

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 3/02/20	Tue 4/02/20	Wed 5/02/20	Thu 6/02/20	Fri 7/02/20	Mon 10/02/20	Tue 11/02/20	Wed 12/02/20	Thu 13/02/20	Fri 14/02/20	Mon 17/02/20	Tue 18/02/20	Wed 19/02/20	Thu 20/02/20	Fri 21/02/20	Mon 24/02/20	Tue 25/02/20	Wed 26/02/20	Thu 27/02/20	Fri 28/02/20	
1. CALL CENTRE																									
1.1a	Total inbound calls	Number of calls placed / received		number	1,686	1,657	1,663	Public	1,552	1,610	1,520	1,523	1,493	1,381	1,598	1,472	1,480	1,426	1,400	1,496	1,458	1,354	1,460	1,347	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	659	731	684		654	636	648	680	646	593	641	576	666	664	616	632	633	595	665	589	
1.2	Total calls answered	Number of calls answered		number	1,601	1,603	1,623		1,477	1,556	1,460	1,495	1,454	1,323	1,547	1,416	1,433	1,380	1,347	1,456	1,406	1,321	1,419	1,312	
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	5.0%	3.3%	3.9%		4.8%	3.4%	4.0%	1.8%	2.6%	4.2%	3.2%	3.8%	3.2%	3.2%	3.8%	2.7%	3.6%	2.4%	2.8%	2.6%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.3%	1.5%	1.5%		1.1%	1.1%	1.5%	1.5%	0.8%	1.5%	1.3%	0.9%	1.1%	2.0%	1.6%	2.5%	1.6%	0.5%	1.8%	1.9%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	70	54	40		59	47	49	36	39	47	39	34	42	36	49	55	47	35	44	32
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	120	110	110		104	92	64	43	39	86	97	60	74	67	61	129	75	72	89	64	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	7.1%	6.6%	6.6%		6.7%	5.7%	4.2%	2.8%	2.6%	6.2%	6.1%	4.1%	5.0%	4.7%	4.4%	8.6%	5.1%	5.3%	6.1%	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	9	8	6		12	9	9	8	6	6	10	10	7	9	9	8	8	8	8	9
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	7		8	8	9	7	6	6	7	6	7	7	6	7	7	5	7	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	8	8	8		9	8	7	5	5	7	8	5	6	6	6	8	7	5	6	7
2.5	Long waits	Number of people waiting over 30 minutes		number	201	145	186		333	204	222	106	41	123	235	198	120	148	158	159	178	76	164	102	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	5.2%	3.8%	4.9%		8.2%	5.2%	5.9%	2.9%	1.2%	3.3%	5.9%	5.2%	3.4%	4.3%	4.4%	4.3%	4.9%	2.2%	4.8%	2.8%
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	485	517	553		515	507	517	568	501	479	519	493	450	474	486	455	425	440	440	457	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	97.3%	95.6%	97.3%		97.1%	95.9%	96.3%	98.6%	98.0%	97.1%	97.1%	98.0%	98.2%	97.5%	96.7%	96.7%	95.5%	97.5%	97.5%	95.4%
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	44	25	39		35	34	39	37	32	33	39	23	34	36	29	34	33	31	30	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%	100.0%	
4. LAB																									
4.1	Patient episodes	Total number of patient episodes		number	11,946	11,968	11,661		12,040	12,653	12,324	11,728	11,438	11,402	13,249	12,498	11,718	11,424	11,379	12,373	12,142	11,841	11,816	11,775	
4.2	Patient tests	Total number of patient tests performed		number	50,927	50,869	50,140		51,835	53,351	51,598	49,479	48,183	48,013	53,337	52,457	49,658	47,576	48,157	50,201	50,447	49,256	49,056	49,117	
4.3	Urgent tests	Total number of urgent tests		number	584	472	365		484	433	432	379	385	389	514	450	389	355	379	479	429	405	435	481	
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	40	51	55		59	44	43	47	49	45	34	43	45	43	35	52	54	36	35	38	
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	40	51	55		59	44	43	47	49	45	34	43	45	43	35	52	54	36	35	38	
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%	0.0%	0.0%		0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.0%	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	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
					3/02/20	4/02/20	5/02/20	6/02/20	7/02/20	10/02/20	11/02/20	12/02/20	13/02/20	14/02/20	17/02/20	18/02/20	19/02/20	20/02/20	21/02/20	24/02/20	25/02/20	26/02/20	27/02/20	28/02/20	
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	4:32	4:23		4:41	4:18	4:26	4:15	4:14	4:26	4:43	4:37	4:34	4:24	4:22	4:36	4:20	4:32	4:35	4:45
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	0:46	0:57	0:48		0:56	0:45	0:47	0:41	0:42	0:45	1:02	0:57	0:48	0:43	0:42	0:53	0:34	0:49	0:53	0:57
5.1c	Complete blood count 95th 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	5:37	6:09	6:20		6:08	5:46	6:20	5:59	5:55	5:39	6:12	6:24	5:58	5:29	6:27	5:41	5:39	6:14	5:47	5:52
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:55	2:33	2:45		2:21	2:14	2:40	2:23	2:21	1:56	2:32	2:44	2:11	1:48	2:48	1:59	1:50	2:26	2:05	2:04
5.2c	Total TAT Electrolytes 95th percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	10:00	11:00	11:00		11:00	10:00	11:00	11:00	10:00	10:00	11:00	11:00	11:00	8:00	11:00	10:00	10:00	11:00	10:00	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	6:17	6:19	7:27		6:18	6:15	5:56	5:45	6:27	5:39	6:03	5:58	5:49	5:28	7:04	6:44	5:43	6:23	6:33	6:22
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:43	3:06	2:59		3:00	2:55	2:37	2:33	3:01	2:19	2:51	2:28	2:24	2:03	3:20	3:13	2:22	2:59	3:01	2:56
5.3c	Total TAT HCG 95th percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	5:00	5:00	8:00		5:00	5:00	11:00	7:00	9:00	7:00	5:00	10:00	9:00	5:00	5:00	5:00	5:00	5:00	6:00	7:00
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:52	6:19	6:24		6:14	5:54	6:19	6:07	5:55	5:48	6:21	6:32	6:03	5:37	6:35	5:55	5:45	6:14	5:50	5:55
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:08	2:42	2:49		2:26	2:22	2:39	2:30	2:23	2:05	2:38	2:52	2:16	1:55	2:54	2:10	1:57	2:28	2:09	2:10
5.5c	Total TAT Liver 95th percentile	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours:minutes	10:00	11:00	11:00		11:00	10:00	11:00	11:00	10:00	10:00	11:00	11:00	11:00	9:00	11:00	10:00	10:00	11:00	10:00	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 98th 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		15:04	16:32			16:59	17:10	17:38	16:06		16:21	16:50	17:45	16:04		15:20	17:41	17:52	16:00	
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		10:50	12:48			12:57	13:39	14:05	12:42		11:18	16:06	14:22	12:36		11:44	13:26	14:20	12:14	
5.7c	Total TAT Urine Micro & Culture - non-urgent 90th 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	
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%	100.0%	100.0%		99.8%	99.8%	99.9%	100.0%	99.9%	99.8%	100.0%	99.9%	99.9%	99.9%	99.9%	99.7%	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	3:47	3:51	3:57		3:54	3:47	3:52	4:00	3:44	3:52	4:05	3:50	4:04	4:01	3:43	4:09	3:55	3:58	3:55	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	0:24	0:35	0:30		0:31	0:27	0:32	0:36	0:24	0:33	0:37	0:31	0:29	0:33	0:31	0:41	0:27	0:35	0:36	0:28
5.9c	Total TAT INR 95th percentile	Turnaround time from 95th centile collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:15	4:15	5:45		4:45	4:00	5:00	4:00	3:15	5:45	4:15	5:00	3:45	4:00	4:00	4:00	5:15	5:00	5:00	4:45
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:39	3:51	3:49		3:49	3:32	4:01	3:34	3:50	3:52	3:33	3:45	3:41	3:53	4:44	3:32	3:42	3:59	3:57	3:37
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	1:02	0:55		0:57	1:01	1:04	1:00	1:00	1:00	0:57	1:02	1:01	1:00	1:13	0:57	0:53	1:00	1:14	1:02
5.10c	Total TAT Troponin 98th centile	Turnaround time from 98th centile collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	5:00	5:15	5:00		5:45	5:15	6:00	5:00	5:45	5:00	5:45	5:00	5:15	6:15	5:45	5:15	5:45	5:15	5:15	4:45
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number	7,905	7,682	7,502		8,099	8,201	7,763	7,339	7,042	7,168	8,204	7,753	7,162	6,944	7,071	7,681	7,408	7,159	6,891	7,153	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.3%	0.2%		0.6%	0.3%	0.3%	0.3%	0.4%	0.2%	0.3%	0.3%	0.3%	0.4%	0.3%	0.2%	0.3%	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						-															
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																					