

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
					1/03/21	2/03/21	3/03/21	4/03/21	5/03/21	8/03/21	9/03/21	10/03/21	11/03/21	12/03/21	15/03/21	16/03/21	17/03/21	18/03/21	19/03/21	22/03/21	23/03/21	24/03/21	25/03/21	26/03/21
<b>1. CALL CENTRE</b>																								
1.1a	Total inbound calls	Number of calls placed / received		number	1,565	1,405	1,352	1,289	1,298	1,400	1,459	1,443	1,419	1,394	1,466	1,509	1,407	1,424	1,362	1,442	1,406	1,415	1,388	1,359
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	520	531	495	466	483	426	525	556	546	539	477	552	509	547	478	494	515	570	549	531
1.2	Total calls answered	Number of calls answered		number	1,467	1,381	1,300	1,255	1,278	1,340	1,414	1,385	1,327	1,314	1,404	1,444	1,357	1,380	1,313	1,392	1,356	1,377	1,338	1,289
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	6.3%	1.7%	3.9%	2.6%	1.5%	4.3%	3.1%	4.0%	6.5%	5.7%	4.2%	4.3%	3.6%	3.1%	3.6%	3.0%	3.6%	2.7%	3.6%
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%	1.3%	2.4%	2.6%	1.2%	2.6%	2.7%	2.5%	2.8%	2.2%	2.5%	2.7%	2.4%	1.8%	2.5%	2.6%	2.5%	1.8%	2.2%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	52	28	39	30	28	43	41	50	55	52	59	61	40	39	55	51	44	41	41
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	96	20	55	35	19	62	50	60	93	82	66	70	52	44	50	51	49	40	51	72
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	6.1%	1.4%	4.1%	2.7%	1.5%	4.4%	3.4%	4.2%	6.6%	5.9%	4.5%	4.6%	3.7%	3.1%	3.7%	3.5%	3.5%	2.8%	3.7%	5.3%
<b>2. COLLECTION CENTRES</b>																								
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	5	3	4	3	3	12	11	10	10	12	13	11	11	7	9	9	9	11	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	3	2	3	4	3	9	8	7	6	7	7	7	6	5	6	6	5	5	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	4	3	3	3	4	13	11	9	8	10	10	10	9	6	9	10	9	7	7
2.5	Long waits	Number of people waiting over 30 minutes		number	36	7	7	41	10	503	344	222	112	330	444	226	275	82	232	264	167	225	151	146
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	1.4%	0.3%	0.3%	1.6%	0.4%	11.8%	7.9%	5.2%	2.8%	8.1%	10.8%	5.5%	6.9%	2.2%	5.8%	6.6%	4.2%	5.9%	4.0%
<b>3. HOME VISITS</b>																								
3.1	Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not home)		number	418	492	498	474	438	453	454	531	491	503	468	478	532	484	498	469	489	551	489	495
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.9%	97.2%	96.4%	95.8%	96.1%	96.5%	96.9%	97.0%	96.9%	97.4%	96.8%	97.3%	94.9%	96.3%	96.8%	95.3%	96.5%	98.4%	96.7%
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	48	43	44	30	45	45	33	47	38	49	49	50	42	46	41	36	36	51	49	52
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%
<b>4. LAB</b>																								
4.1	Patient episodes	Total number of patient episodes		number	12,041	11,095	10,715	10,820	8,982	14,796	15,062	14,670	13,641	13,239	14,273	14,301	13,672	13,116	13,382	14,273	14,373	13,580	12,992	12,993
4.2	Patient tests	Total number of patient tests performed		number	35,440	36,428	36,307	36,794	33,216	60,463	61,958	59,663	56,427	56,521	59,495	59,698	57,285	54,471	56,865	57,952	57,464	54,067	52,476	52,373
4.3	Urgent tests	Total number of urgent tests		number	438	406	385	403	366	471	508	492	464	478	528	519	561	438	508	459	496	549	499	478
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	55	38	45	41	47	53	53	53	73	75	71	64	56	56	47	65	53	49	61	53
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	55	38	45	41	47	53	53	53	73	75	71	64	56	56	47	65	53	49	61	53
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	0.1%	0.0%	0.1%	0.1%	0.1%	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%
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 1/03/21	Tue 2/03/21	Wed 3/03/21	Thu 4/03/21	Fri 5/03/21	Mon 8/03/21	Tue 9/03/21	Wed 10/03/21	Thu 11/03/21	Fri 12/03/21	Mon 15/03/21	Tue 16/03/21	Wed 17/03/21	Thu 18/03/21	Fri 19/03/21	Mon 22/03/21	Tue 23/03/21	Wed 24/03/21	Thu 25/03/21	Fri 26/03/21	
<b>5. TURNAROUND TIME</b>																									
<b>NON-URGENT</b>																									
5.1a	Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	4:54	4:40	4:18	4:26	4:17	5:45	5:15	5:06	5:40	5:19	5:30	5:30	5:09	4:54	5:00	5:21	4:43	5:09	4:48	4:43
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	1:15	1:13	1:00	0:59	0:53	2:06	1:39	1:27	1:48	1:23	1:30	1:46	1:29	1:13	1:17	1:44	1:08	1:26	0:56	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	11:00	10:00	9:00	10:00	10:00	9:00	9:00	8:00	7:00	7:00	9:00	8:00	9:00	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	4:59	5:06	4:38	4:48	4:52	5:57	6:20	6:06	5:54	6:09	5:49	6:01	5:57	5:51	6:13	6:01	5:52	5:38	6:16	5:34
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:19	1:39	1:21	1:22	1:30	2:19	2:47	2:29	2:03	2:13	1:45	2:20	2:17	2:10	2:35	2:26	2:18	1:58	2:31	1:53
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	7:00	9:00	7:00	7:00	7:00	10:00	11:00	11:00	11:00	11:00	9:00	11:00	11:00	10:00	11:00	11:00	11:00	10:00	11:00	9:00
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	4:43	5:36	4:53	5:23	4:31	6:39	7:00	5:44	6:22	7:14	5:46	6:36	5:40	6:05	6:09	6:56	6:23	6:02	6:21	5:41
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:24	2:23	1:50	2:15	1:25	3:21	3:40	2:24	2:39	3:32	2:23	2:54	2:36	2:40	2:36	3:32	2:49	2:34	2:36	2:05
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	3:00	5:00	5:00	4:00	7:00	5:00	9:00	8:00	7:00	7:00	10:00	5:00	5:00	10:00	5:00	8:00	6:00	15:00	9:00
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:08	5:03	4:46	4:58	4:52	5:57	6:25	6:09	5:56	6:19	5:58	6:09	6:05	5:57	6:20	6:11	6:01	5:49	6:24	5:43
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:24	1:36	1:28	1:33	1:28	2:18	2:51	2:28	2:08	2:23	1:52	2:26	2:27	2:20	2:43	2:35	2:29	2:12	2:38	2:04
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	7:00	9:00	7:00	7:00	7:00	11:00	11:00	11:00	11:00	11:00	9:00	11:00	11:00	10:00	11:00	11:00	11:00	10:00	11:00	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 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		18:06	17:05	16:00	15:48		15:36	16:42	17:16	16:31		16:07	18:42	16:55	16:54		16:17	17:08	16:11	17:07
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		15:39	13:02	12:22	11:54		11:45	14:56	14:36	14:01		12:48	15:18	14:43	14:07		13:45	14:38	13:05	14:20
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	0.8	1.3	0.8		0.8	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	98.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%
<b>URGENT</b>																									
5.9a	Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	5:07	4:26	4:20	4:23	4:25	4:49	4:31	4:37	4:40	4:45	4:55	4:39	5:02	4:37	4:42	4:45	4:27	4:49	4:32	4:30
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:39	1:09	1:05	1:05	1:12	1:17	1:02	1:10	1:10	1:05	1:24	1:12	1:19	1:11	1:14	1:11	1:05	1:20	1:04	1:07
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	5:15	5:00	5:00	5:30	5:30	5:30	5:45	5:45	5:30	6:00	5:15	6:00	6:45	5:45	6:30	4:30	5:00	6:00	6:00	5:45
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	4:41	4:04	3:50	4:06	3:51	4:15	4:51	4:28	4:39	5:05	4:09	4:47	4:59	4:20	4:06	4:20	3:43	4:37	3:49	4:42
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:34	1:37	1:09	1:16	1:08	1:21	1:54	1:29	1:41	1:50	1:29	1:41	1:54	1:13	1:10	1:18	1:11	1:23	1:14	1:14
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	7:45	6:00	5:45	7:15	5:30	6:45	7:15	7:30	6:45	7:30	6:00	7:00	10:15	6:15	5:30	6:15	5:15	6:00	6:30	6:30
<b>6. RECOLLECTS</b>																									
6.1	Total specimens	Total number of patient episodes		number	5,050	5,273	5,181	5,347	5,010	9,065	9,115	8,757	8,283	8,312	8,793	8,635	8,228	7,873	8,253	8,566	8,175	7,773	7,601	7,628	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.5%	0.4%	0.2%	0.3%	0.3%	0.2%	0.2%	0.3%	0.3%	0.1%	0.2%	0.2%	0.2%	0.2%	0.1%	0.2%	0.2%	0.2%	0.2%	0.3%
<b>7. QUALITY IMPROVEMENT</b>																									
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					2						2					2
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						-					-