

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	2018					2019					2020					2021										
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri						
1. CALL CENTRE																														
1.1a	Total inbound calls	Number of calls placed / received		number	Public	Public	1,397	1,383	1,349	1,575	1,463	1,529	1,524	1,415	1,524	1,567	1,600	1,513	1,587	1,625	1,544	1,519	1,483	1,526	Public	1,565	1,515	1,597	1,571	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number			401	498	525	598	602	663	664	590	572	690	686	644	678	672	665	653	629	690		624	669	703	619	
1.2	Total calls answered	Number of calls answered		number			1,341	1,343	1,317	1,546	1,440	1,512	1,503	1,389	1,498	1,548	1,561	1,478	1,550	1,579	1,508	1,499	1,458	666		1,485	1,488	1,560	1,527	
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent			4.0%	2.9%	2.4%	1.8%	1.6%	1.1%	1.4%	1.8%	1.7%	1.2%	2.4%	2.3%	2.3%	2.8%	2.3%	1.3%	1.6%	1.6%		5.1%	1.8%	2.3%	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			3.0%	1.0%	0.4%	0.8%	1.5%	0.0%	0.8%	1.0%	0.5%	0.7%	0.6%	0.6%	0.7%	1.9%	0.8%	0.0%	0.5%	0.4%		2.9%	0.8%	0.9%	0.7%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds			49	42	47	44	39	30	40	35	38	34	45	39	47	42	36	27	29	32		58	36	42	41
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number			67	64	65	75	64	25	42	42	41	51	77	66	73	78	48	33	44	50		75	49	63	69	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent			4.8%	4.6%	4.8%	4.8%	4.4%	1.6%	2.8%	3.0%	2.7%	3.3%	4.8%	4.4%	4.6%	4.8%	3.1%	2.2%	3.0%	3.3%		4.8%	3.2%	3.9%	4.4%	
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	7	5	11	9	11	10	8	11	10	8	7	7	9	8	10	7	7		12	9	8	8
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	6	4	8	7	8	7	6	8	9	6	5	6	6	7	6	7	5		8	10	8	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			12	8	5	11	9	11	12	9	11	9	11	9	8	11	8	7	8	8		9	9	9	11
2.5	Long waits	Number of people waiting over 30 minutes		number			278	64	14	252	187	252	282	188	273	175	152	85	102	224	97	138	118	75		208	228	155	193	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent			9.6%	2.5%	0.7%	8.4%	6.1%	8.4%	9.7%	6.5%	8.4%	5.6%	5.2%	3.1%	3.5%	7.4%	3.2%	4.6%	4.0%	2.5%		6.3%	7.5%	5.2%	6.3%
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			605	520	474	436	376	522	507	471	454	416	479	514	496	474	401	479	465	509		485	529	528	524	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent			97.9%	97.3%	98.3%	98.4%	97.3%	98.5%	97.4%	97.0%	96.7%	96.6%	97.7%	97.5%	97.8%	97.7%	97.3%	98.1%	98.3%	97.8%		97.7%	96.8%	98.1%	96.6%
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	25	28	35	39	40	46	36	42	42	43	32	43	30	23	34	28	43		33	34	41	44	
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%	
4. LAB																														
4.1	Patient episodes	Total number of patient episodes		number			9,470	8,506	7,897	10,442	10,495	10,044	9,891	9,808	10,860	10,614	10,296	9,848	10,109	10,798	10,573	10,316	9,898	10,128		11,121	10,728	10,231	10,765	
4.2	Patient tests	Total number of patient tests performed		number			36,504	34,022	32,809	44,337	45,574	43,270	42,533	41,989	46,302	46,069	44,036	41,531	42,620	44,703	44,498	44,178	41,184	42,667		45,489	44,824	42,694	45,705	
4.3	Urgent tests	Total number of urgent tests		number			376	249	277	369	316	293	332	319	394	280	377	292	363	339	299	370	305	354		395	370	346	328	
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%	
4.6	Critical results	Number of critical test results		number			58	50	38	54	48	46	43	32	60	47	46	44	50	36	44	33	46	50		69	41	46	56	
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			58	50	38	54	48	46	43	32	60	47	46	44	50	36	44	33	46	50		69	41	46	56	
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%	
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%	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%		0.0%	0.0%	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	2018					2018					2018					2018											
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri							
					1/01/18	2/01/18	3/01/18	4/01/18	5/01/18	8/01/18	9/01/18	10/01/18	11/01/18	12/01/18	15/01/18	16/01/18	17/01/18	18/01/18	19/01/18	22/01/18	23/01/18	24/01/18	25/01/18	26/01/18	29/01/18	30/01/18	31/01/18	1/02/18	2/02/18		
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			5:15	4:46	4:37	4:29	4:18	4:32	4:35	4:27	4:43	4:38	4:54	4:47	4:33	4:45	4:34	4:59	4:41	4:57		4:41	4:29	4:37	4:35	
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			1:43	1:19	1:04	1:03	0:49	1:04	1:08	0:55	1:01	0:55	1:02	1:05	0:55	1:00	0:52	1:01	1:02	1:08		0:59	0:51	0:50	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			9:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00	7:00	8:00	7:00	7:00	8:00	8:00	7:00	7:00	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			5:12	4:44	4:45	4:49	4:59	4:48	4:38	4:34	5:26	5:11	5:06	5:45	5:16	5:06	5:24	5:07	4:37	5:29		5:04	5:14	4:48	5:32	
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes			1:35	1:14	1:10	1:23	1:28	1:18	1:08	1:03	1:43	1:29	1:15	2:04	1:35	1:20	1:43	1:06	0:58	1:39		1:20	1:35	0:59	1:48	
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			8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	9:00	8:00	8:00	10:00	8:00	8:00	9:00	7:00	7:00	9:00		9:00	8:00	8:00	10:00	
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes			5:22	4:53	5:10	5:23	5:26	5:33	6:30	5:06	6:19	5:27	4:57	5:43	5:29	5:36	5:44	5:21	5:06	5:52		5:07	5:30	5:24	5:53	
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes			2:05	1:45	1:40	2:10	2:11	2:40	3:06	1:46	2:53	2:00	1:34	2:27	2:26	2:04	2:11	1:56	1:38	2:15		1:47	2:08	1:46	2:35	
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	5:00	5:00	7:00	6:00	6:00	6:00	5:00	5:00	6:00	6:00	6:00	5:00	5:00	7:00		6:00	6:00	7:00	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			5:19	4:52	4:52	4:51	5:00	4:50	4:43	4:42	5:32	5:18	5:10	5:54	5:22	5:11	5:30	4:56	4:35	5:31		5:08	5:19	4:54	5:37	
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes			1:40	1:23	1:15	1:25	1:31	1:20	1:15	1:09	1:50	1:33	1:15	2:12	1:41	1:26	1:46	1:11	0:58	1:42		1:22	1:39	1:04	1:53	
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			8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	9:00	8:00	8:00	10:00	8:00	8:00	9:00	7:00	7:00	9:00		9:00	8:00	8:00	10:00	
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											N/A															
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				13:59	15:58		14:29	14:27	15:44	14:48			13:03	15:01	15:28	15:39							13:01	15:02	15:06	
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				11:09	12:55		10:39	12:23	12:56	12:24				9:40	11:33	12:27	12:21						9:25	12:28	12:09	
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	1.0		1.0	1.3	1.5	1.3				1.0	1.3	1.3	1.3						1.0	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			100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	99.9%	100.0%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%		99.8%	100.0%	99.9%	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			4:06	3:58	4:03	3:43	3:46	3:54	3:48	3:54	3:57	3:51	4:11	4:08	3:50	4:18	4:01	3:53	3:21	4:00		3:58	3:53	4:03	3:47	
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes			0:47	0:44	0:39	0:31	0:29	0:40	0:32	0:35	0:39	0:31	0:42	0:38	0:32	0:45	0:39	0:27	0:41	0:40		0:37	0:34	0:33	0:35	
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	5:00	5:00	6:00	6:00	4:00	5:00	5:00	6:00	5:00	6:00	6:00	6:00	6:00		6:00	6:00	6:00	5:00	
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes			3:56	3:38	3:40	3:43	3:58	3:43	3:42	3:54	4:04	4:24	3:53	4:00	4:14	3:49	4:33	3:56	3:59	4:39		3:48	4:10	4:14	4:02	
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	0:59	0:59	1:05	1:07	1:01	0:59	0:59	1:00	1:04	0:58	1:05	0:57	1:00	1:29	1:01	0:58	1:11		1:06	1:05	1:03	1:05	
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	5:00	6:00	6:00	6:00	5:00	6:00	6:00	5:00	6:00	5:00	6:00	6:00		6:00	6:00	6:00	6:00	
6. RECOLLECTS																															
6.1	Total specimens	Total number of patient episodes			number			6,384	5,602	4,979	6,990	6,930	6,480	6,379	6,359	7,387	7,006	6,644	6,265	6,478	7,062	6,825	6,679	6,484	6,464		7,326	6,812	6,360	6,807	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent			0.3%	0.3%	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	0.2%	0.3%	0.4%	0.3%	0.4%	0.3%	0.2%	0.3%	0.3%	0.3%		0.3%	0.4%	0.4%	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										2										4					6	
7.6	New complaints	Number of new complaints received this week			number										2										2					2	
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number										2										2					2	