

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 2/09/19	Tue 3/09/19	Wed 4/09/19	Thu 5/09/19	Fri 6/09/19	Mon 9/09/19	Tue 10/09/19	Wed 11/09/19	Thu 12/09/19	Fri 13/09/19	Mon 16/09/19	Tue 17/09/19	Wed 18/09/19	Thu 19/09/19	Fri 20/09/19	Mon 23/09/19	Tue 24/09/19	Wed 25/09/19	Thu 26/09/19	Fri 27/09/19
1. CALL CENTRE																								
1.1a	Total inbound calls	Number of calls placed / received		number	1,574	1,532	1,514	1,417	1,449	1,600	1,472	1,419	1,490	1,443	1,504	1,481	1,381	1,455	1,391	1,532	1,442	1,380	1,345	1,423
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	603	696	676	600	599	687	651	642	694	634	631	687	634	614	614	632	662	643	627	664
1.2	Total calls answered	Number of calls answered		number	1,522	1,480	1,456	1,374	1,422	1,526	1,429	1,396	1,455	1,408	1,444	1,422	1,343	1,418	1,364	1,485	1,411	1,361	1,300	1,389
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	3.3%	3.4%	3.8%	3.0%	1.9%	4.6%	2.9%	1.6%	2.4%	2.4%	4.0%	4.0%	2.8%	2.5%	1.9%	3.1%	2.2%	1.4%	3.4%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	1.7%	2.9%	2.7%	2.2%	1.3%	2.3%	1.4%	0.5%	0.4%	1.1%	1.9%	2.0%	0.8%	1.5%	1.5%	2.1%	0.6%	0.3%	1.3%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	39	51	55	59	42	63	55	36	34	36	50	54	47	38	37	57	41	37	63
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	78	85	84	70	71	122	86	69	44	39	83	86	82	71	69	97	72	54	65
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1			percent	5.0%	5.6%	5.6%	4.9%	4.9%	7.6%	5.8%	4.9%	3.0%	2.7%	5.5%	5.8%	5.9%	4.9%	5.0%	6.3%	4.9%	3.9%	4.8%
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	10	8	5	8	7	10	9	8	6	6	9	9	7	8	6	9	7	6	6
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	7	5	6	6	7	6	7	5	8	8	8	6	6	6	9	5	6	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	4	8	6	7	7	6	6	6	8	6	5	6	7	7	5	5	5
2.5	Long waits	Number of people waiting over 30 minutes			number	268	134	37	161	116	195	194	149	46	116	202	191	93	79	91	188	76	52	63
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	7.4%	3.7%	1.1%	4.9%	3.4%	5.3%	5.5%	4.4%	1.4%	3.4%	5.3%	5.3%	2.8%	2.3%	2.6%	5.2%	2.3%	1.5%	1.9%
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	501	479	469	506	441	515	454	484	429	450	490	466	473	462	431	486	444	450	449
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.4%	96.5%	97.7%	97.2%	97.1%	97.1%	97.4%	97.9%	98.4%	96.4%	96.3%	97.0%	97.0%	98.3%	96.3%	96.8%	97.8%	97.1%	97.5%
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	48	42	38	30	38	42	35	39	40	41	44	44	44	52	33	39	35	40	47
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	12,976	12,468	11,985	11,707	11,128	12,732	12,327	11,616	11,484	11,204	12,824	12,397	11,337	11,564	11,194	12,401	11,279	10,702	10,512
4.2	Patient tests	Total number of patient tests performed			number	48,043	45,998	45,377	43,802	43,992	47,731	46,607	44,902	43,464	43,977	48,331	47,859	45,128	44,688	44,278	47,521	44,188	42,838	41,721
4.3	Urgent tests	Total number of urgent tests			number	452	439	481	365	424	498	396	396	404	419	561	507	386	469	449	492	453	382	410
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	37	37	49	35	28	56	43	51	53	52	55	42	63	49	48	55	41	37	28
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	37	37	49	35	28	56	43	51	53	52	55	42	63	49	48	55	41	37	28
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%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	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																			

						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		2/09/19	3/09/19	4/09/19	5/09/19	6/09/19	9/09/19	10/09/19	11/09/19	12/09/19	13/09/19	16/09/19	17/09/19	18/09/19	19/09/19	20/09/19	23/09/19	24/09/19	25/09/19	26/09/19	27/09/19	
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	4:18	4:20	4:14	4:05	4:18	4:21	4:18	4:38	4:44	4:40	4:27	4:14	4:17	4:17	4:43	4:03	4:15	4:12	4:42	4:24	
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	0:43	0:44	0:36	0:35	0:36	0:40	0:37	0:54	0:51	0:43	0:50	0:37	0:39	0:40	0:41	0:39	0:41	0:43	0:39	0:55	
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	8:00	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	5:56	5:42	5:03	5:03	5:14	5:32	5:47	5:42	5:19	5:40	5:48	6:00	5:08	5:38	6:16	5:40	5:12	6:16	5:43	5:54	
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:22	2:05	1:23	1:30	1:32	1:49	2:06	1:56	1:20	1:40	2:10	2:22	1:29	2:02	2:11	2:12	1:38	2:46	1:26	2:15	
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	7:00	8:00	10:00	10:00	10:00	9:00	10:00	10:00	11:00	8:00	10:00	11:00	10:00	8:00	11:00	7:00	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	6:22	6:28	5:24	5:31	5:15	5:50	5:55	6:27	5:39	5:07	6:40	6:13	5:06	6:15	6:06	5:56	5:10	6:16	6:01	5:47	
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	3:13	3:10	2:04	2:19	1:53	2:26	2:47	2:52	2:14	1:39	3:17	2:53	1:47	2:45	2:37	3:14	2:06	3:02	2:24	2:34	
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	6:00	5:00	5:00	5:00	5:00	5:00	8:00	6:00	5:00	7:00	8:00	5:00	6:00	6:00	5:00	5:00	5:00	7:00	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	5:58	5:49	5:05	5:05	5:19	5:40	5:52	5:44	5:28	5:54	5:59	6:07	5:15	5:50	6:21	5:45	5:23	6:24	5:55	5:52	
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:23	2:14	1:26	1:32	1:35	1:56	2:12	1:57	1:29	1:55	2:18	2:28	1:33	2:13	2:14	2:18	1:46	2:54	1:35	2:20	
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	7:00	7:00	9:00	10:00	10:00	10:00	10:00	10:00	11:00	11:00	9:00	10:00	11:00	10:00	9:00	11:00	7:00	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																					
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		14:15	15:13	14:35	15:27		14:40	16:31	14:53	15:01		13:09	13:55	14:25	17:00		15:50	15:31	15:45	14:03	
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		11:23	12:23	11:27	12:35		10:51	12:22	12:00	11:06		9:50	11:36	11:03	15:01		10:57	13:30	12:39	11:31	
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		1.0	1.3	1.3	1.3		1.0	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	99.8%	99.9%	100.0%	100.0%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	96.4%	99.8%	99.9%	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	3:50	3:48	3:59	3:45	3:44	3:57	4:02	4:05	3:56	3:58	4:06	3:59	4:07	3:44	3:30	3:46	3:54	3:39	3:47	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	0:29	0:27	0:29	0:32	0:28	0:42	0:32	0:40	0:34	0:28	0:40	0:40	0:45	0:20	0:18	0:26	0:29	0:31	0:28	0:36	
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	3:15	4:15	4:00	5:00	5:15	3:15	3:15	3:15	3:45	4:45	3:15	4:00	4:15	4:15	8:00	5:45	6:15	3:15	6:00	3:15	
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:42	3:22	3:25	3:48	3:59	3:50	3:40	3:38	4:04	4:05	3:44	3:35	3:59	3:28	3:41	3:42	3:35	3:50	3:42	3:59	
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	0:56	0:57	0:55	1:11	1:02	0:57	0:56	1:16	1:01	1:03	0:53	0:56	0:55	1:00	1:01	0:57	0:59	0:59	1:07	
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	5:00	4:45	5:00	6:00	6:00	5:00	5:00	5:45	5:45	6:00	4:15	5:45	5:00	5:45	6:00	5:00	6:00	6:00	5:45	
6. RECOLLECTS																										
6.1	Total specimens	Total number of patient episodes			number	7,798	7,174	7,055	6,722	6,857	7,604	7,163	6,856	6,639	6,790	7,745	7,222	6,852	6,853	6,882	7,736	6,849	6,682	6,675	6,708	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.4%	0.2%	0.3%	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	0.2%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.4%	0.2%	0.2%	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					7						7					7				7	
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					-						-					-				-	