37	0:34	0:40	0:35	0:37	0:41	0:36	0:36	0:33	0:37	0:36	0:35	0:33	0:40	0:37	0:41	0:38	0:40	0:38	
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	6:00	6:00	6:00	6:00	6:00	6:00	5:00	5:00	6:00
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:44	3:41	4:19	3:43	3:56	4:04	3:45	3:55	4:06	3:42	3:25	3:51	4:19	3:47	3:55	4:08	3:50	3:47	3:40	3:51	3:51	3:46	3:56	3:30	3:41	
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	1:01	1:04	0:57	1:05	1:10	1:01	0:54	1:05	0:58	1:37	1:01	1:03	0:57	0:35	1:01	1:04	1:05	0:51	0:53	1:00	1:10	1:17	0:56	0:57	
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	4:00	6:00	4:00	4:00	6:00	4:00	6:00	6:00	4:00	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	
<b>6. RECOLLECTS</b>																															
6.1	Total specimens	Total number of patient episodes		number		6,627	6,354	6,065	5,998	6,191	6,935	6,546	5,882	6,149	6,199	6,877	6,386	6,129	6,110	6,282	7,357	6,383	5,871	5,861	5,930	6,581	6,487	5,632	5,924	6,103	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.3%	0.5%	0.4%	0.3%	0.3%	0.3%	0.4%	0.3%	0.2%	0.3%	0.3%	0.3%	0.4%	0.2%	0.4%	0.3%	0.4%	0.3%	0.3%	0.2%	0.3%	0.4%	0.4%	0.2%	
<b>7. QUALITY IMPROVEMENT</b>																															
7.1	Total issues / events	note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday" 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						13																				16	
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						-																				-	