

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
					1/02/21	2/02/21	3/02/21	4/02/21	5/02/21	8/02/21	9/02/21	10/02/21	11/02/21	12/02/21	15/02/21	16/02/21	17/02/21	18/02/21	19/02/21	22/02/21	23/02/21	24/02/21	25/02/21	26/02/21
1. CALL CENTRE																								
1.1a	Total inbound calls	Number of calls placed / received		number	Public	1,506	1,496	1,437	1,384	Public	1,570	1,527	1,330	1,423	1,453	1,263	1,200	1,372	1,300	1,593	1,438	1,424	1,380	1,360
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number		513	552	514	531		558	578	509	506	501	410	394	406	454	519	533	532	499	517
1.2	Total calls answered	Number of calls answered		number		1,404	1,397	1,372	1,315		1,465	1,428	1,240	1,353	1,394	1,198	1,166	1,292	1,240	1,473	1,353	1,350	1,291	1,270
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	6.8%	6.6%	4.5%	5.0%	6.7%	6.5%	6.8%	4.9%	4.1%	5.2%	2.8%	5.8%	4.6%	7.5%	5.9%	5.2%	6.5%	6.6%	
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.7%	2.5%	2.5%	2.6%	2.9%	2.6%	2.8%	2.4%	2.4%	2.4%	2.5%	2.7%	2.6%	2.9%	2.6%	2.6%	2.8%	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	72	53	43	48	68	60	72	39	50	44	35	52	55	72	62	51	62	72	
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number		104	100	70	70		110	102	92	71	62	70	35	82	65	125	87	75	90	94
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent		6.9%	6.7%	4.9%	5.1%		7.0%	6.7%	6.9%	5.0%	4.3%	5.5%	2.9%	6.0%	5.0%	7.9%	6.1%	5.3%	6.5%	6.9%
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	10	8	7	10	11	12	10	9	4	3	3	5	8	11	11	10	8	11	
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	5	7	9	7	4	5	2	2	2	4	6	8	7	5	7	6	
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	12	8	7	9	13	9	7	7	3	2	2	6	9	10	8	7	8	8	
2.5	Long waits	Number of people waiting over 30 minutes		number		300	101	48	190		411	231	129	102	22	6	3	20	235	308	266	104	183	172
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	6.8%	2.4%	1.2%	4.5%	9.5%	5.5%	3.1%	2.5%	1.1%	0.3%	0.1%	0.6%	6.1%	7.5%	6.3%	2.5%	4.7%	4.3%	
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		548	545	517	519		532	602	516	514	431	503	520	489	465	415	455	494	451	480
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	97.3%	98.2%	97.3%	98.3%	94.7%	97.2%	97.3%	97.1%	94.7%	98.4%	96.3%	98.0%	97.8%	95.9%	97.4%	98.0%	96.9%	97.5%	
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		47	43	46	43		37	46	41	40	29	37	41	34	41	44	36	45	38	51
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		14,054	12,759	12,481	12,711		14,500	13,431	13,421	12,817	11,842	10,002	9,012	14,582	13,583	14,609	15,211	16,154	15,088	13,711
4.2	Patient tests	Total number of patient tests performed		number		57,301	55,130	53,969	56,045		58,413	57,201	56,610	55,935	31,224	30,803	30,427	52,206	53,437	58,675	60,411	58,740	56,353	55,683
4.3	Urgent tests	Total number of urgent tests		number		442	464	509	348		472	515	381	523	364	355	420	510	459	544	482	418	480	414
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%
4.6	Critical results	Number of critical test results		number		68	56	49	51		57	50	52	51	37	38	40	51	51	56	52	47	48	50
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		68	56	49	51		57	50	52	51	37	38	40	51	51	56	52	47	48	50
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%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	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 1/02/21	Tue 2/02/21	Wed 3/02/21	Thu 4/02/21	Fri 5/02/21	Mon 8/02/21	Tue 9/02/21	Wed 10/02/21	Thu 11/02/21	Fri 12/02/21	Mon 15/02/21	Tue 16/02/21	Wed 17/02/21	Thu 18/02/21	Fri 19/02/21	Mon 22/02/21	Tue 23/02/21	Wed 24/02/21	Thu 25/02/21	Fri 26/02/21	
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		6:22	5:47	5:26	5:05		5:21	5:15	5:27	5:43	4:17	4:20	4:15	4:47	4:50	5:33	4:58	5:21	4:51	5:09
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		2:35	2:01	1:39	1:13		1:33	1:29	1:37	1:48	0:55	0:59	0:55	1:08	1:13	1:58	1:19	1:16	1:11	1:19
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		11:00	10:00	9:00	9:00		10:00	8:00	9:00	9:00	7:00	7:00	7:00	7:00	7:00	10:00	8:00	9:00	8:00	8:00
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes		7:21	8:58	11:26	12:08		6:51	8:14	7:46	8:28	5:13	4:42	4:47	5:49	6:30	6:00	6:54	11:52	9:47	8:24
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		3:48	5:08	7:50	8:33		3:10	4:31	4:04	4:44	1:52	1:22	1:27	2:09	2:55	2:30	3:17	7:51	6:17	4:47
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	14:00	23:00	23:00		11:00	12:00	11:00	16:00	7:00	7:00	7:00	10:00	11:00	11:00	11:00	25:00	22:00	14:00
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes		7:11	7:52	6:11	6:17		7:01	7:07	7:03	5:52	5:11	5:18	5:40	6:00	7:18	5:56	6:27	6:41	6:24	6:30
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		3:46	4:02	2:39	2:35		3:27	3:29	3:07	2:06	2:08	2:10	2:24	2:43	3:56	2:34	2:54	3:03	3:02	2:57
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	13:00	23:00	23:00		5:00	11:00	11:00	18:00	6:00	6:00	5:00	5:00	6:00	5:00	11:00	16:00	16:00	11:00
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes		7:30	9:18	12:20	12:09		6:53	8:19	7:54	8:22	5:17	4:46	4:55	6:03	6:42	6:06	7:12	10:05	9:25	8:33
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		3:57	5:26	8:50	8:30		3:13	4:32	4:12	4:36	1:59	1:28	1:36	2:18	3:06	2:39	3:36	6:06	5:56	4:57
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	15:00	28:00	23:00		11:00	12:00	11:00	17:00	7:00	7:00	7:00	10:00	11:00	11:00	11:00	22:00	21:00	14:00
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			15:49	19:38	16:30			13:21	16:07	15:49		18:27	15:12	15:23	15:17		16:30	16:05	17:35	17:15
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			10:51	16:39	13:49			9:58	13:11	13:20		15:45	12:04	12:24	10:55		12:24	12:57	14:23	14:51
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	1.8	1.3			0.8	1.3	1.3		0.8	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		99.9%	100.0%	100.0%	99.9%		99.8%	99.9%	99.9%	99.9%	99.2%	99.8%	100.0%	100.0%	99.9%	99.8%	100.0%	99.9%	99.8%	99.7%
URGENT																									
5.9a	Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes		5:20	5:07	5:14	5:07		4:56	4:59	4:39	4:48	4:41	4:12	4:33	4:32	4:41	4:33	4:40	4:47	4:38	4:56
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes		1:47	1:28	1:49	1:36		1:23	1:16	1:08	1:21	1:33	1:04	1:24	1:12	1:22	1:12	1:12	0:36	1:12	1:24
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		6:00	6:00	5:45	6:00		5:30	4:45	5:15	5:45	5:00	5:30	4:30	5:30	5:30	5:00	6:00	5:00	5:15	5:45
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes		5:04	5:36	5:17	5:18		4:27	4:57	5:11	4:20	4:05	3:50	3:47	4:11	5:12	4:46	5:50	6:26	5:21	5:23
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes		1:58	2:01	2:09	1:53		1:36	1:42	1:53	1:33	1:15	1:17	1:12	1:31	2:10	1:37	2:56	3:02	2:49	2:20
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		7:15	8:15	8:00	7:30		5:45	7:45	7:00	8:15	6:00	6:00	6:00	5:45	9:45	7:00	8:30	9:00	7:45	8:00
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number		8,799	8,102	7,927	8,260		8,811	8,176	8,289	7,991	3,951	4,291	4,419	7,372	7,762	8,663	8,671	8,143	7,818	8,075	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent		0.2%	0.3%	0.2%	0.2%		0.3%	0.3%	0.1%	0.2%	0.6%	0.3%	0.3%	0.3%	0.2%	0.2%	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					1					1						1					1
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					-						-					-