

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				
					3/06/19	4/06/19	5/06/19	6/06/19	7/06/19	10/06/19	11/06/19	12/06/19	13/06/19	14/06/19	17/06/19	18/06/19	19/06/19	20/06/19	21/06/19	24/06/19	25/06/19	26/06/19	27/06/19	28/06/19					
1. CALL CENTRE																													
1.1a	Total inbound calls	Number of calls placed / received		number	Public	1,414	1,460	1,463	1,327	1,435	1,448	1,364	1,406	1,439	1,403	1,386	1,424	1,340	1,302	1,438	1,426	1,337	1,276	1,312					
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number		569	635	666	584	570	640	595	617	638	577	598	655	609	575	588	649	620	563	601					
1.2	Total calls answered	Number of calls answered		number		1,384	1,416	1,433	1,296	1,409	1,421	1,348	1,378	1,416	1,383	1,342	1,399	1,295	1,285	1,419	1,380	1,306	1,261	1,294					
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	2.1%	3.0%	2.1%	2.3%	1.8%	1.9%	1.2%	2.0%	1.6%	1.4%	3.2%	1.8%	3.4%	1.3%	1.3%	3.2%	2.3%	1.2%	1.4%					
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	0.5%	0.5%	1.1%	2.9%	0.9%	0.9%	0.3%	0.8%	0.5%	1.2%	2.8%	0.8%	2.5%	1.0%	0.5%	1.9%	1.3%	1.1%	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		35	38	44	49	36	36	26	37	31	42	68	36	54	46	34	36	33	30					
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number		61	72	69	53	69	41	33	51	61	63	68	65	65	51	45	69	61	58	54					
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent		4.3%	4.9%	4.7%	4.0%	4.8%	2.8%	2.4%	3.6%	4.2%	4.5%	4.9%	4.6%	4.9%	3.9%	3.1%	4.8%	4.6%	4.6%	4.1%					
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		9	7	6	6	9	9	6	6	7	7	6	5	5	4	4	7	5	3	5				
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	6	6	6	9	6	5	6	6	6	5	5	5	6	7	7	5	4	5				
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	7	8	9	7	8	5	7	8	9	6	5	5	5	8	9	7	6	7				
2.5	Long waits	Number of people waiting over 30 minutes		number		342	108	92	203	175	172	60	108	165	120	89	50	35	37	102	170	59	33	68					
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent		9.3%	3.3%	2.9%	6.4%	4.9%	5.0%	1.8%	3.4%	5.2%	3.5%	2.6%	1.6%	1.1%	1.1%	3.0%	5.0%	1.9%	1.1%	2.1%				
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		505	511	475	456	480	459	478	437	431	443	438	475	445	450	456	399	454	450	420					
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent		96.4%	96.1%	97.9%	96.3%	96.5%	96.3%	97.5%	97.7%	97.7%	97.3%	96.3%	98.1%	98.0%	97.1%	95.6%	98.0%	98.0%	97.3%	96.7%				
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		57	56	54	49	54	41	46	38	40	36	37	44	20	33	39	30	34	31	33					
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		13,201	11,729	11,904	11,316	12,623	12,771	12,069	11,579	11,371	12,749	12,680	11,645	11,357	11,190	12,724	12,086	11,256	11,002	11,031					
4.2	Patient tests	Total number of patient tests performed		number		48,504	44,043	44,082	44,088	48,199	48,110	46,300	44,020	45,050	47,084	46,821	44,251	41,157	42,278	47,126	45,270	42,440	40,306	42,800					
4.3	Urgent tests	Total number of urgent tests		number		562	406	467	458	531	478	407	463	450	520	439	456	383	468	580	479	426	384	416					
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%					
4.6	Critical results	Number of critical test results		number		63	42	46	41	63	54	56	45	39	67	35	42	43	42	52	41	40	51	48					
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		63	42	46	41	63	54	56	45	39	67	35	42	43	42	52	41	40	51	48					
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%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.1%	0.1%	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 3/06/19	Tue 4/06/19	Wed 5/06/19	Thu 6/06/19	Fri 7/06/19	Mon 10/06/19	Tue 11/06/19	Wed 12/06/19	Thu 13/06/19	Fri 14/06/19	Mon 17/06/19	Tue 18/06/19	Wed 19/06/19	Thu 20/06/19	Fri 21/06/19	Mon 24/06/19	Tue 25/06/19	Wed 26/06/19	Thu 27/06/19	Fri 28/06/19	
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		4:43	4:37	4:31	4:35	4:19	4:21	4:18	4:15	4:28	4:23	4:26	4:36	4:37	4:24	4:27	4:30	4:26	4:17	4:38
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		1:10	1:07	1:03	0:51	0:50	0:46	0:48	0:36	0:43	0:45	0:40	0:55	1:00	0:50	0:51	0:46	0:42	0:45	1:04
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	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		5:48	5:13	5:05	6:03	5:47	5:16	5:24	8:48	5:38	5:14	5:13	5:45	5:19	5:00	5:29	5:09	4:52	4:51	5:15
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		2:09	1:38	1:36	1:16	2:19	1:40	1:54	2:04	1:52	1:34	1:27	2:01	1:42	1:25	1:51	1:22	1:07	1:18	1:40
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	7:00	7:00	7:00	10:00	9:00	9:00	10:00	10:00	9:00	8:00	10:00	7:00	7:00	10:00	8:00	7:00	7:00	8:00
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes		5:54	5:02	5:03	5:13	5:23	5:46	5:31	5:58	5:19	5:47	5:17	5:44	5:53	5:43	5:55	5:24	5:19	5:09	5:41
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		2:45	2:04	2:00	1:55	2:15	2:27	2:20	2:32	2:16	2:37	1:50	2:16	2:26	2:23	2:40	1:59	1:56	2:09	2:20
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		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	5:00	6:00	6:00	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		5:56	5:17	5:05	3:57	5:57	5:28	5:29	9:00	5:44	5:24	5:21	5:57	5:22	5:09	5:35	5:13	5:01	5:01	5:14
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		2:17	1:44	1:37	1:25	2:25	1:51	1:56	2:10	1:57	1:41	1:33	2:14	1:43	1:32	1:56	1:26	1:15	1:27	1:40
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	7:00	7:00	8:00	10:00	9:00	9:00	10:00	10:00	9:00	9:00	10:00	7:00	7:00	10:00	9:00	7:00	7:00	8:00
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			14:30	15:40	15:49		15:46	15:16	15:26	14:42		15:08	14:39	14:57	14:37		15:25	18:23	15:29	16:06
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			11:01	13:15	13:09		11:52	11:57	12:32	12:31		10:38	11:43	11:27	11:44		11:20	14:53	12:51	12:11
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		1.3	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		99.9%	100.0%	100.0%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	100.0%
URGENT																									
5.9a	Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes		3:51	3:51	3:35	3:53	3:47	3:45	3:53	3:45	3:38	3:47	3:52	3:53	3:52	3:43	3:55	4:04	3:54	3:47	3:50
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes		0:34	0:36	0:31	0:34	0:33	0:31	0:40	0:26	0:27	0:34	0:30	0:31	0:28	0:29	0:28	0:37	0:26	0:33	0:34
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		4:45	3:15	4:15	5:00	3:15	5:00	3:45	3:15	3:45	4:45	5:15	4:00	4:45	4:00	5:45	5:15	4:00	4:00	5:00
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes		3:52	4:05	4:09	3:33	3:38	3:37	3:49	3:44	3:53	3:37	3:53	4:13	3:40	3:25	3:43	3:46	4:02	3:48	3:32
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes		1:06	1:12	0:59	0:56	0:57	0:55	1:04	1:01	0:50	1:03	0:51	0:56	0:58	0:57	1:03	0:59	1:01	0:58	0:52
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		6:15	5:15	6:00	4:45	5:45	5:15	6:00	4:45	5:15	5:15	6:15	6:00	5:15	4:45	5:00	5:15	6:00	5:45	5:15
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number		7,998	6,668	6,829	6,678	7,671	7,282	6,911	6,625	6,746	7,418	7,085	6,591	6,229	6,464	7,366	6,953	6,417	6,142	6,474	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent		0.3%	0.3%	0.4%	0.4%	0.3%	0.5%	0.3%	0.3%	0.3%	0.4%	0.4%	0.3%	0.3%	0.2%	0.5%	0.3%	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					5					5						5					5
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					-					-						-					-