

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	
					2/08/21	3/08/21	4/08/21	5/08/21	6/08/21	9/08/21	10/08/21	11/08/21	12/08/21	13/08/21	16/08/21	17/08/21	18/08/21	19/08/21	20/08/21	23/08/21	24/08/21	25/08/21	26/08/21	27/08/21	
1. CALL CENTRE																									
1.1a	Total inbound calls	Number of calls placed / received		number	1,278	1,184	1,215	1,138	1,123	1,337	1,307	1,342	1,259	1,220	1,274	1,325	1,837	1,504	1,462	1,500	1,421	1,348	1,251	1,164	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	409	437	495	451	425	428	504	507	468	483	428	487	442	397	409	469	459	436	455	359	
1.2	Total calls answered	Number of calls answered		number	1,203	1,136	1,156	1,117	1,104	1,262	1,249	1,294	1,230	1,196	1,217	1,270	1,795	1,460	1,410	1,420	1,349	1,304	1,218	1,143	
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	5.9%	4.1%	4.9%	1.9%	1.7%	5.6%	4.4%	3.6%	2.3%	2.0%	4.5%	4.2%	2.3%	2.9%	3.6%	5.3%	5.1%	3.3%	2.6%	1.8%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.9%	3.0%	2.6%	2.2%	1.9%	2.8%	2.6%	2.6%	2.4%	1.9%	2.6%	2.5%	1.6%	1.8%	2.7%	3.0%	3.1%	2.8%	2.6%	2.0%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	71	73	52	45	43	79	82	86	52	48	71	61	43	49	71	59	71	58	58	43
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	80	53	63	25	25	81	65	57	36	29	60	63	50	53	65	87	81	49	41	28	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	6.3%	4.5%	5.2%	2.2%	2.2%	6.1%	5.0%	4.3%	2.9%	2.4%	4.7%	4.8%	2.7%	3.5%	4.5%	5.8%	5.7%	3.6%	3.3%	2.4%	
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	8	6	6	6	7	10	9	8	6	7	9	7	2	2	2	2	4	5	3	3
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	5	4	4	4	6	5	5	4	4	8	4	2	2	2	3	3	3	2	3
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	10	6	6	6	8	8	7	5	6	7	9	7	2	2	1	3	2	3	3	3
2.5	Long waits	Number of people waiting over 30 minutes		number	173	113	83	49	113	236	192	92	99	130	209	77	1	4	2	3	10	45	22	13	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	4.5%	3.1%	2.3%	1.4%	3.2%	6.1%	5.3%	2.5%	2.7%	3.5%	5.4%	2.0%	0.1%	0.3%	0.2%	0.2%	0.8%	3.5%	1.7%	0.9%
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	542	495	574	472	441	519	495	560	492	442	540	482	532	420	461	463	445	538	407	441	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	95.6%	96.0%	93.9%	96.8%	97.1%	96.1%	98.2%	98.0%	97.4%	96.6%	96.5%	95.9%	97.7%	96.7%	98.5%	94.0%	96.9%	95.7%	96.1%	96.6%
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	56	39	38	50	45	58	36	61	54	43	67	42	36	34	25	40	39	48	34	43	
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	14,454	13,496	13,178	12,539	12,198	13,902	13,600	13,351	12,882	12,476	14,474	14,260	14,681	17,718	18,812	18,705	25,822	18,745	13,810	13,314	
4.2	Patient tests	Total number of patient tests performed		number	55,095	51,819	51,182	48,558	48,289	53,617	52,553	51,647	49,376	49,045	54,914	53,126	24,038	29,048	29,195	30,561	38,356	31,047	26,600	27,443	
4.3	Urgent tests	Total number of urgent tests		number	605	503	420	591	479	619	545	487	542	382	546	630	238	257	265	369	307	307	324	309	
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	65	69	50	57	48	66	55	57	54	64	72	61	37	39	26	42	34	34	41	35	
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	69	50	57	48	66	55	57	54	64	72	61	37	39	26	42	34	34	41	35	
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%	0.1%	0.0%	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.1%	0.1%	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																				

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					2/08/21	3/08/21	4/08/21	5/08/21	6/08/21	9/08/21	10/08/21	11/08/21	12/08/21	13/08/21	16/08/21	17/08/21	18/08/21	19/08/21	20/08/21	23/08/21	24/08/21	25/08/21	26/08/21	27/08/21	
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	4:42	4:37	4:41	4:18	4:28	4:36	4:42	4:33	4:23	4:31	4:55	4:43	3:50	4:14	4:29	4:35	4:27	3:52	3:54	3:47
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	1:02	1:00	1:09	0:49	0:53	1:08	1:03	0:53	0:59	0:52	1:13	1:00	0:38	0:44	0:34	0:46	0:40	0:40	0:43	0:34
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	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	6:00	7:00	9:00	7:00	8:00	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	5:02	5:18	5:07	5:07	5:08	5:09	5:10	5:27	4:52	5:04	5:30	5:20	0:51	4:28	4:53	4:57	5:01	4:27	4:24	4:25
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:23	1:43	1:38	1:38	1:33	1:40	1:37	1:49	1:28	1:27	1:50	1:37	0:58	1:07	1:04	1:05	1:13	1:09	1:09	1:12
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	8:00	7:00	7:00	7:00	7:00	7:00	9:00	7:00	7:00	8:00	9:00	6:00	7:00	9:00	8:00	10:00	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	5:13	5:41	5:42	5:59	5:29	5:34	6:09	6:32	5:20	6:31	5:27	6:11	4:56	6:16	5:09	4:49	5:54	5:16	4:40	5:17
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:08	2:20	2:25	2:37	2:17	2:26	2:35	3:01	2:12	3:00	2:05	2:55	1:30	2:55	1:47	1:26	2:17	2:11	1:34	2:09
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	3:00	3:00	7:00	6:00	4:00	5:00	6:00	6:00	6:00	9:00	4:00	4:00	5:00	5:00	3:00	5:00	5:00	3:00	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	5:21	5:28	5:14	5:14	5:13	5:18	5:23	5:35	5:01	5:11	4:42	5:32	0:48	4:49	5:05	5:08	5:15	4:24	4:28	4:26
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:42	1:50	1:43	1:44	1:39	1:51	1:46	1:56	1:38	1:33	1:54	1:49	1:20	1:12	1:11	1:15	1:25	1:09	1:17	1:19
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	7:00	8:00	10:00	7:00	7:00	10:00	9:00	7:00	7:00	9:00	9:00	10:00	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		15:04	16:56	17:53	15:54		15:24	16:38	16:41	16:36		16:39	21:29	21:05	16:38		14:51	18:30	16:30	15:32
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		11:14	13:13	14:08	12:26		12:04	13:58	13:38	13:55		12:31	17:03	19:12	12:59		12:05	13:41	13:23	12:42
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	1,5	1,8	1,3		0,8	1,3	1,0	0,8
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%	100.0%	99.9%	99.9%	100.0%	99.9%	99.9%	99.8%	99.8%	99.9%	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	4:25	4:39	4:32	4:12	4:19	4:22	4:41	4:23	5:01	4:35	4:37	4:32	4:20	4:11	4:18	4:32	4:19	4:12	4:04	4:02
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:57	1:08	1:20	1:00	1:06	1:06	1:07	1:03	1:06	1:02	0:59	0:57	0:59	0:55	0:51	0:57	0:54	0:58	1:07	0:58
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	6:00	6:00	5:15	5:00	5:15	6:00	6:00	6:00	5:30	5:15	5:45	4:00	5:00	5:15	5:30	5:30	4:30	5:30	5:15
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:42	4:10	4:06	3:52	4:01	3:56	4:00	4:22	3:48	3:43	3:54	4:18	3:35	4:04	3:49	3:47	3:55	3:52	3:29	3:43
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:48	1:11	1:02	0:56	1:00	1:06	1:05	1:10	0:55	1:04	1:07	1:17	0:44	1:00	0:50	0:58	1:06	1:02	0:51	1:10
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	5:15	5:00	6:00	5:15	6:00	5:15	6:00	6:00	5:30	5:15	6:00	6:00	5:15	5:30	5:45	5:15	5:00	5:30	5:00	5:00
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes			number	8,313	7,587	7,547	7,187	7,157	8,082	7,726	7,585	7,323	7,331	8,315	7,824	1,994	2,502	2,276	3,698	3,175	3,358	3,074	3,248
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.3%	0.2%	0.1%	0.3%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%	0.3%	0.4%	0.3%	0.3%	0.4%	0.3%	0.4%
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					8					9						10				10
7.6	New complaints	Number of new complaints received this week			number									1							1				-
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number										1						1				-