

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	
					30/10/17	31/10/17	1/11/17	2/11/17	3/11/17	6/11/17	7/11/17	8/11/17	9/11/17	10/11/17	13/11/17	14/11/17	15/11/17	16/11/17	17/11/17	20/11/17	21/11/17	22/11/17	23/11/17	24/11/17	27/11/17	28/11/17	29/11/17	30/11/17	1/12/17	
<b>1. CALL CENTRE</b>																														
1.1a	Total inbound calls	Number of calls placed / received		number	1,641	1,567	1,640	1,469	1,573	1,747	1,597	1,528	1,631	1,566	1,582	1,682	1,537	1,525	1,530	1,698	1,612	1,477	1,525	1,519	1,621	1,583	1,527	1,578	1,516	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	708	683	762	674	675	699	701	673	738	700	602	695	684	668	712	680	673	662	646	682	662	693	691	700	670	
1.2	Total calls answered	Number of calls answered		number	1,600	1,539	1,592	1,452	1,550	1,733	1,582	1,474	1,601	1,530	1,540	1,633	1,498	1,498	1,476	1,668	1,599	1,463	1,502	1,496	1,596	1,549	1,500	1,531	1,463	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	2.5%	1.8%	2.9%	1.2%	4.0%	0.9%	3.5%	1.8%	2.3%	2.7%	2.9%	2.5%	1.8%	3.5%	1.8%	0.8%	1.0%	1.5%	1.5%	1.5%	2.2%	1.8%	3.0%	3.5%	
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	1.0%	0.4%	1.3%	0.5%	2.0%	0.7%	1.2%	1.0%	0.4%	1.5%	1.6%	1.6%	0.6%	2.8%	1.3%	0.2%	0.8%	0.9%	0.9%	0.9%	1.9%	1.8%	1.7%	0.5%	
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	39	31	39	19	46	32	42	36	40	36	40	48	33	50	35	20	20	21	35	32	40	33	48	42	
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	73	64	79	17	58	85	66	68	75	64	71	82	74	67	74	76	23	23	33	46	66	77	65	77	72	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	4.5%	4.1%	4.8%	1.2%	3.7%	4.9%	4.1%	4.5%	4.6%	4.1%	4.5%	4.9%	4.8%	4.4%	4.8%	4.5%	1.4%	1.6%	2.2%	3.0%	4.1%	4.9%	4.3%	4.9%	4.8%	
<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	13	13	10	10	16	17	8	10	11	12	12	10	9	9	11	10	8	9	7	9	8	8	8	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	9	11	9	10	10	11	7	8	11	11	9	8	9	9	12	11	6	9	9	9	9	7	7	9	
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	8	8	9	8	9	8	7	7	8	11	10	8	8	7	10	7	7	6	7	10	7	8	7	9	
2.5	Long waits	Number of people waiting over 30 minutes		number	232	287	166	240	218	288	346	122	116	250	306	267	134	132	136	351	208	70	70	142	158	173	105	106	144	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	8.2%	9.9%	6.0%	8.7%	9.0%	11.5%	4.5%	4.1%	8.5%	9.7%	8.5%	4.4%	4.9%	4.4%	11.3%	6.9%	2.3%	2.4%	4.7%	4.8%	5.5%	3.5%	3.6%	4.7%	
<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	435	440	486	469	475	501	447	496	473	456	472	439	471	463	466	491	432	472	470	469	484	415	488	459	443	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	98.2%	97.7%	97.1%	98.5%	98.4%	97.8%	98.0%	97.5%	96.9%	95.1%	97.7%	97.0%	98.5%	97.6%	98.4%	97.7%	97.0%	98.3%	98.1%	97.9%	96.9%	98.0%	98.3%	97.3%	
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	42	25	31	36	39	40	30	32	34	37	33	28	35	42	34	37	30	33	41	35	48	35	21	45	34	
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	12,339	11,890	11,117	11,106	11,131	12,266	11,693	11,101	11,086	10,838	11,959	11,682	11,186	11,125	10,762	12,325	11,609	10,507	10,575	9,942	11,828	11,416	10,676	10,724	10,568	
4.2	Patient tests	Total number of patient tests performed		number	46,139	44,899	42,715	40,803	42,827	46,254	44,844	41,812	41,638	42,206	44,376	44,313	43,119	42,482	41,563	45,534	44,076	41,079	39,993	38,595	44,684	43,456	41,656	40,499	42,036	
4.3	Urgent tests	Total number of urgent tests		number	420	380	304	363	365	418	380	332	340	361	355	410	335	387	359	400	369	355	318	360	366	372	340	317	346	
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	43	39	45	29	47	37	44	35	48	42	55	35	37	24	33	58	45	28	39	53	42	30	45	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	43	39	45	29	47	37	44	35	48	42	55	35	37	24	33	58	45	28	39	53	42	30	45	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%	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	0.0%	0.1%	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	0.0%	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							
					30/10/17	31/10/17	1/11/17	2/11/17	3/11/17	6/11/17	7/11/17	8/11/17	9/11/17	10/11/17	13/11/17	14/11/17	15/11/17	16/11/17	17/11/17	20/11/17	21/11/17	22/11/17	23/11/17	24/11/17	27/11/17	28/11/17	29/11/17	30/11/17	1/12/17			
<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	4:18	4:21	4:23	4:21	4:23	4:38	4:22	4:27	4:20	4:36	4:14	4:15	4:27	4:16	4:22	4:20	4:25	4:18	4:27	4:34	4:19	4:13	4:19	4:26	4:28		
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	0:46	0:48	0:49	0:46	0:43	0:50	0:45	0:53	0:47	0:42	0:54	0:45	0:50	0:39	0:51	0:50	0:49	0:46	0:49	0:52	0:46	0:46	0:47	0:49	0:46		
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	7:00	7:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:24	5:38	4:56	5:01	5:17	5:35	5:02	5:21	4:25	4:48	4:49	4:42	5:04	5:35	4:51	4:52	5:01	4:54	4:48	5:59	5:30	4:44	4:38	4:32	4:46		
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:51	2:05	1:16	1:27	1:37	1:48	1:25	1:43	0:50	1:07	1:26	1:12	1:28	1:57	2:17	1:22	1:26	1:22	1:07	2:17	1:58	1:16	1:04	0:54	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	9:00	10:00	7:00	8:00	9:00	7:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	9:00	9:00	7:00	7:00	7:00	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	5:24	6:00	5:03	5:41	5:05	6:13	5:16	6:49	4:52	4:59	5:14	5:03	5:05	5:29	5:26	5:37	5:22	5:48	5:37	5:50	5:55	5:10	5:21	5:18	5:08		
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:09	2:36	1:51	2:17	1:53	2:40	1:51	2:58	1:32	1:33	1:42	1:44	1:38	2:09	2:22	2:08	2:06	2:20	2:09	2:24	2:18	1:52	1:50	1:41	1:48		
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	5:00	6:00	5:00	7:00	5:00	5:00	5:00	5:00	5:00	6:00	6:00	5:30	6:00	6:00	6:00	6:00	6:00	5:00	5:00	6:00	8:00	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	5:31	5:41	4:56	5:12	5:23	5:43	5:07	5:36	4:28	4:55	4:58	4:23	5:09	5:37	4:57	4:59	5:12	4:58	4:51	6:04	5:36	4:46	4:38	4:36	4:46		
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	2:11	1:20	1:40	1:42	1:54	1:29	1:48	0:55	1:12	1:33	1:20	1:32	1:59	1:26	1:29	1:36	1:25	0:36	2:25	2:04	1:20	1:07	0:58	1:06		
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	10:00	7:00	8:00	9:00	7:00	8:00	7:00	7:00	7:00	7:00	8:00	8:00	7:00	7:00	7:00	7:00	9:00	9:00	7:00	7:00	7:00	7:00	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		13:47	14:52	14:45	15:06		14:52	14:56	14:46	14:17			14:50	13:28	13:40	14:40						12:34	15:09	15:28	14:46		
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		10:37	12:10	11:47	11:36		11:03	11:08	12:05	11:05			12:24	11:27	12:19	11:58						9:36	12:00	12:43	11:20		
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	1.3			1.0	1.3	1.3	1.3						1.0	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	99.8%	100.0%	100.0%	99.9%	100.0%	99.9%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	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	3:50	3:46	4:00	3:54	3:50	3:57	3:50	3:55	3:48	3:45	3:45	3:49	3:54	3:55	3:53	3:56	4:03	3:59	4:06	3:55	3:38	3:53	3:52	3:51	3:53		
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:37	0:35	0:37	0:35	0:30	0:24	0:29	0:29	0:30	0:23	0:34	0:36	0:34	0:37	0:37	0:37	0:40	0:40	0:36	0:25	0:27	0:36	0:31	0:36	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	5:00	6:00	6:00	6:00	6:00	5:00	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	5:00	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	4:20	3:47	4:32	3:52	4:02	3:57	4:05	4:07	3:55	3:41	3:38	3:43	3:46	3:52	3:42	3:57	3:53	4:05	4:08	4:18	3:41	3:51	4:02	3:52	4:06		
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:57	0:55	1:46	0:55	0:57	0:49	0:57	0:50	0:44	0:53	0:55	0:50	0:47	0:51	1:01	0:55	1:00	1:00	1:01	1:06	0:57	0:59	0:55	0:50	1:03		
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	7:00	6:00	6:13	6:00	5:45	6:00	6:00	6:00	5:00	5:00	6:00	6:00	5:00	6:00	4:30	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	7,057	6,760	6,377	6,201	6,513	7,256	6,863	6,345	6,387	6,425	7,032	6,860	6,450	6,331	6,323	7,042	6,654	6,255	6,163	5,942	7,244	6,706	6,312	6,250	6,459			
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.2%	0.3%	0.2%	0.5%	0.4%	0.4%	0.3%	0.3%	0.4%	0.5%	0.5%	0.3%	0.4%	0.3%	0.3%	0.3%	0.4%	0.4%	0.2%	0.3%	0.2%	0.3%	0.4%			
<b>7. QUALITY IMPROVEMENT</b>																																
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																					21		
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					-																					-		