

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	
					4/09/17	5/09/17	6/09/17	7/09/17	8/09/17	11/09/17	12/09/17	13/09/17	14/09/17	15/09/17	18/09/17	19/09/17	20/09/17	21/09/17	22/09/17	25/09/17	26/09/17	27/09/17	28/09/17	29/09/17	
1. CALL CENTRE																									
1.1a	Total inbound calls	Number of calls placed / received		number	1,607	1,647	1,650	1,595	1,460	1,656	1,618	1,544	1,586	1,459	1,512	1,571	1,474	1,566	1,459	1,448	1,529	1,569	1,502	1,470	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	658	734	766	677	625	677	681	677	693	655	610	692	638	716	637	604	676	718	668	631	
1.2	Total calls answered	Number of calls answered		number	1,507	1,553	1,575	1,558	1,446	1,613	1,601	1,517	1,576	1,419	1,488	1,535	1,459	1,536	1,414	1,419	1,501	1,548	1,475	1,434	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	6.2%	5.7%	4.6%	2.3%	1.0%	2.6%	1.1%	1.8%	0.6%	2.7%	1.6%	2.3%	1.0%	1.9%	3.1%	2.0%	1.8%	1.3%	1.8%	2.5%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.7%	2.7%	1.7%	0.6%	0.3%	0.3%	0.2%	0.7%	0.1%	1.2%	0.7%	1.2%	0.5%	1.1%	1.3%	0.8%	0.9%	0.6%	0.6%	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	56	71	50	32	19	34	19	30	20	36	17	27	26	35	34	42	30	25	28	31
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	143	184	140	75	22	68	35	50	48	63	70	40	21	71	70	64	53	49	57	47
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1			percent	8.9%	11.2%	8.5%	4.7%	1.5%	4.1%	2.2%	3.2%	3.0%	4.3%	4.6%	2.6%	1.4%	4.5%	4.8%	4.4%	3.5%	3.1%	3.8%	3.2%
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	12	13	6	12	10	12	14	13	10	11	12	12	8	10	11	10	11	8	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	7	8	9	7	10	7	8	9	7	8	10	9	7	7	8	8	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	14	8	6	8	11	10	9	9	10	10	10	8	9	11	8	8	8	8	8	8
2.5	Long waits	Number of people waiting over 30 minutes			number	127	156	46	62	141	99	114	124	59	114	138	129	49	94	203	99	102	57	93	118
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	3.8%	5.7%	1.6%	2.5%	5.4%	3.6%	4.3%	4.8%	2.4%	4.2%	5.0%	4.7%	2.0%	3.8%	8.1%	3.8%	4.0%	2.4%	3.9%	4.9%
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	489	401	464	476	474	524	433	480	493	445	503	408	535	485	453	516	438	487	451	464
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	97.3%	98.3%	98.3%	97.7%	98.9%	94.7%	98.2%	97.1%	96.6%	98.0%	98.0%	98.3%	96.8%	96.9%	97.6%	96.7%	97.0%	97.7%	96.9%	96.8%
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	44	23	31	26	46	38	36	38	43	29	42	32	40	49	40	25	21	33	36	40
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%
4. LAB																									
4.1	Patient episodes	Total number of patient episodes			number	12,505	11,769	10,734	10,850	10,916	11,816	11,361	11,208	11,027	10,610	11,894	11,531	10,651	10,592	10,524	11,354	10,970	10,578	9,924	9,895
4.2	Patient tests	Total number of patient tests performed			number	46,425	43,761	41,468	41,134	41,411	44,655	43,014	43,054	41,938	41,499	44,812	44,450	41,542	40,178	40,382	43,384	42,660	41,531	39,928	40,101
4.3	Urgent tests	Total number of urgent tests			number	440	328	419	338	461	428	331	358	378	396	435	407	374	403	341	374	395	397	382	415
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%
4.6	Critical results	Number of critical test results			number	52	52	40	56	40	44	40	32	37	43	50	43	34	31	41	46	54	43	42	39
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	52	52	40	56	40	44	40	32	37	43	50	43	34	31	41	46	54	43	42	39
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%	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%	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.0%
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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Item	Indicator	Definition	Target	Unit		4/09/17	5/09/17	6/09/17	7/09/17	8/09/17	11/09/17	12/09/17	13/09/17	14/09/17	15/09/17	18/09/17	19/09/17	20/09/17	21/09/17	22/09/17	25/09/17	26/09/17	27/09/17	28/09/17	29/09/17	
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	4:59	4:35	4:28	4:42	5:14	4:58	4:48	5:30	4:51	4:46	5:03	4:33	4:42	4:39	4:48	4:40	4:42	4:29	5:03	4:41	
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	0:53	0:46	0:42	0:39	0:46	0:54	0:42	0:42	0:53	0:45	0:48	0:46	0:45	0:40	0:44	0:42	0:46	0:43	0:42	0:36	
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	7:00	7:00	7:00	8:00	7:00	7:00	9:00	7:00	7:00	9:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	9:00	8:00	
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:39	5:05	4:54	5:36	5:47	5:18	5:09	5:47	5:16	5:05	5:27	4:49	4:54	5:25	5:05	5:40	5:20	5:09	5:32	5:07	
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	1:14	1:07	1:32	1:20	1:14	1:00	0:59	1:15	1:03	1:10	1:02	0:56	1:25	0:58	1:51	1:23	1:22	1:05	1:00	
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	7:00	7:00	8:00	9:00	7:00	7:00	10:00	7:00	7:00	9:00	7:00	7:00	9:00	7:00	9:00	8:00	7:00	9:00	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	6:02	5:32	5:06	5:32	5:47	5:16	6:09	6:10	5:45	5:05	5:39	6:04	5:30	5:44	5:36	6:17	5:37	5:18	5:58	6:19	
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:07	1:52	1:33	1:39	1:47	1:30	2:10	1:42	1:57	1:26	2:05	2:19	1:27	2:12	1:47	3:04	1:59	1:40	1:49	2:25	
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	5:00	6:00	6:00	5:00	6:00	7:00	6:00	5:00	6:00	7:00	6:00	6:00	6:00	6:00	6:00	6:00	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	5:47	5:08	5:01	5:38	5:55	5:23	5:09	5:55	5:23	5:05	5:30	4:55	4:58	5:32	5:10	5:45	5:31	5:12	5:38	5:08	
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:44	1:17	1:13	1:35	1:27	1:20	1:03	1:06	1:24	1:07	1:17	1:06	0:59	1:28	1:04	1:53	1:37	1:25	1:13	1:02	
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	7:00	7:00	8:00	9:00	7:00	7:00	10:00	8:00	7:00	9:00	7:00	7:00	9:00	7:00	9:00	8:00	8:00	9:00	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		14:34	14:43	15:01	16:16		14:39	15:48	13:54	16:38		13:06	14:57	15:44	15:36		15:09	15:50	16:43	15:34	
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		11:48	12:28	11:59	12:38		10:22	12:14	10:14	13:22		10:28	11:03	12:36	12:00		11:30	12:58	12:58	11:49	
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		1.3	1.3	1.3	1.5		1.0	1.0	1.3	1.3		1.3	1.3	1.5	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%	99.9%	99.9%	99.9%	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%	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	3:45	3:46	3:38	3:44	3:50	3:55	3:39	3:48	3:47	3:49	3:39	3:49	3:44	3:48	3:46	3:49	3:49	4:44	3:45	3:44	
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:41	0:38	0:38	0:41	0:44	0:42	0:35	0:37	0:40	0:38	0:35	0:36	0:41	0:41	0:38	0:40	0:45	0:33	0:35	0:33	
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	6:00	6:00	5:00	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	3:49	4:06	3:47	3:48	4:01	3:30	3:29	3:57	3:47	3:37	3:35	3:53	3:53	4:03	3:44	3:44	3:48	3:59	3:52	3:33	
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:02	0:57	0:55	0:58	0:58	0:56	0:53	0:53	1:00	0:55	0:57	0:55	0:52	1:00	0:53	0:55	0:57	0:53	0:58	0:50	
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	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	6:00	6:00	6:00	6:00	
6. RECOLLECTS																										
6.1	Total specimens	Total number of patient episodes		number		7,208	6,516	6,026	6,057	6,241	6,844	6,258	6,265	6,166	6,291	6,933	6,504	6,100	6,004	6,105	6,720	6,372	6,304	5,989	6,158	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.4%	0.4%	0.3%	0.2%	0.4%	0.0%	0.5%	0.3%	0.4%	0.3%	0.2%	0.4%	0.3%	0.2%	0.2%	0.3%	0.4%	0.2%	0.2%	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						17										17					18	
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	