

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 1/04/19	Tue 2/04/19	Wed 3/04/19	Thu 4/04/19	Fri 5/04/19	Mon 8/04/19	Tue 9/04/19	Wed 10/04/19	Thu 11/04/19	Fri 12/04/19	Mon 15/04/19	Tue 16/04/19	Wed 17/04/19	Thu 18/04/19	Fri 19/04/19	Mon 22/04/19	Tue 23/04/19	Wed 24/04/19	Thu 25/04/19	Fri 26/04/19	
1. CALL CENTRE																									
1.1a	Total inbound calls	Number of calls placed / received		number	1,584	1,525	1,432	1,440	1,389	1,493	1,373	1,358	1,400	1,368	1,457	1,342	1,446	1,663	Public	Public	1,536	1,648	Public	1,598	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	653	670	652	672	618	599	637	671	623	620	564	591	635	727			561	645		631	
1.2	Total calls answered	Number of calls answered		number	1,542	1,493	1,411	1,413	1,354	1,469	1,339	1,327	1,372	1,347	1,422	1,302	1,393	1,566			1,459	1,604		1,554	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	2.7%	2.1%	1.5%	1.9%	2.5%	1.6%	2.5%	2.3%	2.0%	1.5%	2.4%	3.0%	3.7%	5.8%			5.0%	2.7%	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	1.1%	0.2%	0.5%	0.3%	1.0%	0.3%	1.4%	0.8%	1.0%	1.2%	0.5%	1.3%	3.3%			1.8%	0.5%		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	32	22	30	34	32	29	29	42	39	32	46	48	47	68			58	34	35	
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	46	28	48	62	63	52	27	63	62	58	63	51	66	80			72	80		70	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	2.9%	1.8%	3.4%	4.3%	4.5%	3.5%	2.0%	4.6%	4.4%	4.2%	4.3%	3.8%	4.6%	4.8%			4.7%	4.9%		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	8	10	6	6	7	9	12	9	6	10	14	10	9	9			12	12		13
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	8	7	7	9	10	8	8	8	9	12	9	8	10			12	10		10
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	9	10	6	6	6	9	6	7	6	7	12	7	7	8			12	9		13
2.5	Long waits	Number of people waiting over 30 minutes		number	275	203	93	121	143	321	248	223	219	185	485	262	169	303			436	368		522	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	8.3%	6.0%	2.8%	3.7%	4.2%	8.6%	6.8%	6.5%	6.7%	5.6%	14.0%	7.5%	5.1%	8.9%			12.4%	10.3%	14.8%	
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	502	441	481	455	449	517	455	448	438	481	554	452	518	557			568	623		554	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	95.4%	98.0%	96.5%	98.5%	96.9%	97.9%	97.1%	96.0%	97.5%	97.7%	96.2%	96.0%	96.3%	95.9%			96.0%	97.1%	96.9%	
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	46	30	32	33	41	46	25	40	56	46	60	33	49	54			41	57		63	
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%	
4. LAB																									
4.1	Patient episodes	Total number of patient episodes		number	12,106	12,357	11,528	11,416	11,170	12,470	11,971	10,979	10,497	10,583	11,515	10,954	10,812	10,534			11,469	11,529		11,564	
4.2	Patient tests	Total number of patient tests performed		number	46,763	48,704	45,775	44,573	44,981	48,884	47,013	44,468	42,114	43,328	46,659	44,005	43,479	41,914			45,441	47,694		47,850	
4.3	Urgent tests	Total number of urgent tests		number	536	492	355	475	434	534	482	461	460	450	520	401	408	497			533	455		506	
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%	
4.6	Critical results	Number of critical test results		number	53	50	28	40	46	50	42	49	56	47	48	45	47	53			62	61		41	
4.7	Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)		number	53	50	28	40	46	50	42	49	56	47	48	45	47	53			62	61		41	
4.8	% of critical results phoned within 1 hour	Percentage of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)	greater than	98%	percent	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%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	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	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
					1/04/19	2/04/19	3/04/19	4/04/19	5/04/19	8/04/19	9/04/19	10/04/19	11/04/19	12/04/19	15/04/19	16/04/19	17/04/19	18/04/19	19/04/19	22/04/19	23/04/19	24/04/19	25/04/19	26/04/19	
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	4:24	4:17	4:12	4:11	4:18	4:24	4:16	4:18	4:51	4:38	4:31	4:06	4:08	4:21			4:22	4:24		4:18
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	0:50	0:47	0:42	0:39	0:42	0:49	0:36	0:38	0:48	0:40	1:06	0:38	0:39	0:47			0:49	0:56		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	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	5:55	5:49	5:08	5:20	5:27	5:34	5:42	5:26	4:55	6:03	5:50	5:20	5:00	5:01			5:11	5:29		5:23
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:19	2:17	1:37	1:47	1:51	1:57	1:58	1:45	1:15	2:05	2:20	1:51	1:31	1:27			1:36	1:57		1:45
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	10:00	8:00	8:00	8:00	10:00	10:00	8:00	7:00	11:00	11:00	9:00	7:00	7:00			7:00	9:00		9:00
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:58	6:46	5:26	5:40	5:52	5:40	5:38	5:24	5:27	6:43	6:15	5:54	5:35	4:48			5:02	5:27		5:13
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:46	3:29	2:06	2:32	2:27	2:22	2:11	1:59	1:54	3:00	3:10	2:59	2:38	1:31			1:49	2:17		2:08
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	4:00	7:00	5:00	5:00	5:00	5:00	5:00	5:00	6:00	5:00	5:00	5:00	5:00	5:00			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	6:03	5:55	5:16	5:34	5:35	5:42	5:46	5:29	5:00	6:10	5:54	5:28	5:04	5:08			5:14	5:29		5:29
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:28	2:22	1:44	1:59	1:58	2:04	2:04	1:50	1:20	2:14	2:28	1:59	1:32	1:33			1:40	1:59		1:52
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	10:00	8:00	9:00	9:00	10:00	10:00	8:00	7:00	11:00	11:00	9:00	7:00	7:00			8:00	9:00		9:00
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		15:53	15:44	15:25	15:24		15:03	15:23	15:35	16:16		13:46	14:38	17:03				12:21		
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		11:21	12:15	12:37	12:02		11:00	11:47	12:44	11:47		11:22	11:51	13:11				8:43		
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		0.8	1.3	1.3				0.8		
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%	99.8%	99.9%	100.0%	100.0%	99.9%	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	3:56	3:52	3:38	3:44	3:48	3:49	3:48	3:57	3:52	4:11	3:50	3:44	3:46	3:57			3:47	4:03		3:49
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:38	0:38	0:33	0:27	0:32	0:34	0:29	0:25	0:31	0:30	0:36	0:33	0:29	0:36			0:26	0:37		0:25
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	4:15	5:00	3:15	5:00	3:45	5:00	4:45	3:15	5:00	3:15	3:15	5:15			5:00	5:15		4:15
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:43	3:45	3:50	4:00	3:49	3:35	3:50	3:45	3:44	3:37	3:36	3:40	3:49	3:58			3:41	3:40		3:44
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:02	1:01	0:51	1:04	0:53	0:54	0:56	0:52	0:54	0:55	0:52	0:56	0:57	1:02			1:02	0:56		0:59
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	5:00	5:45	5:15	6:00	6:15	5:00	5:45	5:00	5:15	6:00	5:00	5:45	6:00	5:45			5:15	5:15		6:00
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number		7,382	7,457	6,780	6,944	6,948	7,736	7,308	6,820	6,602	6,656	7,482	7,079	6,790	6,729			7,729	7,596		7,637
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.4%	0.3%	0.2%	0.2%	0.3%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.4%	0.3%			0.5%	0.3%		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						4					4										4
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						-					-										-