

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	
					4/12/17	5/12/17	6/12/17	7/12/17	8/12/17	11/12/17	12/12/17	13/12/17	14/12/17	15/12/17	18/12/17	19/12/17	20/12/17	21/12/17	22/12/17	25/12/17	26/12/17	27/12/17	28/12/17	29/12/17	
1. CALL CENTRE																									
1.1a	Total inbound calls	Number of calls placed / received		number	1,645	1,581	1,586	1,522	1,500	1,677	1,533	1,523	1,572	1,576	1,631	1,605	1,663	1,569	1,534	Public	Public	1,307	1,106	1,075	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	647	679	735	678	640	678	710	691	713	634	640	682	748	665	643			424	348	398	
1.2	Total calls answered	Number of calls answered		number	1,584	1,555	1,557	1,482	1,468	1,649	1,504	1,495	1,531	1,549	1,587	1,570	1,630	1,535	1,494			1,272	1,075	1,044	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	3.7%	1.6%	1.8%	2.6%	2.1%	1.7%	1.9%	1.8%	2.6%	1.7%	2.7%	2.2%	2.0%	2.2%	2.6%			2.7%	2.8%	2.9%
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%	0.7%	0.8%	2.1%	1.4%	0.4%	0.3%	1.2%	1.4%	0.5%	0.9%	1.0%	1.5%	0.9%	1.4%			1.9%	0.9%	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	48	37	44	39	39	34	40	44	37	38	25	50	63	74	72			44	43	37
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	80	56	71	66	59	83	75	75	65	76	79	56	64	77	73			56	48	48
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1			percent	4.9%	3.5%	4.5%	4.3%	3.9%	5.0%	4.9%	4.9%	4.1%	4.8%	4.8%	3.5%	3.9%	4.9%	4.8%			4.3%	4.3%	4.5%
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	11	9	8	7	9	10	9	7	8	11	8	6	5	4			6	5	6
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	8	8	7	8	9	7	9	7	7	8	6	5	5			5	3	3
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	12	10	9	7	7	10	7	8	8	8	10	9	9	7	7			6	4	5
2.5	Long waits	Number of people waiting over 30 minutes			number	335	287	182	138	74	153	121	136	107	122	274	141	101	52	87			43	3	13
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	9.7%	8.5%	5.6%	4.4%	2.4%	4.4%	3.7%	4.3%	3.4%	3.9%	7.9%	4.4%	3.4%	1.9%	3.5%			2.5%	0.2%	0.8%
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	380	453	485	458	508	436	508	506	468	493	407	517	488	448			469	410	392
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	95.4%	97.1%	97.1%	97.9%	95.6%	97.6%	96.8%	97.4%	98.2%	98.7%	97.6%	98.3%	98.3%	98.6%	98.2%			96.6%	98.8%	98.0%
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	30	34	32	37	47	32	33	31	28	45	26	38	43	47			29	35	18
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%
4. LAB																									
4.1	Patient episodes	Total number of patient episodes			number	11,986	11,397	10,852	10,141	10,244	11,494	10,793	10,293	10,056	9,681	10,899	10,234	9,761	9,072	7,925			5,872	5,495	5,437
4.2	Patient tests	Total number of patient tests performed			number	46,326	44,909	42,577	39,985	41,305	45,426	43,891	42,642	40,191	39,150	42,589	40,811	38,492	34,446	30,419			20,668	20,762	20,679
4.3	Urgent tests	Total number of urgent tests			number	326	388	342	325	405	404	321	328	405	347	351	326	379	394	346			226	247	227
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%
4.6	Critical results	Number of critical test results			number	53	42	40	41	30	56	37	38	30	35	40	34	53	43	40			49	35	36
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	42	40	41	30	56	37	38	30	35	40	34	53	43	40			49	35	36
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%
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%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%			0.0%	0.0%	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	2017					2018					2019										
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri						
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	4:47	4:26	4:33	4:37	4:40	5:01	4:57	4:47	4:36	5:01	4:49	4:34	4:30	4:38	4:45			4:27	4:00	4:02
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	0:49	0:50	0:59	0:47	1:21	1:12	0:54	0:50	1:04	1:03	0:59	1:00	1:04	1:00			0:49	0:47	0:39
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	7:00	7:00	8:00	7:00	7:00	7:00	8:00	8:00	7:00	8:00	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	5:33	5:03	4:49	4:52	5:29	5:15	5:09	5:16	5:01	5:53	5:30	4:59	4:31	4:41	4:49			4:30	4:02	4:16
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:58	1:29	1:06	1:16	1:37	1:35	1:26	1:21	1:15	1:57	1:42	1:22	0:55	0:47	1:02			0:41	0:43	0:52
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	7:00	8:00	8:00	8:00	9:00	7:00	10:00	8:00	7:00	7:00	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	6:34	5:30	5:11	5:17	6:33	5:22	5:22	5:50	5:30	6:29	5:05	5:05	4:53	4:53	4:42			4:34	4:32	4:46
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	3:14	1:56	1:40	1:49	1:44	2:02	1:53	2:26	1:57	2:43	1:46	1:45	1:37	1:26	1:21			1:10	1:18	1:41
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	5:00	5:00	5:00	8:00	6:00	6:00	6:00	6:00	7:00	5:00	5:00	5:00	5:00	6:00			5:00	5:00	5:00
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:36	5:09	4:53	4:58	5:32	5:19	5:10	5:23	5:12	6:08	5:31	5:12	4:30	4:41	4:59			4:09	4:01	4:19
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:03	1:33	1:11	1:19	1:41	1:38	1:26	1:27	1:22	2:09	1:43	1:34	0:56	0:50	1:14			0:43	0:45	0:55
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	7:00	7:00	8:00	8:00	8:00	9:00	7:00	10:00	8:00	7:00	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		13:10	14:43	15:00	14:00		15:00	13:37	16:06	15:11		14:07	14:09	15:43	16:50			14:09	16:21	
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		9:38	11:40	12:02	11:20		11:40	10:59	12:30	11:24		10:25	11:21	12:44	13:34			11:32	12:45	
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		1.3	1.3	1.3	1.5		1.0	1.0	1.3	1.3			1.0	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%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	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	4:00	3:42	3:55	3:51	3:59	4:01	3:54	4:07	3:55	4:02	4:20	3:52	3:57	4:05	4:01			3:46	3:49	3:45
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	0:28	0:31	0:35	0:24	0:35	0:30	0:33	0:33	0:32	0:38	0:35	0:38	0:43	0:35			0:48	0:38	0:41
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	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	4:06	3:35	4:02	3:53	3:57	3:56	4:22	4:17	4:08	3:51	3:54	4:01	4:01	4:11			3:41	4:05	3:50
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:04	1:03	1:00	1:02	1:08	0:59	1:02	1:00	1:05	1:03	0:56	0:56	0:58	0:52	0:58			0:52	0:57	1:01
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	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. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number	7,466	6,990	6,668	6,284	6,432	7,504	6,953	6,664	6,511	6,276	7,195	6,692	6,198	5,721	4,920			3,589	3,369	3,257	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.3%	0.3%	0.4%	0.3%	0.2%	0.3%	0.2%	0.3%	0.3%	0.3%	0.2%	0.4%	0.3%	0.3%			0.2%	0.3%	0.4%
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					21						23					23					23
7.6	New complaints	Number of new complaints received this week		number					-						2					-					-
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					-						2					-					-