

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	2019					2020					2021										
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri						
1. CALL CENTRE																									
1.1a	Total inbound calls	Number of calls placed / received		number	1,556	1,411	1,382	1,393	1,434	1,516	1,381	1,520	1,374	1,345	1,445	1,414	1,486	1,387	1,372	1,428	1,399	1,394	1,368	1,355	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	654	637	649	611	646	680	671	687	616	599	573	622	662	620	621	593	590	630	622	574	
1.2	Total calls answered	Number of calls answered		number	1,448	548	1,340	1,335	1,342	1,489	1,318	1,485	1,363	1,301	1,361	1,389	1,457	1,352	1,340	1,345	1,377	1,363	1,346	1,342	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	6.9%	6.3%	3.0%	4.2%	6.4%	1.8%	4.6%	2.3%	0.8%	3.3%	5.8%	1.8%	2.0%	2.5%	2.3%	5.8%	1.6%	2.2%	1.6%	1.0%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.9%	3.0%	0.8%	1.8%	2.2%	0.7%	3.0%	0.4%	0.2%	1.3%	3.0%	0.5%	0.2%	1.0%	1.5%	1.7%	0.5%	1.0%	0.5%	0.0%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	87	74	43	50	64	33	65	31	20	40	68	30	28	34	41	59	25	42	30	23
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	120	59	53	74	97	72	87	61	28	50	99	44	41	47	81	103	62	68	43	44	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	7.7%	4.2%	3.8%	5.3%	6.8%	4.8%	6.3%	4.0%	2.0%	3.7%	6.9%	3.1%	2.8%	3.4%	5.9%	7.2%	4.4%	4.9%	3.1%	3.3%	
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	13	8	7	9	10	8	9	9	5	10	7	7	8	8	9	10	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	8	8	5	5	7	8	7	6	5	7	7	7	7	6	6	7	6	5	5	7
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	9	6	7	7	7	7	6	5	7	5	6	5	4	7	8	5	5	6	9
2.5	Long waits	Number of people waiting over 30 minutes		number	399	224	118	168	168	236	121	99	32	163	60	92	108	60	110	158	104	74	59	179	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	10.4%	6.0%	3.4%	4.6%	4.7%	6.2%	3.4%	2.8%	1.0%	4.4%	1.6%	2.5%	3.1%	1.8%	3.1%	4.1%	2.9%	2.1%	1.7%	4.8%
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	475	456	457	452	451	418	455	498	490	461	492	442	484	466	458	438	397	461	450	442	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	95.8%	98.0%	96.5%	97.8%	97.6%	97.8%	98.5%	96.8%	98.2%	96.7%	97.4%	97.1%	97.7%	98.5%	96.3%	98.2%	98.0%	96.7%	97.6%	98.4%
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	37	34	42	34	33	48	43	33	43	43	45	37	29	28	35	38	23	40	35	49	
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	12,879	12,049	11,675	11,457	11,343	12,769	11,845	11,632	11,517	11,510	12,322	12,043	11,675	11,350	11,219	12,503	12,148	11,235	11,163	10,823	
4.2	Patient tests	Total number of patient tests performed		number	51,201	48,512	46,757	45,849	46,714	50,981	47,960	47,173	45,805	46,284	49,560	48,034	46,788	44,162	44,463	49,394	48,486	45,577	44,037	43,884	
4.3	Urgent tests	Total number of urgent tests		number	507	393	406	447	479	584	461	393	433	452	420	489	428	348	442	460	439	482	436	411	
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	41	44	48	62	54	59	40	46	29	43	54	56	41	51	36	54	55	43	38	51	
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	41	44	48	62	54	59	40	46	29	43	54	56	41	51	36	54	55	43	38	51	
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%	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%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	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		4/11/19	5/11/19	6/11/19	7/11/19	8/11/19	11/11/19	12/11/19	13/11/19	14/11/19	15/11/19	18/11/19	19/11/19	20/11/19	21/11/19	22/11/19	25/11/19	26/11/19	27/11/19	28/11/19	29/11/19
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	4:23	4:21	4:04	4:12	4:24	4:19	4:11	4:08	4:17	4:24	4:21	4:20	4:12	4:12	4:22	4:45	4:31	4:29	4:18	4:33
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	0:53	0:46	0:35	0:39	0:45	0:56	1:50	0:39	0:43	0:49	0:53	0:49	0:42	0:43	0:48	0:53	0:47	0:37	0:45	0:39
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	6:45	6:11	5:55	5:56	5:27	5:44	5:07	5:07	5:09	5:56	6:06	5:23	6:16	6:21	5:24	5:46	5:52	5:35	5:38	4:55
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	3:10	2:35	2:22	2:24	1:46	2:20	3:05	1:36	1:37	2:20	2:38	1:51	2:43	2:51	1:48	1:52	2:06	2:02	2:05	1:13
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	11:00	11:00	10:00	11:00	10:00	10:00	7:00	7:00	7:00	10:00	11:00	8:00	11:00	11:00	8:00	11:00	11:00	10:00	10:00	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	7:21	5:28	6:04	6:21	6:24	6:30	5:58	5:43	5:43	6:30	6:24	5:38	7:09	6:55	6:15	6:45	6:20	5:58	5:37	5:03
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	4:03	2:01	3:04	2:50	2:57	3:17	2:50	2:27	2:25	3:15	3:06	2:17	3:42	3:37	2:50	3:19	3:06	2:29	2:28	1:52
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	12:00	5:00	5:00	8:00	5:00	7:00	5:00	5:00	5:00	5:00	7:00	5:00	9:00	7:00	5:00	6:00	11:00	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	6:52	6:16	6:02	6:06	5:34	5:58	5:11	5:13	5:16	6:08	6:14	5:31	6:20	6:27	5:32	5:55	5:57	6:11	5:41	5:00
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	3:18	2:43	2:30	2:35	1:53	2:32	1:44	1:43	1:41	2:30	2:43	1:59	2:47	2:58	1:55	2:06	2:11	2:10	2:10	1:17
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	11:00	11:00	10:00	11:00	10:00	10:00	7:00	7:00	7:00	10:00	11:00	8:00	11:00	11:00	8:00	11:00	11:00	10:00	10:00	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		15:59	15:03	15:32	15:11		15:30	16:36	16:22	16:19		16:20	16:13	16:41	15:53		14:35	16:52	16:06	15:58
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		11:40	12:23	12:30	11:16		11:13	12:48	12:31	11:50		11:48	12:58	12:47	12:34		10:16	12:55	13:09	12:00
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		1.3	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	92.7%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	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	3:49	3:51	3:56	3:58	3:53	3:48	4:02	4:05	3:31	3:46	4:12	3:44	3:45	3:44	3:45	3:57	3:51	3:44	3:38	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	0:31	0:37	0:38	0:33	0:39	0:31	0:35	0:40	0:30	0:29	0:33	0:26	0:24	0:24	0:30	0:18	0:25	0:25	0:28	0:35
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	4:00	4:00	4:45	4:15	4:45	4:45	4:45	4:45	3:00	5:00	4:15	3:45	3:15	3:15	5:00	3:15	3:00	3:35	4:15	5:25
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:50	4:05	3:34	3:35	3:47	3:36	3:50	3:44	3:38	3:40	3:21	3:31	3:37	3:35	3:45	3:49	3:48	3:44	3:49	3:51
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:00	1:16	0:54	0:54	0:55	0:54	1:12	0:58	0:53	0:56	0:58	0:57	0:56	0:59	0:55	0:58	1:00	1:03	1:03	1:18
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	5:45	5:15	5:00	5:15	5:45	5:15	5:15	5:45	4:45	5:45	5:00	5:15	5:15	5:00	5:15	5:00	5:15	5:45	5:00	6:00
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes			number	8,057	7,427	7,042	6,973	7,083	7,980	7,247	7,024	6,778	7,101	7,848	7,359	7,110	6,671	6,722	7,925	7,378	6,985	6,746	6,807
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.3%	0.2%	0.3%	0.3%	0.3%	0.3%	0.2%	0.4%	0.4%	0.2%	0.2%	0.3%	0.3%	0.2%	0.2%	0.2%	0.3%	0.3%	0.2%
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					8					10					10					10
7.6	New complaints	Number of new complaints received this week			number					-					2					-					-
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number					-					2					-					-