

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

						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		31/08/20	1/09/20	2/09/20	3/09/20	4/09/20	7/09/20	8/09/20	9/09/20	10/09/20	11/09/20	14/09/20	15/09/20	16/09/20	17/09/20	18/09/20	21/09/20	22/09/20	23/09/20	24/09/20	25/09/20		
1. CALL CENTRE																											
1.1a	Total inbound calls	Number of calls placed / received		number		1,731	1,689	1,564	1,509	1,641	1,735	1,475	1,467	1,489	1,462	1,666	1,545	1,580	1,438	1,461	1,609	1,555	1,507	1,494	1,354		
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number		527	586	659	603	656	644	612	638	670	636	671	622	743	648	630	630	648	687	605	562		
1.2	Total calls answered	Number of calls answered		number		1,677	1,656	1,553	1,478	1,618	1,667	1,445	1,432	1,470	1,431	1,626	1,532	1,547	1,418	1,419	1,574	1,496	1,467	1,434	1,302		
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	3.1%	2.0%	0.7%	2.1%	1.4%	3.9%	2.0%	2.4%	1.3%	2.1%	2.4%	0.8%	2.1%	1.4%	2.9%	2.2%	3.8%	2.7%	4.0%	3.8%		
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	0.2%	0.3%	0.5%	1.0%	0.8%	1.6%	1.3%	1.9%	1.6%	0.9%	0.8%	0.2%	1.9%	0.5%	2.4%	0.5%	1.5%	1.3%	1.5%	1.4%		
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	31	30	23	34	33	43	34	38	26	22	24	22	32	27	45	43	44	53	58	47		
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number		106	92	55	73	112	156	72	66	38	36	77	42	63	64	82	70	88	97	97	87		
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent		6.1%	5.5%	3.5%	4.8%	6.8%	9.0%	4.9%	4.5%	2.6%	2.5%	4.6%	2.7%	4.0%	4.5%	5.6%	4.4%	5.7%	6.4%	6.5%	6.4%		
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	8	9	7	8	8	8	8	6	6	7	8	7	6	8	6	8	8	8	7	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	7	9	8	6	6	5	5	6	5	5	5	5	6	5	5	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	9	9	8	8	9	8	8	7	7	8	7	6	5	6	7	9	7	6	7	7		
2.5	Long waits	Number of people waiting over 30 minutes		number		122	137	87	191	114	146	159	58	94	115	134	82	23	67	109	98	41	99	34	68		
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	3.7%	4.1%	2.6%	5.7%	3.3%	3.9%	4.2%	1.6%	2.6%	3.0%	3.6%	2.1%	0.6%	1.9%	2.8%	2.5%	1.1%	2.7%	0.9%	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		464	419	507	458	459	450	423	529	466	522	508	500	479	468	539	495	505	449	421	424		
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	95.9%	96.2%	96.6%	96.7%	96.5%	97.3%	96.7%	95.8%	97.6%	97.7%	95.7%	96.0%	96.7%	97.9%	96.8%	95.8%	96.6%	94.7%	97.6%	97.4%		
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		42	33	40	43	45	44	30	29	23	40	49	28	39	37	42	39	33	25	44	42		
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%	100.0%		
4. LAB																											
4.1	Patient episodes	Total number of patient episodes		number		12,485	12,504	12,463	11,733	11,870	12,716	12,574	12,715	12,271	12,297	13,329	13,179	12,443	12,053	11,987	12,892	12,416	11,992	11,654	11,675		
4.2	Patient tests	Total number of patient tests performed		number		45,967	47,596	48,357	46,249	47,034	50,678	50,772	50,221	47,687	48,970	50,338	51,717	48,447	47,194	48,504	50,684	49,691	47,829	47,369	47,787		
4.3	Urgent tests	Total number of urgent tests		number		473	450	517	406	353	476	494	470	478	519	521	522	514	489	477	571	452	389	521	430		
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		62	49	42	33	46	68	51	53	30	32	60	44	55	39	46	41	50	49	38	31		
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		62	49	42	33	46	68	51	53	30	32	60	44	55	39	46	41	50	49	38	31		
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%	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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	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																						

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item	Indicator	Definition	Target	Unit	31/08/20	1/09/20	2/09/20	3/09/20	4/09/20	7/09/20	8/09/20	9/09/20	10/09/20	11/09/20	14/09/20	15/09/20	16/09/20	17/09/20	18/09/20	21/09/20	22/09/20	23/09/20	24/09/20	25/09/20	
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	4:16	4:19	4:18	4:09	4:27	4:30	4:36	4:23	4:31	4:26	4:28	4:26	4:26	4:32	4:45	5:07	4:48	4:33	4:58	5:00
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	0:36	0:40	0:34	0:42	0:50	0:50	0:53	0:37	0:42	0:47	0:41	0:38	0:46	0:31	0:54	0:55	0:27	0:54	1:03
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	9:00	10:00	7:00	7:00	11:00	7:00
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:25	5:29	5:43	5:21	6:00	5:39	7:01	5:56	5:51	5:29	5:24	6:02	5:37	5:24	5:31	6:36	6:28	6:30	6:47	6:19
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:50	1:45	2:03	1:43	2:15	1:58	3:08	2:24	1:48	1:46	1:42	2:17	1:46	1:41	1:18	2:19	2:30	2:19	2:42	2:20
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	8:00	9:00	9:00	7:00	10:00	11:00	11:00	11:00	7:00	9:00	8:00	11:00	10:00	9:00	10:00	11:00	11:00	11:00	11:00	11:00
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:55	5:53	6:27	6:01	6:00	6:47	6:34	6:13	5:45	6:23	5:27	6:22	6:04	5:38	6:02	7:14	6:14	6:25	7:11	6:24
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	3:45	2:32	2:56	2:46	2:32	3:29	3:20	3:00	2:28	3:11	2:21	2:52	2:26	2:17	2:38	3:11	2:27	2:28	3:23	2:35
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	5:00	6:00	5:00	5:00	8:00	10:00	5:00	6:00	5:00	5:00	5:00	5:00	6:00	7:00	11:00	6:00	9:00	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	5:40	4:41	5:48	5:23	6:02	5:51	7:19	6:02	6:01	5:37	6:10	6:09	5:45	5:37	5:36	6:41	6:35	6:33	6:57	6:28
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:05	1:56	2:07	1:46	2:17	2:07	3:13	2:29	1:56	1:53	2:26	2:21	1:54	1:50	1:25	2:25	2:37	2:25	2:50	2:29
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	8:00	9:00	9:00	7:00	10:00	11:00	11:00	11:00	8:00	9:00	8:00	11:00	10:00	9:00	10:00	11:00	11:00	11:00	11:00	11:00
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		15:14	16:22	16:44	17:30		17:46	15:26	15:16	16:03		15:09	15:42	18:00	16:54		16:58	17:57	16:43	18:12
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		10:53	11:50	13:08	13:10		13:11	11:45	11:46	12:25		10:37	11:38	12:58	12:15		12:05	13:58	13:04	13:52
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		1.3	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	99.8%	100.0%	99.9%	100.0%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.7%	99.9%	100.0%	99.9%	99.9%	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	3:43	4:04	3:50	3:42	3:46	4:07	3:47	3:52	4:01	4:01	4:18	4:11	3:57	3:56	4:29	4:17	4:15	4:10	4:05	3:55
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:19	0:25	0:22	0:24	0:23	0:25	0:29	0:37	0:36	0:39	0:55	0:35	0:24	0:36	0:35	0:20	0:25	0:17	0:19	0:24
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	4:30	3:45	3:00	5:00	5:30	4:15	3:00	4:00	4:15	3:45	4:45	5:30	5:30	4:45	7:15	5:00	3:30	2:30	4:00	3:45
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:40	3:35	3:39	3:36	3:32	3:46	3:36	3:28	3:29	3:28	3:55	3:41	3:54	4:27	4:19	4:12	4:02	3:42	4:02	3:55
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:57	0:55	0:59	0:58	0:59	1:00	1:08	0:53	0:56	0:53	0:57	0:59	1:00	1:13	0:56	1:02	1:01	0:54	1:05	0:50
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	5:30	5:00	5:30	5:00	4:45	5:15	5:30	5:30	5:00	5:00	6:00	5:30	5:30	5:30	6:00	7:00	5:45	6:00	6:00	5:45
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes			number	6,867	6,984	6,928	6,755	6,845	7,760	7,514	7,244	7,038	7,205	7,569	7,671	7,266	6,947	7,056	7,709	7,340	7,145	7,148	7,196
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.3%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%	0.3%	0.3%	0.3%	0.4%	0.4%	0.4%	0.3%	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					3					3					5					5
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					-