

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	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
					30/11/20	1/12/20	2/12/20	3/12/20	4/12/20	7/12/20	8/12/20	9/12/20	10/12/20	11/12/20	14/12/20	15/12/20	16/12/20	17/12/20	18/12/20	21/12/20	22/12/20	23/12/20	24/12/20	25/12/20
1. CALL CENTRE																								
1.1a	Total inbound calls	Number of calls placed / received		number	1,473	1,479	1,594	1,504	1,377	1,663	1,490	1,463	1,432	1,461	1,577	1,445	1,547	1,502	1,506	1,671	1,315	1,382	1,105	Public
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	425	475	557	567	495	515	514	546	498	514	540	538	606	612	601	567	443	522	421	
1.2	Total calls answered	Number of calls answered		number	1,373	1,380	1,495	1,402	1,319	1,570	1,391	1,366	1,344	1,410	1,471	1,365	1,456	1,411	1,407	1,559	1,240	1,299	1,040	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	6.8%	6.7%	6.2%	6.8%	4.2%	5.6%	6.6%	6.6%	6.2%	3.5%	6.7%	5.5%	5.9%	6.1%	6.6%	6.7%	5.7%	6.0%	5.9%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.6%	2.7%	2.9%	2.8%	2.4%	2.9%	2.9%	2.2%	2.4%	2.1%	2.8%	2.6%	2.2%	2.8%	2.5%	2.8%	2.7%	2.9%	2.9%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	99	88	116	122	49	71	114	121	67	42	69	115	59	119	69	115	68	66	55
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	88	110	120	117	78	129	112	118	104	70	119	101	102	98	95	105	89	95	70	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	6.0%	7.4%	7.5%	7.8%	5.7%	7.8%	7.5%	8.1%	7.3%	4.8%	7.5%	7.0%	6.6%	6.5%	6.3%	6.3%	6.8%	6.9%	6.3%	
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	7	7	7	6	7	9	7	6	6	6	8	6	6	4	7	7	5	4	3
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	6	5	5	5	6	7	7	6	5	6	7	7	6	5	5	5	3	4	2
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	8	9	8	9	11	7	6	8	7	12	10	9	7	7	10	7	7	4
2.5	Long waits	Number of people waiting over 30 minutes		number	196	138	107	62	143	197	79	61	101	112	260	240	188	69	93	144	79	48	15	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	4.7%	3.4%	2.7%	1.6%	3.6%	4.7%	1.9%	1.5%	2.5%	2.8%	6.1%	5.5%	4.7%	1.9%	2.5%	3.5%	2.1%	1.4%	0.6%
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	488	434	483	459	483	467	481	495	447	502	476	480	531	485	496	488	496	506	417	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	95.3%	95.4%	97.3%	95.6%	97.3%	97.9%	95.8%	97.4%	96.0%	97.0%	94.7%	96.9%	97.7%	97.3%	98.8%	97.7%	97.4%	99.0%	98.3%
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	32	34	36	34	35	43	24	51	38	44	53	35	34	33	47	37	41	44	36	
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	14,494	14,180	13,398	12,919	12,807	14,208	13,733	12,714	12,139	12,041	13,516	13,064	12,402	11,937	11,698	12,452	11,624	10,393	6,797	
4.2	Patient tests	Total number of patient tests performed		number	53,549	53,299	51,597	49,319	49,423	54,556	53,745	50,999	48,970	49,297	53,309	52,810	50,441	48,104	46,863	48,674	45,459	41,109	26,453	
4.3	Urgent tests	Total number of urgent tests		number	383	536	422	388	377	406	468	483	430	525	360	339	481	426	455	460	396	417	306	
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	49	40	41	36	26	41	40	48	45	27	45	41	46	37	43	62	55	48	41	
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	49	40	41	36	26	41	40	48	45	27	45	41	46	37	43	62	55	48	41	
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%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.0%	0.3%	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	
					30/11/20	1/12/20	2/12/20	3/12/20	4/12/20	7/12/20	8/12/20	9/12/20	10/12/20	11/12/20	14/12/20	15/12/20	16/12/20	17/12/20	18/12/20	21/12/20	22/12/20	23/12/20	24/12/20	25/12/20	
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	5:55	5:39	5:23	5:25	5:22	5:40	6:01	6:26	5:28	5:25	8:00	7:44	6:15	5:57	5:19	5:20	5:07	4:51	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	2:03	1:47	1:38	1:26	1:30	2:07	2:11	2:38	1:39	1:34	3:34	3:53	2:38	2:01	1:23	1:41	1:25	1:13	1:15	
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	10:00	10:00	9:00	9:00	10:00	10:00	11:00	11:00	9:00	10:00	11:00	14:00	11:00	11:00	8:00	9:00	9:00	7:00	10:00	
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:42	6:18	6:24	6:16	6:25	6:29	6:57	7:01	7:39	7:35	8:29	13:30	26:05	27:43	25:34	7:58	8:14	6:19	5:56	
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:53	2:36	2:42	2:27	2:33	2:57	3:08	3:10	3:48	3:43	4:04	9:45	22:14	24:01	21:38	4:27	4:47	2:45	2:28	
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	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	13:00	31:00	50:00	39:00	40:00	11:00	12:00	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	7:39	6:03	6:24	5:50	6:25	7:04	7:02	6:47	6:50	6:02	10:01	6:12	16:08	27:41	20:47	8:16	8:39	6:32	5:18	
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	4:12	2:29	2:54	2:12	2:58	3:53	3:10	3:08	3:11	2:28	6:02	1:53	14:14	24:04	17:16	5:13	5:04	3:06	1:58	
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	10:00	5:00	7:00	5:00	6:00	9:00	9:00	11:00	11:00	6:00	21:00	40:00	61:00	80:00	6:00	26:00	6:00	6:00	
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:54	6:27	6:31	6:28	6:30	6:36	7:06	7:07	7:52	7:45	8:38	12:24	23:51	28:36	28:29	18:40	9:58	7:01	6:29	
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	3:04	2:43	2:46	2:35	2:37	3:02	3:14	3:15	4:00	3:51	4:12	8:20	20:06	24:51	24:22	14:37	6:36	3:25	2:55	
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	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	12:00	24:00	38:00	39:00	48:00	132:00	24:00	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		16:20	16:16	19:04	18:07		17:02	16:22	17:54	16:48		17:43	22:39	22:51	21:42		18:24	15:26	18:49	
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		12:23	13:03	16:03	15:20		14:36	13:20	14:33	13:41		14:25	18:38	20:22	18:25		14:51	12:18	15:27	
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	1.8	1.8	1.8		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%	99.9%	99.4%	99.9%	94.5%	99.8%	100.0%	99.8%	97.4%	99.1%	99.9%	97.9%	98.3%	98.5%	96.6%	98.4%	99.7%	99.5%	
URGENT																									
5.9a	Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	4:38	5:38	4:15	4:25	4:26	5:44	5:39	6:00	5:34	5:43	8:01	5:32	5:21	5:14	5:09	5:01	5:00	5:03	4:59	
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:03	1:04	0:47	0:52	0:57	2:24	2:04	2:20	1:54	2:04	3:30	2:01	1:51	1:31	1:23	1:32	1:27	1:25	1:35	
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	5:30	5:15	6:00	3:45	4:30	6:00	7:00	5:15	4:30	5:30	8:15	6:30	9:00	5:30	6:15	5:30	6:00	6:00	6:00	
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:53	4:09	3:52	3:59	4:09	4:02	4:38	4:00	4:09	4:30	N/A	N/A	7:13	6:42	6:00	6:21	5:30	5:40	4:35	
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:07	1:01	1:08	1:04	1:08	1:06	1:27	0:58	1:05	0:56	N/A	N/A	4:08	3:11	3:00	2:58	2:23	2:28	1:41	
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	5:30	5:30	5:45	5:45	5:45	5:15	6:00	6:00	5:30	11:00	11:00	12:15	9:00	8:15	9:00	7:00	8:00	6:56	
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number	8,193	7,962	7,687	7,364	7,509	8,324	7,981	7,598	7,495	7,429	8,297	8,043	7,655	7,222	7,196	7,763	7,117	6,419	3,934		
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.3%	0.4%	0.1%	0.6%	0.2%	0.4%	0.2%	0.3%	1.3%	0.1%	0.2%	0.2%	0.3%	0.3%	0.3%	0.4%	0.3%	0.5%	
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					6											6					7
7.6	New complaints	Number of new complaints received this week		number					-											-					1
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					-											-					1