

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 30/08/21	Tue 31/08/21	Wed 1/09/21	Thu 2/09/21	Fri 3/09/21	Mon 6/09/21	Tue 7/09/21	Wed 8/09/21	Thu 9/09/21	Fri 10/09/21	Mon 13/09/21	Tue 14/09/21	Wed 15/09/21	Thu 16/09/21	Fri 17/09/21	Mon 20/09/21	Tue 21/09/21	Wed 22/09/21	Thu 23/09/21	Fri 24/09/21
1. CALL CENTRE																								
1.1a	Total inbound calls	Number of calls placed / received		number	1,416	1,221	1,260	1,150	1,197	1,302	1,257	1,214	1,100	1,079	1,230	1,244	1,222	1,215	1,236	1,313	1,270	1,288	1,317	1,259
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	331	341	353	302	349	354	368	394	352	344	332	360	383	382	366	350	352	360	394	360
1.2	Total calls answered	Number of calls answered		number	1,393	1,219	1,254	1,144	1,181	1,286	1,242	1,202	1,090	1,076	1,209	1,223	1,210	1,201	1,217	1,287	1,237	1,260	1,266	1,239
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	1.6%	0.2%	0.5%	0.5%	1.3%	1.2%	1.2%	1.0%	0.9%	0.3%	1.7%	1.7%	1.0%	1.2%	1.5%	2.0%	2.6%	2.2%	3.9%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.4%	0.0%	0.6%	0.0%	1.2%	1.1%	1.1%	0.8%	1.1%	0.3%	2.1%	1.4%	1.0%	1.1%	0.8%	2.0%	2.6%	1.9%	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	58	26	26	38	51	33	34	35	33	26	38	42	40	35	39	34	50	44	46
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	32	5	5	10	21	19	10	20	15	7	29	28	20	21	29	35	40	38	59	29
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	2.3%	0.4%	0.4%	0.9%	1.8%	1.5%	0.8%	1.7%	1.4%	0.6%	2.4%	2.3%	1.6%	1.7%	2.4%	2.7%	3.2%	3.0%	4.5%	2.3%
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	4	4	4	4	4	4	3	3	3	4	5	4	3	4	3	4	3	3	4
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	4	3	3	3	3	2	2	2	2	3	2	2	2	2	3	2	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	4	3	4	3	3	2	2	3	3	3	4	4	3	3	4	4	5	3	5
2.5	Long waits	Number of people waiting over 30 minutes		number	6	4	4	3	4	15	3	4	5	13	28	6	34	2	9	15	18	41	10	30
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	0.3%	0.3%	0.2%	0.2%	0.8%	0.2%	0.2%	0.3%	0.7%	1.4%	0.3%	1.8%	0.1%	0.4%	0.7%	0.8%	1.6%	0.4%	1.1%
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	501	451	504	437	468	499	454	584	458	473	584	486	554	490	490	548	481	579	482	528
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	97.2%	96.0%	96.6%	97.7%	97.2%	97.6%	98.0%	97.9%	96.7%	97.3%	96.7%	97.9%	97.7%	96.5%	96.5%	96.0%	97.1%	95.2%	93.8%
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	52	43	53	41	49	47	55	50	43	46	62	58	62	56	46	66	46	41	35	57
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	14,230	8,739	8,539	8,144	8,270	9,864	10,013	9,814	9,259	9,812	10,205	11,532	10,942	9,969	10,958	12,222	12,143	12,331	11,713	12,996
4.2	Patient tests	Total number of patient tests performed		number	30,894	24,293	25,426	24,631	25,185	30,049	28,335	27,341	27,694	29,026	31,624	33,796	32,054	30,107	33,513	36,330	36,353	38,470	38,168	40,775
4.3	Urgent tests	Total number of urgent tests		number	535	588	422	422	447	662	545	441	505	520	631	711	567	574	679	731	621	621	721	626
4.4	% urgent tests	4.3 divided by 4.2		percent	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
4.6	Critical results	Number of critical test results		number	47	53	46	48	37	65	55	59	47	43	61	56	40	57	53	64	58	45	61	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	47	53	46	48	37	65	55	59	47	43	61	56	40	57	53	64	58	45	61	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%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	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																			

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	
					30/08/21	31/08/21	1/09/21	2/09/21	3/09/21	6/09/21	7/09/21	8/09/21	9/09/21	10/09/21	13/09/21	14/09/21	15/09/21	16/09/21	17/09/21	20/09/21	21/09/21	22/09/21	23/09/21	24/09/21	
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	4:02	3:47	3:55	3:51	3:56	3:56	3:50	3:44	3:43	3:41	4:07	3:46	3:48	3:53	3:47	3:55	3:47	3:51	3:58	3:57
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	0:49	0:39	0:46	0:43	0:44	0:50	0:40	0:41	0:38	0:36	1:01	0:43	0:47	0:48	0:44	0:49	0:39	0:41	0:41	0:44
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	7:00	7:00	7:00	7:00	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	4:19	4:17	4:49	4:12	4:23	4:39	4:13	4:12	4:25	4:09	4:26	4:22	4:04	4:05	4:08	4:18	4:15	4:26	4:54	4:45
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:04	1:12	1:40	1:03	1:08	1:33	1:02	1:07	1:19	1:05	1:18	1:22	1:04	1:03	1:05	1:15	1:10	1:16	1:36	1:30
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	7:00	7:00	6:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	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	4:51	5:29	5:38	4:30	6:07	5:41	5:37	4:45	5:03	4:42	4:48	5:30	4:35	5:03	4:55	5:13	5:46	5:07	5:15	5:37
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:48	2:30	2:38	1:40	3:09	2:49	2:46	2:03	2:18	2:29	1:48	2:42	1:36	2:07	2:16	2:26	2:21	2:09	2:06	2:30
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	4:00	6:00	3:00	5:00	3:00	6:00	4:00	4:00	3:00	4:00	3:00	3:00	4:00	3:00	6:00	6:00	4:00	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	4:31	4:16	4:57	4:19	4:35	4:57	4:24	4:20	4:32	4:15	4:40	4:29	4:34	4:07	4:17	4:31	4:27	4:33	5:00	4:54
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:16	1:06	1:46	1:15	1:22	1:55	1:12	1:16	1:27	1:12	1:30	1:24	1:29	1:05	1:14	1:27	1:18	1:22	1:41	1:39
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	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	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		17:52	16:51	17:16	16:50		16:23	15:46	16:03	15:31		16:14	15:27	16:46	15:40		16:15	16:01	16:31	15:44
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		13:21	13:59	13:47	13:36		13:24	12:54	12:25	11:44		12:00	12:30	12:49	12:21		12:36	13:10	12:56	11:57
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	1.3		1.0	1.3	1.3	1.3		1.0	1.3	1.3	0.8		0.8	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%	100.0%	99.8%	99.8%	99.9%	100.0%	99.8%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.7%	99.9%	99.9%	99.9%	99.6%
URGENT																									
5.9a	Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	4:15	4:01	4:08	4:06	4:17	4:10	4:10	3:54	4:03	3:52	4:04	4:01	3:48	4:04	4:04	4:00	3:53	4:09	4:24	3:57
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	0:56	1:00	1:00	1:12	1:05	1:05	0:59	1:03	1:03	1:03	1:03	0:54	1:04	1:03	0:57	0:56	1:01	1:09	1:00
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	6:00	5:30	5:30	5:30	5:30	4:00	5:45	5:15	5:30	6:00	5:45	5:30	4:30	4:30	6:00	4:45	5:15	5:15	5:30	4:45
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:38	3:36	3:33	3:36	3:52	3:42	3:33	3:43	3:26	3:22	3:27	3:50	3:32	3:23	3:25	3:16	3:18	3:40	3:46	3:41
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:45	0:54	0:52	0:51	1:06	1:04	0:55	0:57	0:57	0:49	0:58	1:18	0:52	0:53	0:57	0:48	0:53	1:07	1:08	0:55
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	6:30	5:45	5:30	4:45	5:45	5:15	5:30	5:15	5:00	5:15	5:15	6:00	5:00	4:45	5:30	4:45	5:30	5:45	5:15	5:00
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number	3,786	3,545	3,910	3,812	3,716	4,512	4,082	3,797	4,080	4,250	4,646	4,704	4,482	4,269	4,795	5,236	5,063	5,678	5,682	6,012	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.3%	0.3%	0.3%	0.2%	0.2%	0.3%	0.3%	0.2%	0.3%	0.3%	0.2%	0.3%	0.2%	0.3%	0.3%	0.2%	0.3%	0.3%	
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					12					12						13					14
7.6	New complaints	Number of new complaints received this week		number					2					-						1					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					1