

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	
					2/10/17	3/10/17	4/10/17	5/10/17	6/10/17	9/10/17	10/10/17	11/10/17	12/10/17	13/10/17	16/10/17	17/10/17	18/10/17	19/10/17	20/10/17	23/10/17	24/10/17	25/10/17	26/10/17	27/10/17	
1. CALL CENTRE																									
1.1a	Total inbound calls	Number of calls placed / received		number	1,586	1,484	1,473	1,495	1,493	1,718	1,590	1,494	1,472	1,511	1,596	1,526	1,475	1,449	1,596	Public	1,863	1,573	1,593	1,506	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	589	673	648	686	624	709	695	661	679	671	628	644	653	650	730		781	660	727	711	
1.2	Total calls answered	Number of calls answered		number	1,538	1,450	1,433	1,461	1,457	1,636	1,550	1,461	1,440	1,476	1,570	1,502	1,457	1,434	1,568		1,801	1,543	1,559	1,464	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	3.0%	2.3%	2.7%	2.3%	2.4%	4.8%	2.5%	2.2%	2.2%	2.3%	1.6%	1.6%	1.2%	1.0%	1.8%		3.3%	1.9%	2.1%	2.8%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	1.9%	1.0%	0.9%	0.7%	0.8%	2.4%	0.6%	0.6%	0.7%	0.5%	0.2%	0.3%	0.6%	0.2%	0.7%		1.0%	0.9%	0.7%	1.3%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	42	31	39	30	33	59	33	32	37	36	32	22	29	23	39		47	34	36	43
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	75	63	58	45	62	130	69	62	68	70	72	42	43	35	65		153	39	64	74
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1			percent	4.7%	4.3%	3.9%	3.0%	4.2%	7.6%	4.3%	4.2%	4.6%	4.6%	4.5%	2.8%	2.9%	2.4%	4.1%		8.2%	2.5%	4.0%	4.9%
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	14	10	12	9	12	12	9	10	9	13	9	11	8	8		13	11	9	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	8	8	8	7	7	6	9	8	7	7	6	6	7	8	11		9	7	7	7
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	10	7	7	7	10	12	8	7	6	7	9	8	6	6	9		8	5	6	8
2.5	Long waits	Number of people waiting over 30 minutes			number	137	125	114	103	132	271	188	63	88	131	222	116	131	64	200		226	139	90	108
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	5.0%	4.7%	4.6%	4.2%	4.9%	9.3%	6.9%	2.3%	3.3%	4.6%	7.6%	4.0%	4.7%	2.4%	7.5%		7.7%	5.7%	3.6%	4.0%
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	525	435	477	441	465	498	436	517	470	455	518	432	488	457	468		550	564	476	457
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	97.9%	97.2%	98.5%	97.5%	98.1%	96.8%	98.6%	97.9%	97.2%	98.0%	97.1%	97.0%	97.5%	97.6%	97.2%		98.9%	98.8%	97.1%	97.4%
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	40	30	36	37	50	32	27	40	36	27	35	31	34	33	44		36	33	33	20
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%
4. LAB																									
4.1	Patient episodes	Total number of patient episodes			number	10,853	10,465	9,779	9,722	9,832	11,113	10,606	10,290	9,769	10,084	11,508	11,563	10,893	10,365	10,415		12,405	11,666	11,510	11,178
4.2	Patient tests	Total number of patient tests performed			number	43,702	42,982	40,495	39,507	40,170	44,369	44,081	41,536	39,385	40,689	43,660	43,703	47,876	39,218	39,616		45,212	43,398	42,460	41,998
4.3	Urgent tests	Total number of urgent tests			number	463	375	395	366	357	407	361	349	305	391	410	367	336	397	388		454	340	397	411
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%
4.6	Critical results	Number of critical test results			number	48	42	32	41	39	53	54	51	45	36	73	38	49	32	41		60	50	40	47
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	48	42	32	41	39	53	54	51	45	36	73	38	49	32	41		60	50	40	47
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%
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%	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%		0.1%	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																				

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	
					2/10/17	3/10/17	4/10/17	5/10/17	6/10/17	9/10/17	10/10/17	11/10/17	12/10/17	13/10/17	16/10/17	17/10/17	18/10/17	19/10/17	20/10/17	23/10/17	24/10/17	25/10/17	26/10/17	27/10/17	
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	4:41	4:18	4:18	4:18	4:33	4:53	4:56	4:35	4:37	4:29	4:22	4:24	4:33	4:20	4:39		4:55	4:29	4:41	4:38
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	0:45	0:46	0:36	0:47	0:57	1:10	0:50	0:46	0:44	0:47	0:45	0:52	0:45	0:49		1:05	0:47	0:53	0:54
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	7:00	7:00	7:00	7:00	7:00	8:00	8:00	8:00	7:00	7:00	8:00	7:00	8:00	8:00	8:00		9:00	7:00	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	5:42	4:58	4:56	6:35	6:54	6:19	7:14	7:40	5:18	4:54	5:05	4:36	4:53	4:31	5:26		5:37	5:14	4:47	4:58
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:53	1:25	1:21	2:51	3:08	2:26	3:28	3:56	1:25	1:07	1:26	0:55	1:09	0:54	1:34		1:46	1:29	0:58	1:11
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	7:00	7:00	10:00	10:00	10:00	10:00	11:00	10:00	7:00	8:00	7:00	8:00	8:00	8:00		10:00	8:00	7:00	7:00
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:51	5:20	5:31	6:30	7:15	6:37	5:59	7:24	4:20	4:55	5:01	5:40	5:16	4:54	5:23		6:32	5:20	5:06	5:31
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:20	1:46	2:02	3:01	3:32	3:13	2:30	3:48	0:55	1:26	1:45	2:06	1:49	1:38	1:54		2:52	1:52	1:37	2:06
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	6:00	7:00	10:00	7:00	10:00	11:00	7:00	6:00	5:00	7:00	6:00	5:00	6:00		7:00	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	5:51	4:58	4:55	6:37	7:01	6:19	7:20	7:46	5:29	4:58	5:08	4:36	4:55	4:37	5:32		5:40	5:14	4:50	5:02
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:59	1:27	1:23	2:56	3:12	2:26	3:34	4:00	1:34	1:14	1:26	0:59	0:53	0:58	1:41		1:50	1:30	1:03	1:15
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	7:00	7:00	10:00	10:00	10:00	10:00	11:00	10:00	7:00	8:00	7:00	8:00	8:00	8:00		10:00	8:00	7:00	7:00
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	14:08	16:20	14:45		14:17	16:17	15:09	14:25		15:04	15:28	17:22	17:03		13:24	16:44	16:28	
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		10:50	11:51	13:10	11:42		10:24	12:28	11:32	11:40		11:17	13:04	14:16	12:41		9:30	12:53	13:19	
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	1.0	1.3	1.3		1.0	1.3	1.3	1.3		1.3	1.3	1.5	1.5		1.0	1.5	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%	99.9%	100.0%	99.9%	99.9%	99.9%	99.9%	100.0%	99.9%	100.0%	99.9%	100.0%	99.9%	99.9%	99.9%		99.9%	100.0%	100.0%	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	3:55	3:47	3:49	3:39	3:48	4:01	3:42	3:59	3:53	3:53	4:01	3:55	4:04	3:55	4:02		3:55	3:56	3:52	4:11
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:45	0:40	0:40	0:32	0:38	0:39	0:35	0:38	0:39	0:45	0:36	0:40	0:40	0:35	0:42		0:40	0:37	0:34	0:54
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	6:00	5:00	6:00	5:00	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	4:07	3:59	3:48	3:47	4:03	4:02	3:39	4:02	3:40	3:50	3:28	3:44	3:49	3:56	3:59		3:44	4:00	3:53	3:30
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:06	0:53	0:52	0:58	1:20	1:08	1:00	1:05	0:54	0:56	0:49	0:48	0:48	0:50	0:49		0:59	0:52	1:03	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	6:00	6:00	6:00	7:00	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	6:00
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number		7,011	6,625	6,157	6,116	6,157	7,034	6,697	6,331	6,029	6,296	6,891	6,514	6,191	5,803	6,088		7,184	6,490	6,355	6,357
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.4%	0.3%	0.5%	0.4%	0.2%	0.6%	0.5%	0.4%	0.2%	0.3%	0.1%	0.4%	0.3%	0.3%		0.3%	0.4%	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						19										19					19
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										-					-