

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					2019					2019					2019				
					2/12/19	3/12/19	4/12/19	5/12/19	6/12/19	9/12/19	10/12/19	11/12/19	12/12/19	13/12/19	16/12/19	17/12/19	18/12/19	19/12/19	20/12/19	23/12/19	24/12/19	25/12/19	26/12/19	27/12/19
1. CALL CENTRE																								
1.1a	Total inbound calls	Number of calls placed / received		number	1,519	1,479	1,481	1,347	1,349	1,429	1,380	1,429	1,400	1,356	1,494	1,382	1,394	1,380	1,420	1,465	1,260	Public	Public	987
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	624	643	665	614	576	622	633	692	652	605	627	647	631	606	612	568	492			331
1.2	Total calls answered	Number of calls answered		number	1,443	1,446	1,456	1,318	1,313	1,365	1,343	1,358	1,311	1,288	1,450	1,351	1,328	1,342	1,366	1,418	1,189			970
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	5.0%	2.2%	1.7%	2.2%	2.7%	4.5%	2.7%	5.0%	6.4%	5.0%	3.0%	2.2%	4.5%	2.8%	3.8%	3.2%	5.6%		1.7%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.2%	1.1%	0.6%	1.3%	1.2%	1.6%	1.1%	2.6%	2.8%	2.6%	1.6%	1.1%	2.4%	0.8%	1.8%	2.1%	2.4%		0.9%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	53	29	29	40	45	58	41	61	82	67	50	31	51	53	45	36	57		24
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	117	70	67	61	42	107	57	92	102	77	92	38	68	78	58	47	68			26
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	7.7%	4.7%	4.5%	4.5%	3.1%	7.5%	4.1%	6.4%	7.3%	5.7%	6.2%	2.8%	4.9%	5.7%	4.1%	3.2%	5.4%			2.6%
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	11	9	8	9	9	13	10	7	9	8	10	8	5	7	8	10	2		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	7	9	7	8	7	8	8	7	7	10	6	7	7	5	5	2		3
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	10	8	6	6	6	7	6	5	5	5	9	4	7	7	6	8	2		3
2.5	Long waits	Number of people waiting over 30 minutes		number	357	141	154	95	133	202	153	73	120	81	188	91	110	97	79	92	3			21
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	8.8%	3.7%	4.1%	2.6%	3.7%	5.1%	4.1%	2.0%	3.3%	2.3%	4.6%	2.6%	3.3%	2.9%	2.5%	2.8%	0.2%		1.3%
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	453	435	497	450	470	501	432	480	424	479	509	461	504	429	428	557	392			456
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	97.4%	98.4%	97.0%	97.3%	97.2%	97.0%	97.9%	98.3%	95.3%	99.2%	97.1%	98.9%	97.8%	98.4%	98.4%	97.7%	96.2%		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	36	34	41	36	31	40	44	38	36	40	40	36	36	29	47	42	34			43
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%
4. LAB																								
4.1	Patient episodes	Total number of patient episodes		number	12,424	12,005	11,532	11,153	11,005	12,227	11,540	10,926	10,513	10,328	12,065	10,714	10,454	10,217	9,496	9,640	5,522			4,732
4.2	Patient tests	Total number of patient tests performed		number	50,525	49,010	47,782	45,897	46,355	49,936	48,424	46,088	43,658	43,347	49,922	44,737	42,996	41,988	38,742	36,930	20,548			17,074
4.3	Urgent tests	Total number of urgent tests		number	480	493	393	398	432	480	511	491	418	380	463	448	410	419	408	542	283			328
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%			2%
4.6	Critical results	Number of critical test results		number	52	44	40	51	45	45	53	48	48	43	64	39	44	38	38	42	26			40
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	52	43	40	51	45	45	53	48	48	43	64	39	44	38	38	42	26			40
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%	98%	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%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.3%	0.0%	0.0%	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																			

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	
					2/12/19	3/12/19	4/12/19	5/12/19	6/12/19	9/12/19	10/12/19	11/12/19	12/12/19	13/12/19	16/12/19	17/12/19	18/12/19	19/12/19	20/12/19	23/12/19	24/12/19	25/12/19	26/12/19	27/12/19	
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	4:38	4:36	5:19	4:38	4:30	4:43	4:29	4:23	4:23	4:20	4:39	4:25	4:28	4:24	4:39	4:23	3:52			3:47
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	0:55	0:43	0:38	1:03	0:48	0:57	0:53	0:47	0:45	0:57	0:47	0:42	0:45	0:53	0:55	0:30				0:33
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	8:00	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	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	6:02	5:36	5:32	5:16	5:24	6:23	5:58	6:07	6:12	5:02	6:06	5:29	5:23	5:42	5:51	5:57	4:30			4:08
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:15	1:40	1:41	1:42	1:42	2:33	2:21	2:28	2:31	1:26	2:25	1:47	1:35	2:01	2:05	2:25	1:06			0:54
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	10:00	9:00	8:00	8:00	10:00	10:00	11:00	11:00	7:00	11:00	9:00	8:00	10:00	9:00	11:00	9:00			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	6:37	5:26	5:24	5:36	5:37	6:08	5:56	6:11	5:46	5:10	6:51	5:49	6:22	5:50	5:50	7:01	4:12			4:07
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	3:15	2:34	1:51	2:19	2:34	2:53	2:36	2:51	2:37	1:53	3:35	2:30	2:57	2:23	2:18	3:38	1:08			1:13
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	6:00	6:00	6:00	6:00	5:00	5:00	5:00	5:00	7:00	6:00	5:00	6:00	5:00	10:00			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	6:04	5:44	5:39	5:27	5:38	6:30	6:06	6:08	6:20	5:07	6:18	5:34	5:30	5:33	5:57	6:01	4:57			4:05
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:19	1:49	1:49	1:52	1:52	2:41	2:28	2:31	2:41	1:31	2:35	1:53	1:40	1:53	2:09	2:34	1:37			0:49
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	10:00	10:00	8:00	9:00	10:00	10:00	11:00	11:00	7:00	11:00	9:00	8:00	9:00	9:00	11:00	11:00			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		15:08	17:28	16:09	16:14		15:21	15:46	16:29	16:20		14:58	15:34	17:00	16:24		19:44			
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		11:06	12:42	12:35	12:44		11:11	13:12	13:20	12:51		10:29	12:26	13:38	12:37		14:30			
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			
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%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.9%	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	4:14	3:58	3:50	3:53	4:03	3:58	3:48	3:49	3:56	4:05	3:57	4:19	3:56	3:54	3:57	3:45			3:43
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:32	0:40	0:29	0:44	0:32	0:39	0:32	0:25	0:33	0:43	0:35	0:35	0:44	0:26	0:27	0:39	0:31			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	4:15	4:45	4:00	3:45	3:30	4:45	4:00	3:45	4:15	4:45	4:00	5:00	5:15	5:00	4:00	4:15	4:00			4:45
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:44	3:57	3:42	3:47	3:31	3:22	3:38	3:58	3:52	3:30	4:15	3:28	3:45	3:27	3:36	3:35	3:32			3:12
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:55	0:54	0:53	0:58	0:54	0:58	1:01	0:59	1:00	0:58	1:12	0:55	0:58	0:54	0:55	0:52	0:51			0:44
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	6:00	5:15	5:00	5:00	4:45	5:30	6:15	5:15	5:00	5:45	5:45	5:45	5:00	4:45	5:15	4:45			5:45
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number	8,145	7,579	7,437	7,124	7,442	8,535	7,919	7,551	6,999	6,771	8,171	7,057	6,837	6,553	6,410	6,364	3,096				2,862
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.1%	0.3%	0.1%	0.3%	0.3%	0.2%	0.3%	0.5%	0.3%	0.3%	0.4%	0.2%	0.2%	0.3%	0.3%	0.3%	0.5%			0.6%
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					10											10					10
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					-											-					-