

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 5/08/19	Tue 6/08/19	Wed 7/08/19	Thu 8/08/19	Fri 9/08/19	Mon 12/08/19	Tue 13/08/19	Wed 14/08/19	Thu 15/08/19	Fri 16/08/19	Mon 19/08/19	Tue 20/08/19	Wed 21/08/19	Thu 22/08/19	Fri 23/08/19	Mon 26/08/19	Tue 27/08/19	Wed 28/08/19	Thu 29/08/19	Fri 30/08/19
1. CALL CENTRE																								
1.1a	Total inbound calls	Number of calls placed / received		number	1,452	1,392	1,369	1,379	1,445	1,566	1,429	1,536	1,403	1,392	1,568	1,455	1,448	1,389	1,303	1,499	1,517	1,442	1,417	1,372
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	655	612	623	673	634	685	661	745	653	606	630	644	656	605	564	594	652	626	617	604
1.2	Total calls answered	Number of calls answered		number	1,431	1,368	1,334	1,357	1,417	1,516	1,400	1,504	1,378	1,347	1,530	1,425	1,427	1,366	1,267	1,447	1,477	1,407	1,391	1,356
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	1.5%	1.7%	2.6%	1.6%	1.9%	3.2%	2.0%	2.1%	1.8%	3.2%	2.4%	2.1%	1.5%	1.7%	2.8%	3.5%	2.6%	2.4%	1.8%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	0.3%	0.7%	1.3%	1.2%	1.0%	2.0%	1.1%	2.2%	1.8%	2.3%	2.1%	1.7%	0.8%	1.0%	1.4%	1.0%	1.7%	1.9%	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	23	32	49	39	34	47	43	48	37	50	40	40	45	32	35	45	46	30	31
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	47	24	64	46	60	77	68	73	61	61	78	70	71	49	61	74	67	57	47	32
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	3.2%	1.7%	4.7%	3.3%	4.2%	4.9%	4.8%	4.8%	4.4%	4.4%	5.0%	4.8%	4.9%	3.5%	4.7%	4.9%	4.4%	4.0%	3.3%	2.3%
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	7	7	5	5	6	7	8	5	6	8	12	7	6	5	5	8	7	6	7
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	7	6	6	4	5	8	5	4	5	5	7	7	5	5	6	6	7	5	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	8	7	7	7	10	10	8	7	7	7	8	7	7	7	6	8	5	6	6
2.5	Long waits	Number of people waiting over 30 minutes		number	139	106	99	98	166	203	108	76	71	123	253	138	90	88	96	168	69	61	59	60
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	4.2%	3.1%	3.0%	3.0%	5.2%	5.7%	3.1%	2.3%	2.2%	3.7%	7.4%	4.0%	2.9%	2.8%	2.9%	4.6%	2.0%	1.8%	1.8%
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	479	458	488	483	463	492	435	463	470	468	491	459	477	487	474	507	419	512	466	454
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	97.3%	97.4%	97.7%	96.9%	98.5%	97.8%	96.8%	96.8%	97.7%	96.8%	97.1%	98.5%	97.7%	96.7%	96.8%	97.8%	97.1%	97.3%	98.3%
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	50	38	40	42	45	40	43	35	43	32	48	50	56	50	44	47	31	49	39	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%	100.0%
4. LAB																								
4.1	Patient episodes	Total number of patient episodes		number	12,130	12,145	11,625	11,309	11,332	12,489	12,605	11,759	11,512	11,378	12,457	12,356	11,333	11,018	11,343	12,655	12,735	11,829	11,708	11,283
4.2	Patient tests	Total number of patient tests performed		number	45,782	46,086	44,595	42,952	43,439	46,855	47,241	44,972	43,703	43,362	46,753	47,056	42,758	41,098	43,896	47,246	46,852	44,432	43,370	43,009
4.3	Urgent tests	Total number of urgent tests		number	469	512	464	464	446	577	504	395	448	451	513	500	458	347	518	505	484	380	494	472
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%
4.6	Critical results	Number of critical test results		number	58	53	43	46	44	57	42	44	49	54	50	45	52	30	29	74	40	35	37	52
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	58	53	43	46	44	57	42	44	49	54	50	45	52	30	29	74	40	35	37	52
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%	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%	0.0%	0.4%	0.1%	0.1%	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	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																			

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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	4:29	4:13	4:19	4:18	4:19	4:26	4:20	4:29	4:08	4:06	4:39	4:20	4:11	4:07	4:16	4:14	4:27	4:13	4:13	4:20
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	0:45	0:39	0:36	0:41	0:37	0:50	0:40	0:47	0:36	0:36	1:06	0:54	0:44	0:39	0:41	0:45	0:45	0:42	0:45	0:41
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	7:00
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:21	4:57	4:58	5:22	5:18	8:00	5:58	7:13	6:19	5:25	5:56	5:07	4:43	4:46	6:16	5:59	5:22	5:07	5:01	5:07
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	1:20	1:09	1:44	1:35	4:22	2:20	3:39	2:42	1:54	2:21	1:40	1:13	1:18	2:39	2:27	1:39	1:33	1:31	1:26
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	9:00	9:00	11:00	11:00	11:00	14:00	9:00	10:00	7:00	7:00	7:00	11:00	11:00	9:00	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	5:37	5:05	5:15	5:45	6:02	7:53	4:32	6:56	4:55	6:01	6:17	5:30	4:47	5:30	6:51	6:26	5:24	5:14	5:45	5:21
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:13	1:46	1:46	2:25	2:36	4:24	1:18	3:46	1:37	2:37	3:03	2:13	1:35	2:13	3:34	3:06	2:11	1:56	2:18	1:58
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	6:00	4:00	5:00	5:00	11:00	5:00	14:00	6:00	5:00	5:00	5:00	5:00	7:00	5:00	8:00	5:00	6:00	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	5:31	5:08	4:59	5:25	5:23	8:07	6:05	7:24	6:29	5:28	6:03	5:11	4:50	4:53	6:31	6:05	5:29	5:16	5:06	5:13
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:44	1:34	1:13	1:49	1:41	4:28	2:24	3:51	2:52	2:00	2:27	1:44	1:21	1:22	2:56	2:36	1:46	1:42	1:36	1:34
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	9:00	9:00	11:00	11:00	11:00	14:00	9:00	10:00	7:00	7:00	7:00	11:00	11:00	10:00	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		14:45	15:41	14:40	15:30		15:20	14:38	16:03	15:26		16:07	16:54	16:37	15:34		14:01	14:47	15:56	13:41
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		10:27	12:19	12:33	12:04		10:45	12:15	12:48	12:15		11:46	12:58	13:07	11:29		10:08	11:23	12:10	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		1.0	1.3	1.3	1.3		1.0	1.3	1.3	1.3		1.3	1.3	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	99.7%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	99.4%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.8%
URGENT																									
5.9a	Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:52	3:51	3:56	3:37	3:51	3:59	3:57	3:50	3:42	3:51	4:01	3:54	3:49	3:50	3:49	4:03	3:59	4:02	3:52	3:53
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:30	0:29	0:24	0:23	0:27	0:37	0:37	0:30	0:31	0:37	0:42	0:37	0:36	0:33	0:31	0:41	0:37	0:44	0:33	0:38
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	3:45	3:45	4:15	4:15	5:15	4:15	4:00	3:35	4:00	5:15	4:45	3:45	3:15	4:00	4:15	3:45	4:15	4:00	6:15	3:45
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	4:09	3:46	3:28	3:39	4:00	3:59	3:58	3:27	3:26	3:38	3:52	3:25	3:53	3:22	3:52	3:37	3:36	3:31	4:00	3:47
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:58	0:56	0:56	1:02	1:05	1:02	1:00	0:58	0:56	1:05	1:05	0:58	1:10	0:58	1:16	0:54	0:59	0:53	1:09	0:55
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	5:45	5:00	5:15	5:15	6:15	5:15	5:45	5:00	7:15	5:45	5:15	5:15	5:15	6:45	6:00	5:00	5:00	6:45	6:00
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number	7,186	7,019	6,742	6,635	6,600	7,432	7,166	6,864	6,513	6,645	7,471	7,136	6,647	6,330	6,760	7,569	7,213	6,762	6,663	6,700	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.2%	0.2%	0.2%	0.3%	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	0.1%	0.3%	0.3%	0.3%	0.4%	0.3%	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					5											6					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