

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	2021					2022					2023									
					31/05/21	1/06/21	2/06/21	3/06/21	4/06/21	7/06/21	8/06/21	9/06/21	10/06/21	11/06/21	14/06/21	15/06/21	16/06/21	17/06/21	18/06/21	21/06/21	22/06/21	23/06/21	24/06/21	25/06/21
<b>1. CALL CENTRE</b>																								
1.1a	Total inbound calls	Number of calls placed / received		number	1,457	1,379	1,480	1,299	1,287	Public	1,415	1,402	1,404	1,280	1,360	1,347	1,298	1,302	1,257	1,287	1,239	1,269	1,298	1,199
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	519	483	605	444	493		473	510	493	447	442	472	465	484	456	430	441	492	499	463
1.2	Total calls answered	Number of calls answered		number	1,382	1,331	1,386	1,259	1,246		1,372	1,368	1,366	1,240	1,290	1,308	1,252	1,242	1,211	1,242	1,191	1,204	1,251	1,146
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	5.2%	3.5%	6.4%	3.1%	3.2%	3.0%	2.4%	2.7%	3.1%	5.2%	2.9%	3.5%	4.6%	3.7%	3.5%	3.9%	5.1%	3.6%	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	2.7%	2.7%	5.8%	2.7%	2.4%	2.5%	2.4%	2.2%	2.9%	2.7%	2.5%	1.9%	2.7%	2.6%	2.1%	2.7%	2.6%	2.6%	2.8%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	81	79	108	63	65	70	65	72	69	81	59	49	73	78	42	69	80	59	73
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	80	55	120	47	55		52	42	49	52	73	52	51	68	53	49	55	75	52	57
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	5.5%	4.0%	8.1%	3.6%	4.3%		3.7%	3.0%	3.5%	4.1%	5.4%	3.9%	3.9%	5.2%	4.2%	3.8%	4.4%	5.9%	4.0%	4.8%
<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	7	8	8	6	8	9	8	7	7	9	6	6	6	8	8	6	7	5	8
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	6	6	5	7	8	7	4	7	6	5	5	5	6	7	7	6	4	7
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	8	8	11	14	11	10	9	11	10	9	9	10	11	10	7	5	7
2.5	Long waits	Number of people waiting over 30 minutes		number	156	155	226	130	249		431	331	222	261	290	229	176	195	240	355	211	94	27	173
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	4.2%	3.9%	6.3%	3.6%	6.7%	10.8%	8.7%	5.9%	6.9%	7.1%	6.1%	4.8%	5.2%	6.3%	8.9%	5.4%	2.6%	0.8%	4.7%
<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	463	514	573	506	495		641	614	529	514	519	499	566	494	488	489	528	580	495	458
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.1%	97.5%	97.0%	97.4%	97.2%	94.9%	96.6%	96.6%	97.3%	96.1%	96.4%	97.5%	96.6%	97.1%	96.1%	96.0%	97.2%	97.2%	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	45	59	44	55	46		48	46	54	50	46	38	46	42	51	45	43	56	33	38
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	14,472	14,315	13,135	12,596	12,535		15,011	14,368	13,884	13,453	14,026	14,249	13,788	13,236	13,295	14,629	14,391	13,990	13,475	13,491
4.2	Patient tests	Total number of patient tests performed		number	55,342	55,302	52,095	50,856	52,302		57,483	56,436	54,671	54,429	55,593	55,890	54,908	52,526	52,753	57,307	55,684	52,709	50,717	50,899
4.3	Urgent tests	Total number of urgent tests		number	520	506	435	450	430		522	524	542	518	535	599	463	501	518	542	562	440	479	450
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	62	60	52	52	49		62	63	52	56	54	67	57	60	46	65	45	59	41	52
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	62	60	52	52	49		62	63	52	56	54	67	57	60	46	65	45	59	41	52
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	0.1%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%	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 31/05/21	Tue 1/06/21	Wed 2/06/21	Thu 3/06/21	Fri 4/06/21	Mon 7/06/21	Tue 8/06/21	Wed 9/06/21	Thu 10/06/21	Fri 11/06/21	Mon 14/06/21	Tue 15/06/21	Wed 16/06/21	Thu 17/06/21	Fri 18/06/21	Mon 21/06/21	Tue 22/06/21	Wed 23/06/21	Thu 24/06/21	Fri 25/06/21	
<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	4:58	4:46	5:11	5:02	4:58		5:09	4:51	4:55	5:09	5:10	4:33	4:47	4:44	4:28	5:06	5:37	4:50	5:31	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	1:23	1:10	1:26	1:25	1:20		1:35	1:15	1:15	1:34	1:25	1:06	1:12	1:11	0:54	1:34	1:58	1:16	1:51	1:01
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	8:00	8:00		8:00	7:00	8:00	7:00	8:00	7:00	7:00	7:00	7:00	9:00	10:00	8:00	10:00	8:00
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:15	8:21	8:04	5:09	5:48		5:02	5:10	5:45	5:06	5:43	5:32	5:01	5:12	5:59	4:56	5:12	5:20	6:12	5:09
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:42	4:55	4:24	1:33	2:12		1:31	1:37	2:07	1:35	2:04	2:00	1:29	1:42	1:27	1:27	1:34	1:48	2:34	1:26
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	11:00	22:00	7:00	10:00		7:00	8:00	11:00	7:00	11:00	9:00	7:00	7:00	7:00	7:00	7:00	9:00	11:00	7:00
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:31	8:19	5:29	6:25	6:02		6:27	5:28	7:12	6:35	6:23	5:58	5:09	5:39	5:55	5:55	6:01	6:00	8:00	5:42
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	3:10	4:59	2:07	2:58	2:58		3:09	2:13	3:46	3:17	2:59	2:31	1:54	2:12	2:45	2:48	2:17	2:46	3:53	2:16
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	4:00	6:00	23:00	6:00	7:00		5:00	5:00	7:00	5:00	5:00	11:00	5:00	5:00	5:00	6:00	7:00	7:00	5:00	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	5:28	8:30	7:54	5:26	6:01		5:18	5:16	5:52	5:16	5:53	5:39	5:14	5:21	5:07	5:05	5:22	5:29	6:27	5:19
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:53	5:04	4:24	1:50	2:24		1:46	1:43	2:13	1:43	2:12	2:13	1:43	1:49	1:35	1:35	1:45	2:01	2:46	1:34
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	11:00	22:00	8:00	10:00		7:00	8:00	11:00	7:00	11:00	10:00	7:00	8:00	7:00	7:00	7:00	9:00	11:00	8:00
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		14:30	15:37	17:04	15:57		15:18	16:33	15:55		16:19	16:51	17:28	17:38		15:54	17:13	16:20	17:00	
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		11:19	12:31	14:07	12:30		11:35	12:56	14:01		12:44	14:30	15:08	14:25		11:47	14:51	13:27	15:24	
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		0.8	1.3	1.3	1.3		1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.0	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%	99.8%		99.8%	100.0%	100.0%	99.9%	99.9%	96.7%	99.9%	99.9%	99.9%	99.8%	100.0%	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	4:25	4:34	4:39	4:34	4:25		4:32	4:33	4:21	4:28	4:47	4:24	4:42	4:25	4:28	4:24	5:14	4:36	4:41	4:13
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:01	1:08	1:12	1:11	1:06		1:07	1:05	1:01	1:10	1:13	1:05	1:11	1:07	1:12	1:04	1:17	1:12	1:11	1:02
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	4:45	6:00	5:15	5:30		5:00	5:45	5:00	5:00	6:00	5:00	5:30	5:15	6:00	6:00	5:15	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	4:18	4:22	3:56	4:01	4:44		4:05	4:13	3:54	4:07	4:41	4:10	3:50	3:37	3:56	4:10	3:56	3:55	4:23	3:56
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:08	1:22	1:13	1:05	1:21		0:56	1:14	1:09	1:08	1:52	1:19	1:00	1:13	0:57	1:30	1:14	1:03	1:25	0:54
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	6:00	6:00	6:00	6:00	5:45		5:30	5:45	5:30	6:00	7:15	7:00	5:30	5:30	6:00	7:30	5:45	5:30	6:45	5:30
<b>6. RECOLLECTS</b>																									
6.1	Total specimens	Total number of patient episodes		number	8,117	8,105	7,529	7,564	7,644		8,663	8,120	7,952	7,825	8,311	8,061	7,833	7,649	7,812	8,575	8,137	7,517	7,283	7,445	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.2%	0.2%	0.2%	0.2%		0.3%	0.2%	0.3%	0.2%	0.2%	0.2%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.1%	
<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					4					4						4					4
7.6	New complaints	Number of new complaints received this week		number					-					-						-					-
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					-					-						-					-