

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					
					28/06/21	29/06/21	30/06/21	1/07/21	2/07/21	5/07/21	6/07/21	7/07/21	8/07/21	9/07/21	12/07/21	13/07/21	14/07/21	15/07/21	16/07/21	19/07/21	20/07/21	21/07/21	22/07/21	23/07/21	26/07/21	27/07/21	28/07/21	29/07/21	30/07/21	
1. CALL CENTRE																														
1.1a	Total inbound calls	Number of calls placed / received		number	1,403	1,318	1,318	1,188	1,205	1,223	1,213	1,153	1,128	1,157	1,268	1,288	1,251	1,284	1,170	1,246	1,238	1,140	1,234	1,172	1,286	1,340	1,261	1,182	1,223	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	472	499	499	402	444	393	442	428	418	444	443	512	461	472	450	444	444	437	459	417	414	470	452	446	434	
1.2	Total calls answered	Number of calls answered		number	1,345	1,240	1,232	1,117	1,142	1,186	1,155	1,078	1,128	1,104	1,190	1,227	1,197	1,224	1,117	1,166	1,183	1,065	1,173	1,099	1,227	1,281	1,195	1,135	1,189	
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	4.1%	5.2%	6.5%	6.0%	5.2%	3.0%	4.8%	6.5%	4.2%	4.6%	6.2%	4.7%	4.3%	4.7%	6.4%	4.4%	6.6%	4.9%	6.2%	4.6%	4.4%	5.2%	4.0%	2.8%	
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%	2.8%	2.6%	3.0%	2.7%	2.5%	2.7%	2.8%	2.6%	2.5%	2.9%	2.5%	2.6%	3.0%	2.9%	2.7%	2.7%	2.8%	2.9%	2.7%	3.0%	2.9%	2.7%	2.5%	
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ('Lab Results' figure)	less than	150	seconds	84	89	90	78	82	50	69	73	59	55	81	69	66	74	78	75	50	61	64	64	59	58	59	56	53
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	72	89	92	75	70	43	63	78	51	60	81	67	57	63	61	82	61	77	65	75	63	63	69	53	39	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	5.1%	6.8%	7.0%	6.3%	5.8%	3.5%	5.2%	6.8%	4.5%	5.2%	6.4%	5.2%	4.6%	4.9%	5.2%	6.6%	4.9%	6.8%	5.3%	6.4%	4.9%	4.7%	5.5%	4.5%	3.2%	
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	6	4	7	7	6	6	5	6	6	5	6	9	9	6	6	5	5	8	6	6	6	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	6	4	4	5	6	6	5	4	4	7	5	4	5	5	5	5	5	4	5	6	6	5	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	11	9	6	7	9	8	7	8	6	9	9	7	6	6	6	9	6	6	6	9	6	6	5	8	
2.5	Long waits	Number of people waiting over 30 minutes		number	235	113	49	104	221	133	106	114	39	142	152	140	60	76	153	157	65	91	63	59	142	64	69	22	145	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	6.3%	3.2%	1.4%	3.1%	6.1%	3.6%	2.8%	3.2%	1.1%	3.9%	4.3%	4.1%	1.8%	2.2%	4.3%	4.3%	1.8%	2.6%	1.8%	1.7%	4.0%	1.8%	1.9%	0.6%	3.9%
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	490	486	590	497	491	511	524	555	483	461	512	481	559	468	487	517	486	542	481	458	552	495	510	464	472	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.5%	97.5%	96.6%	97.2%	97.4%	97.3%	97.1%	97.3%	96.9%	98.5%	95.3%	95.6%	96.2%	96.2%	95.9%	95.2%	95.7%	98.2%	95.8%	97.6%	96.0%	97.6%	97.1%	97.0%	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	32	43	44	29	63	50	41	48	36	43	53	39	55	38	51	51	37	43	51	40	48	40	54	43	35	
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%	100.0%	100.0%	100.0%	100.0%	100.0%	
4. LAB																														
4.1	Patient episodes	Total number of patient episodes		number	14,708	14,223	13,508	12,977	13,075	14,193	13,858	13,012	12,513	12,414	13,019	12,989	12,324	11,919	11,921	13,302	12,756	11,754	11,988	11,674	13,551	13,374	12,808	12,709	12,288	
4.2	Patient tests	Total number of patient tests performed		number	55,650	53,002	51,441	49,484	50,832	53,898	52,970	50,660	50,061	49,791	52,087	52,011	49,215	48,244	48,577	53,636	51,521	46,248	48,909	47,702	52,719	51,778	49,982	48,953	49,404	
4.3	Urgent tests	Total number of urgent tests		number	443	602	425	438	551	525	502	431	446	520	506	442	507	413	430	502	444	445	471	437	532	537	438	486	498	
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%	1%	1%	1%	1%	1%	
4.6	Critical results	Number of critical test results		number	66	55	45	44	61	13	68	61	62	50	68	77	58	45	51	67	63	53	39	54	56	60	51	66	42	
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	66	55	45	44	61	13	68	61	62	50	68	77	58	45	51	67	63	53	39	54	56	60	51	66	42	
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%	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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	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	Mon	Tue	Wed	Thu	Fri		
					28/06/21	29/06/21	30/06/21	1/07/21	2/07/21	5/07/21	6/07/21	7/07/21	8/07/21	9/07/21	12/07/21	13/07/21	14/07/21	15/07/21	16/07/21	19/07/21	20/07/21	21/07/21	22/07/21	23/07/21	26/07/21	27/07/21	28/07/21	29/07/21	30/07/21		
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	5:10	5:21	4:47	4:52	4:56	4:56	4:39	4:41	4:34	4:32	4:45	4:39	4:59	5:00	4:24	4:37	4:21	4:28	4:37	4:43	4:38	4:42	4:46	4:38	4:44	
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	1:21	1:33	1:10	1:09	1:05	1:27	1:03	1:16	1:09	0:56	1:09	1:09	1:23	0:56	0:45	1:08	0:50	0:45	1:00	1:05	1:03	1:03	1:13	0:56	0:56	
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	9:00	7:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	9:00	7:00	9:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	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	5:22	6:28	5:59	6:16	6:31	5:09	4:59	5:10	5:27	5:01	5:18	5:06	5:37	5:28	4:59	4:49	4:59	4:57	4:57	5:25	5:24	5:07	4:53	5:11	5:15	
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:35	2:35	2:22	2:35	2:41	1:42	1:28	1:44	2:04	1:23	1:42	1:36	2:01	1:23	1:22	1:21	1:28	1:15	1:24	1:46	1:48	1:30	1:19	1:29	1:35	
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	10:00	11:00	11:00	7:00	7:00	7:00	8:00	7:00	9:00	7:00	10:00	8:00	7:00	7:00	7:00	7:00	8:00	8:00	8:00	7:00	7:00	7:00	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	5:27	7:14	6:00	7:29	6:49	5:13	6:35	5:43	6:52	5:23	5:33	5:37	5:52	5:37	5:12	4:51	5:24	5:50	5:23	5:44	5:37	5:14	5:30	5:30	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	2:16	3:42	2:30	4:00	3:22	1:53	3:14	2:40	3:32	2:05	2:11	2:24	2:32	2:00	1:56	1:35	2:13	2:23	1:57	2:17	2:05	1:52	2:09	2:05	2:07	
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	12:00	23:00	6:00	12:00	5:00	6:00	5:00	6:00	6:00	5:00	5:00	10:00	8:00	5:00	5:00	4:00	5:00	4:00	4:00	5:00	5:00	5:00	5:00	5:00	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	5:39	6:39	6:05	6:22	6:48	5:18	5:04	5:27	5:35	5:09	5:29	5:12	5:45	5:36	5:04	4:59	5:06	5:04	5:10	5:28	5:34	5:15	4:57	5:16	5:23	
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:49	2:48	2:27	2:36	2:56	1:51	1:34	1:59	2:11	0:58	1:51	1:42	2:08	1:31	1:27	1:31	1:37	1:21	1:35	1:53	1:57	1:39	1:23	1:34	1:36	
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	11:00	10:00	11:00	11:00	7:00	7:00	7:00	9:00	8:00	9:00	7:00	10:00	8:00	7:00	7:00	7:00	7:00	8:00	8:00	9:00	7:00	7:00	7:00	7:00	
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		15:58	16:09	17:20	16:26		16:28	15:59	16:48	16:06		17:05	17:30	18:07	19:09		15:27	16:26	10:34	16:19		15:29	15:32	16:22	15:29	
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		12:39	13:35	15:16	12:40		12:42	13:08	14:06	13:02		13:10	14:37	15:20	15:39		11:11	12:16	13:52	12:32		11:13	12:10	13:19	11:26	
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		1.0	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.3	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	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	100.0%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	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	4:39	4:41	4:31	4:28	4:39	4:12	4:19	4:28	4:23	4:14	4:27	4:46	4:35	4:37	4:30	4:24	4:20	4:31	4:26	4:38	4:20	4:35	4:45	4:42	4:50	
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	1:05	1:03	1:08	1:08	1:03	0:58	1:04	1:01	0:51	1:09	1:26	1:05	1:00	1:02	1:07	1:01	1:00	0:58	1:13	1:00	1:08	1:26	1:10	1:13	
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	5:45	5:30	6:00	6:00	6:00	6:00	6:00	5:30	5:30	4:45	6:00	5:45	6:00	6:00	6:00	6:00	6:00	6:00	5:15	5:00	5:30	5:15	6:00	5:45	5:45	
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:56	4:29	3:43	4:15	4:10	3:47	3:40	4:13	4:18	3:55	4:08	4:05	5:17	4:08	4:03	3:47	3:50	4:08	4:14	4:27	3:52	3:53	3:41	3:37	3:55	
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:59	1:37	1:00	1:15	1:13	1:02	0:56	1:14	1:28	0:58	1:01	1:17	2:11	0:51	0:57	1:03	0:54	0:55	1:13	1:22	1:00	0:59	0:58	0:54	0:59	
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	6:45	6:00	5:30	6:00	6:00	5:15	5:15	6:00	5:30	5:45	5:30	5:45	5:45	6:00	5:15	5:45	6:15	7:30	6:00	6:00	5:45	5:00	6:00	5:45	
6. RECOLLECTS																															
6.1	Total specimens	Total number of patient episodes		number	8,123	7,544	7,388	7,231	7,519	7,946	7,682	7,290	7,363	7,350	7,825	7,598	7,172	7,182	7,217	8,049	7,660	6,821	7,343	7,174	7,854	7,579	7,498	7,181	7,321		
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.2%	0.3%	0.1%	0.3%	0.2%	0.3%	0.3%	0.2%	0.2%	0.2%	0.3%	0.3%	0.3%	0.2%	0.2%	0.3%	0.3%	0.3%	0.3%	0.2%	0.3%	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					4					6						6										8	
7.6	New complaints	Number of new complaints received this week		number					-					2						-										1	
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					-					2						-										1	