

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				
					3/05/21	4/05/21	5/05/21	6/05/21	7/05/21	10/05/21	11/05/21	12/05/21	13/05/21	14/05/21	17/05/21	18/05/21	19/05/21	20/05/21	21/05/21	24/05/21	25/05/21	26/05/21	27/05/21	28/05/21					
1. CALL CENTRE																													
1.1a	Total inbound calls	Number of calls placed / received		number	1,354	1,463	1,305	1,365	1,305	1,306	1,347	1,310	1,267	1,144	1,434	1,398	1,325	1,326	1,301	1,385	1,337	1,306	1,294	1,258					
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	457	551	510	508	478	429	524	482	515	403	484	514	501	498	505	504	474	467	504	486					
1.2	Total calls answered	Number of calls answered		number	1,292	1,399	1,260	1,335	1,263	1,246	1,285	1,270	1,241	1,106	1,354	1,340	1,270	1,272	1,256	1,315	1,282	1,251	1,259	1,203					
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	4.6%	4.4%	3.5%	2.2%	3.2%	4.6%	4.6%	3.1%	2.1%	3.3%	5.6%	4.2%	4.2%	4.1%	3.5%	5.1%	4.1%	4.2%	2.7%	4.4%				
1.3b	% calls unanswered for results line	Also known as "abandonment". 1- (1.4 divided by 1.1b)	less than	3.0%	percent	2.8%	2.9%	2.4%	2.2%	2.7%	2.8%	2.9%	2.5%	2.5%	2.9%	2.7%	2.8%	2.6%	2.8%	2.6%	2.5%	2.8%	2.4%	2.7%					
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	79	69	62	51	50	72	82	69	60	60	82	72	75	66	70	72	69	73	64	80				
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	70	72	52	34	50	65	70	49	32	41	95	65	65	60	51	80	60	60	39	62					
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	5.2%	4.9%	4.0%	2.5%	3.8%	5.0%	5.2%	3.7%	2.5%	3.6%	6.6%	4.7%	4.9%	4.5%	3.9%	5.8%	4.5%	4.6%	3.0%	4.9%					
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	12	10	10	6	9	10	9	8	8	10	11	8	7	8	7	8	6	6	5	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	12	8	6	5	6	8	7	6	5	6	7	6	6	5	6	7	7	7	4	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	14	11	11	8	11	11	8	9	7	9	14	10	10	8	11	9	7	8	6	7				
2.5	Long waits	Number of people waiting over 30 minutes		number	575	419	297	112	307	408	271	211	86	281	450	232	238	184	237	176	132	142	44	86					
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	15.0%	10.7%	7.8%	3.0%	7.8%	10.7%	6.8%	5.5%	2.3%	7.5%	11.6%	6.2%	6.4%	5.1%	6.2%	4.6%	3.5%	3.9%	1.3%	2.3%				
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	400	526	551	472	509	480	560	561	527	468	512	488	530	473	447	499	528	572	485	482					
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	95.3%	95.8%	96.9%	97.7%	97.2%	95.8%	96.4%	97.0%	96.2%	94.2%	96.5%	96.3%	97.2%	97.7%	97.1%	97.0%	96.8%	96.3%	96.1%	98.1%				
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	54	40	23	47	52	33	53	35	41	49	43	46	44	46	43	49	54	44	48					
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	13,542	13,794	13,368	12,864	12,740	13,839	13,935	13,002	12,534	12,309	13,827	13,704	13,346	12,985	12,800	13,998	13,669	12,989	12,603	13,278					
4.2	Patient tests	Total number of patient tests performed		number	55,915	55,970	54,868	52,337	52,570	55,683	56,644	54,291	51,865	52,000	56,348	55,056	53,294	52,279	53,130	56,041	54,206	51,560	50,033	51,269					
4.3	Urgent tests	Total number of urgent tests		number	510	520	494	395	466	508	427	447	418	389	450	456	494	401	519	522	503	490	423	399					
4.4	% urgent tests	4.3 divided by 4.2		percent	1%	1%	1%	100%	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	65	76	59	54	50	77	78	43	52	47	60	51	47	43	64	56	49	63	53	57					
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	65	76	59	54	50	77	78	43	52	47	60	51	47	43	64	56	49	63	53	57					
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%	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%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	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 3/05/21	Tue 4/05/21	Wed 5/05/21	Thu 6/05/21	Fri 7/05/21	Mon 10/05/21	Tue 11/05/21	Wed 12/05/21	Thu 13/05/21	Fri 14/05/21	Mon 17/05/21	Tue 18/05/21	Wed 19/05/21	Thu 20/05/21	Fri 21/05/21	Mon 24/05/21	Tue 25/05/21	Wed 26/05/21	Thu 27/05/21	Fri 28/05/21	
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	4:56	4:55	4:44	5:12	4:43	4:51	4:43	4:43	4:39	4:43	5:11	5:39	5:37	5:05	4:54	5:01	5:16	4:58	5:03	5:28
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	1:20	1:09	1:06	1:07	0:56	1:09	1:06	1:05	1:04	1:01	1:33	1:56	1:49	1:31	1:14	1:28	1:44	1:20	1:34	1:53
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	8:00	9:00	8:00	8:00	8:00	8:00	8:00	7:00	7:00	7:00	10:00	10:00	10:00	9:00	7:00	8:00	9:00	7:00	9:00	10:00
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:20	5:26	6:41	6:15	6:21	5:23	5:43	5:40	5:06	5:23	5:25	5:16	5:34	5:27	5:34	5:17	5:15	6:40	5:13	5:43
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:47	1:43	3:04	2:08	2:36	1:43	2:08	2:02	1:32	1:43	1:45	1:36	1:47	1:56	1:57	1:41	1:46	3:09	1:40	2:10
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	9:00	10:00	11:00	10:00	11:00	10:00	11:00	10:00	7:00	7:00	10:00	8:00	10:00	8:00	9:00	7:00	10:00	19:00	8:00	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	5:31	5:40	7:07	6:04	6:42	5:44	6:03	6:06	5:23	5:36	6:26	5:34	6:34	5:34	6:49	6:16	6:14	4:55	6:00	6:01
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:17	2:15	3:47	2:34	3:06	2:12	2:33	2:21	2:01	2:03	3:01	2:08	2:51	2:19	3:16	2:54	2:55	1:30	2:36	2:40
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	6:00	5:00	7:00	11:00	6:00	5:00	6:00	6:00	5:00	5:00	7:00	6:00	7:00	5:00	7:00	5:00	4:00	22:00	5:00	5:00
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:35	5:35	6:52	6:28	6:32	5:33	5:54	5:45	5:09	5:36	5:38	5:25	5:42	5:36	5:42	5:26	5:21	6:51	5:25	5:50
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:58	1:51	3:11	2:16	2:45	1:55	2:18	2:08	1:36	1:56	1:54	1:45	1:56	2:04	2:03	1:53	1:52	3:18	1:55	2:13
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	9:00	10:00	11:00	11:00	11:00	10:00	11:00	10:00	7:00	8:00	10:00	9:00	10:00	9:00	10:00	7:00	9:00	19:00	9:00	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		15:29	17:09	17:21	18:08		16:02	16:56	18:09	16:45		16:24	18:13	18:43	18:07		16:42	16:40	17:22	17:18
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		12:19	15:44	15:24	15:35		14:09	14:27	15:15	14:44		13:11	15:24	15:54	16:14		14:17	14:14	14:13	14:41
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	1.8		1.3	1.3	1.3	1.3		0.8	1.8	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%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	99.9%	99.9%	99.9%	99.7%	99.9%	99.9%	99.9%	99.9%	99.7%	99.9%	99.9%	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	4:43	4:31	4:33	4:35	4:58	4:37	4:30	4:36	4:41	4:36	4:44	4:43	4:58	4:34	4:24	4:38	4:39	4:33	4:39	4:41
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:07	1:07	1:04	1:08	1:34	1:03	0:57	1:00	1:07	1:09	1:17	1:12	1:18	1:12	1:01	1:05	1:13	1:06	1:11	1:21
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	6:00	5:15	6:00	5:45	6:00	5:45	5:30	5:15	5:15	6:00	5:30	5:30	5:45	5:45	6:00	6:00	6:00	6:00	4:15
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	4:04	4:07	4:14	5:27	4:21	4:10	3:59	4:19	4:15	4:11	4:01	4:00	4:13	4:39	4:25	4:01	4:01	4:08	4:12	4:45
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:16	1:19	1:16	2:09	1:18	1:09	1:09	1:14	1:14	1:00	1:11	1:04	1:06	1:29	1:27	1:04	1:11	1:05	1:05	1:26
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	6:45	6:00	5:45	6:00	6:00	5:45	5:45	6:00	5:15	5:45	6:00	5:30	5:45	5:30	6:00	5:45	5:30	7:00	6:00	5:45
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number	8,331	8,140	7,842	7,621	7,716	8,138	8,134	7,813	7,614	7,623	8,320	7,917	7,719	7,437	7,804	8,151	7,916	7,523	7,220	7,418	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.3%	0.3%	0.3%	0.2%	0.2%	0.2%	0.2%	0.2%	0.1%	0.2%	0.2%	0.3%	0.2%	0.2%	0.1%	0.2%	0.2%	0.2%	
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					2					2						3					4
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					-