

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	
					5/02/18	6/02/18	7/02/18	8/02/18	9/02/18	12/02/18	13/02/18	14/02/18	15/02/18	16/02/18	19/02/18	20/02/18	21/02/18	22/02/18	23/02/18	26/02/18	27/02/18	28/02/18	1/03/18	2/03/18	
1. CALL CENTRE																									
1.1a	Total inbound calls	Number of calls placed / received		number	1,684	Public	1,664	1,559	1,656	1,600	1,603	1,619	1,529	1,604	1,735	1,646	1,575	1,607	1,605	1,597	1,620	1,558	1,549	1,503	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	640		663	676	702	643	745	737	704	691	677	712	677	726	725	674	701	696	677	673	
1.2	Total calls answered	Number of calls answered		number	1,650		1,600	1,514	1,603	1,561	1,576	1,589	1,480	1,568	1,672	1,577	1,522	1,575	1,579	1,565	1,564	1,528	1,508	1,463	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	2.0%		3.9%	2.9%	3.2%	2.4%	1.7%	1.9%	2.4%	2.2%	3.6%	4.2%	3.4%	2.0%	1.6%	2.0%	3.5%	1.9%	2.7%	
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	0.2%		1.2%	1.8%	1.1%	1.6%	0.9%	1.2%	1.9%	0.4%	2.7%	3.0%	1.8%	1.4%	0.7%	1.3%	0.9%	0.7%	1.0%	
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	37		51	49	48	43	47	36	45	36	46	48	47	33	35	45	50	44	42	
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	52		80	76	81	58	80	48	71	38	86	69	78	35	53	78	76	72	68	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1			percent	3.1%		4.8%	4.9%	4.9%	3.6%	5.0%	3.0%	4.6%	2.4%	5.0%	4.2%	5.0%	2.2%	3.3%	4.9%	4.7%	4.6%	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	14			12	11	12			8	8	11	9	9	6	9	11	12	7	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	10		8	8	8	9	6	7	6	6	9	8	7	7	7	7	7	7	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	11		11	12	9	11	7	8	7	7	10	6	6	6	7	8	6	7	8	7
2.5	Long waits	Number of people waiting over 30 minutes			number	408		310	227	252	323	105	178	105	79	267	132	111	66	121	207	119	108	100	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	11.8%		9.2%	6.9%	8.0%	10.0%	3.6%	5.8%	3.6%	2.6%	8.4%	4.2%	3.7%	2.2%	4.0%	6.4%	3.9%	3.5%	3.4%	
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	529		578	563	551	474	440	535	495	484	481	406	538	454	473	445	448	534	475	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.2%		98.3%	96.8%	96.7%	97.5%	98.2%	98.3%	96.8%	97.5%	96.3%	96.6%	98.0%	97.8%	98.3%	97.1%	98.4%	98.3%	97.7%	
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	38		36	37	37	36	47	35	46	35	47	36	37	28	30	35	34	51	32	
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	12,098		12,160	11,883	11,407	12,377	11,292	11,431	10,757	10,901	12,741	11,913	11,607	11,452	11,639	12,564	12,434	11,810	11,806	
4.2	Patient tests	Total number of patient tests performed			number	49,662		48,756	47,527	46,537	49,853	45,886	46,142	43,330	43,794	48,976	47,194	46,147	45,654	46,237	48,691	48,358	47,595	45,644	
4.3	Urgent tests	Total number of urgent tests			number	427		338	350	378	437	358	371	344	386	354	414	401	373	379	428	360	369	399	
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	50		53	62	50	58	32	53	54	39	65	35	45	30	30	51	44	53	44	
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	50		53	62	50	58	32	53	54	39	65	35	45	30	30	51	44	53	44	
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	0.0%		0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.3%	0.1%	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																				

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri		
Item	Indicator	Definition	Target	Unit		5/02/18	6/02/18	7/02/18	8/02/18	9/02/18	12/02/18	13/02/18	14/02/18	15/02/18	16/02/18	19/02/18	20/02/18	21/02/18	22/02/18	23/02/18	26/02/18	27/02/18	28/02/18	1/03/18	2/03/18		
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	5:16		4:39	4:41	4:36	4:43	4:36	4:51	4:47	4:38	4:58	4:46	4:42	4:40	4:41	4:23	4:40	4:21	4:29	4:40		
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	1:33		0:55	0:56	0:53	0:59	0:49	1:10	1:11	0:49	1:09	1:00	1:07	0:59	0:43	0:40	0:44	0:46	0:41	0:44		
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	8:00	8:00	7:00	7:00	7:00	8:00	8:00	10:00	7:00	7:00	7:00	8:00	7:00	8:00	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	5:37		6:23	6:03	5:49	5:43	5:58	5:58	5:40	5:39	6:18	6:09	5:27	6:15	6:05	5:38	6:15	5:52	5:23	5:25		
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:52		2:37	2:16	2:06	2:06	2:08	2:15	2:05	1:48	2:32	2:19	1:51	2:35	2:05	1:59	2:23	2:14	1:34	1:29		
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		11:00	10:00	10:00	10:00	10:00	10:00	10:00	10:00	11:00	11:00	8:00	10:00	10:00	10:00	11:00	10:00	9:00	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	5:33		6:27	5:49	6:40	6:53	6:21	5:53	6:24	6:26	6:33	7:04	5:40	6:32	5:38	5:34	6:58	6:00	5:29	6:23		
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:03		3:01	2:22	3:14	3:28	3:05	2:25	3:17	3:09	3:12	3:10	2:32	3:13	2:10	2:22	3:20	2:38	1:49	2:46		
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		7:00	9:00	7:00	7:00	7:00	6:00	7:00	7:00	6:00	12:00	6:00	5:00	5:00	5:00	6:00	8:00	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	5:39		6:24	6:12	5:56	5:48	6:06	6:03	5:50	5:41	6:23	6:19	5:31	6:23	6:13	5:41	6:23	5:59	5:30	5:36		
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:01		2:40	2:24	2:13	2:12	2:02	2:26	2:14	1:50	2:39	2:26	1:55	2:42	2:12	1:59	2:29	2:23	1:43	1:37		
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		11:00	10:00	10:00	10:00	10:00	10:00	10:00	10:00	11:00	11:00	8:00	11:00	11:00	10:00	11:00	10:00	10:00	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				16:58	15:49		15:19	15:23	17:22	16:44		14:23	15:03	15:34	16:00		15:26	13:38	15:06	14:40		
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				14:39	13:03		12:03	11:39	12:52	13:24		11:04	13:01	14:09	12:55		11:00	12:37	12:19	11:26		
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	1.5		1.3	1.3	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	99.9%		99.9%	99.9%	98.0%	99.8%	100.0%	99.9%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.7%	99.9%	99.9%	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	4:08		3:51	4:00	3:50	3:51	3:53	4:01	3:51	4:00	4:01	3:58	3:55	4:04	4:14	3:53	4:02	4:05	3:54	3:55		
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:43		0:24	0:34	0:27	0:26	0:33	0:34	0:31	0:46	0:30	0:36	0:31	0:43	0:29	0:28	0:26	0:44	0:37	0:23		
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	6:00	6:00	6:00	6:00	5:45	5:00	5:00	5:00	5:00	5:00	5:00	5:15	4:45	5:45		
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:37		3:53	3:34	4:09	3:59	3:59	4:09	3:40	3:51	4:09	5:48	4:03	4:11	4:13	3:39	4:04	4:09	3:56	4:03		
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:01		1:02	1:04	1:06	1:06	1:02	1:03	1:02	0:58	1:10	1:17	1:06	1:01	1:02	1:07	1:07	1:17	1:02	1:11		
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	5:46	5:45	5:45	6:00	5:45	6:00	5:45	6:00	6:00	5:45	5:45		
6. RECOLLECTS																											
6.1	Total specimens	Total number of patient episodes		number		7,835		7,516	7,277	6,979	7,613	6,619	6,767	6,423	6,427	7,387	6,911	6,769	6,731	6,703	7,438	6,959	7,630	7,257	7,409		
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%		0.3%	0.2%	0.4%	0.3%	0.4%	0.3%	0.3%	0.3%	0.4%	0.4%	0.3%	0.4%	0.1%	0.3%	0.4%	0.2%	0.4%	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						6											7				7		
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				-		