

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 1/11/21	Tue 2/11/21	Wed 3/11/21	Thu 4/11/21	Fri 5/11/21	Mon 8/11/21	Tue 9/11/21	Wed 10/11/21	Thu 11/11/21	Fri 12/11/21	Mon 15/11/21	Tue 16/11/21	Wed 17/11/21	Thu 18/11/21	Fri 19/11/21	Mon 22/11/21	Tue 23/11/21	Wed 24/11/21	Thu 25/11/21	Fri 26/11/21	
1. CALL CENTRE																									
1.1a	Total inbound calls	Number of calls placed / received		number	1,653	1,431	1,382	1,313	1,320	1,411	1,283	1,352	1,377	1,365	1,559	1,517	1,473	1,364	1,311	1,532	1,346	1,355	1,252	1,382	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	420	412	459	411	361	353	380	440	459	425	432	486	514	447	426	416	406	405	398	414	
1.2	Total calls answered	Number of calls answered		number	1,601	1,406	1,318	1,273	1,271	1,363	1,258	1,324	1,336	1,342	1,496	1,452	1,433	1,303	1,265	1,472	1,275	1,298	1,197	1,312	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	3.2%	1.8%	4.6%	3.1%	3.7%	3.4%	2.0%	2.1%	3.0%	1.7%	4.0%	4.3%	2.7%	4.5%	3.5%	3.9%	5.3%	4.2%	4.4%	5.1%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	1.9%	1.5%	2.6%	0.2%	2.5%	2.0%	2.6%	1.6%	2.6%	0.7%	2.3%	2.1%	2.3%	2.7%	2.4%	2.9%	2.5%	2.7%	2.5%	2.9%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	54	39	62	44	46	49	38	45	55	36	54	64	65	61	59	80	78	61	57	65
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	64	36	75	48	54	58	32	39	53	30	75	77	53	73	55	75	84	72	63	79	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	3.9%	2.5%	5.4%	3.7%	4.1%	4.1%	2.5%	2.9%	3.9%	2.2%	4.8%	5.1%	3.6%	5.4%	4.2%	4.9%	6.2%	5.3%	5.0%	5.7%	
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	8	6	5	7	7	6	5	5	6	7	8	6	6	7	6	9	6	7	6
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	7	5	4	5	5	5	5	5	5	5	6	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	6	6	5	4	6	5	5	4	5	5	7	6	5	5	6	8	6	6	6	7
2.5	Long waits	Number of people waiting over 30 minutes		number	91	74	31	31	58	23	42	16	23	33	94	87	47	30	77	54	90	70	66	66	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	2.5%	2.1%	0.9%	1.0%	1.7%	0.6%	1.1%	0.4%	0.7%	0.9%	2.4%	2.2%	1.2%	0.8%	2.1%	1.4%	2.3%	1.8%	1.8%	1.7%
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	610	563	632	537	553	552	507	578	544	534	581	577	611	520	544	572	494	575	492	521	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	95.6%	96.3%	95.9%	97.0%	96.4%	96.2%	96.1%	96.7%	97.4%	96.8%	95.5%	96.9%	98.0%	97.9%	96.5%	95.1%	99.0%	97.4%	98.0%	96.0%
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	67	67	39	47	58	66	50	64	60	55	49	61	52	46	59	55	55	53	44	53	
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	20,381	20,380	18,545	18,923	20,613	20,277	19,618	18,423	19,758	22,702	22,494	21,737	20,609	20,588	21,665	20,906	21,696	20,460	19,542	21,163	
4.2	Patient tests	Total number of patient tests performed		number	55,966	55,057	52,315	51,959	55,902	55,471	54,771	52,564	53,060	59,532	61,937	61,065	59,349	57,676	57,882	59,603	60,726	59,472	55,098	57,987	
4.3	Urgent tests	Total number of urgent tests		number	818	863	731	722	811	760	778	728	770	755	751	787	677	713	701	699	776	776	805	536	613
4.4	% urgent tests	4.3 divided by 4.2		percent	1%	2%	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	83	74	50	58	83	66	60	71	58	66	58	73	74	65	56	73	77	66	52	71	
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	83	74	50	58	83	66	60	71	58	66	58	73	74	65	56	73	77	66	52	70	
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%	99%	
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%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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	
					1/11/21	2/11/21	3/11/21	4/11/21	5/11/21	8/11/21	9/11/21	10/11/21	11/11/21	12/11/21	15/11/21	16/11/21	17/11/21	18/11/21	19/11/21	22/11/21	23/11/21	24/11/21	25/11/21	26/11/21	
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	4:40	4:27	4:46	4:32	4:27	4:26	5:03	4:08	4:24	4:27	4:50	4:39	4:34	4:41	4:25	5:10	4:43	4:44	4:21	4:42
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	0:56	0:55	1:04	0:55	0:59	1:03	0:54	0:47	0:58	0:59	1:13	1:09	1:05	1:07	0:51	1:27	1:11	1:11	0:54	0:54
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	8:00	9:00	8:00	7:00	10:00	7:00	7:00	7:00	7:00	9:00	8:00	7:00	9:00	8:00	10:00	7:00	8:00	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	5:11	4:51	5:03	5:01	4:55	5:02	5:30	4:31	4:49	4:59	4:49	5:01	4:57	5:40	5:28	5:17	5:21	5:10	5:36	5:17
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:28	1:22	1:25	1:28	1:28	1:21	1:13	1:10	1:24	1:31	1:17	1:34	1:31	2:12	1:57	1:40	1:50	1:42	2:03	1:29
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	10:00	8:00	8:00	8:00	7:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00	10:00	10:00	8:00	8:00	7:00	8:00	8:00
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:48	5:33	5:23	5:42	5:38	5:49	5:39	5:17	5:09	5:53	5:03	5:57	5:10	5:47	6:08	6:21	6:19	5:58	6:12	6:13
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:28	2:15	2:23	2:23	2:11	2:11	2:15	2:11	2:07	2:33	1:45	2:42	1:52	2:34	2:57	2:30	2:15	2:39	2:47	2:38
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	5:00	5:00	7:00	5:00	5:00	4:00	5:00	6:00	5:00	5:00	6:00	3:00	5:00	5:00	5:00	7:00	6:00	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	5:23	4:59	5:20	5:33	5:05	5:13	5:59	4:37	5:09	5:08	5:00	5:17	5:20	5:51	5:34	5:28	5:34	5:15	5:48	5:24
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:39	1:25	1:34	1:59	1:38	1:28	1:33	1:15	1:44	1:40	1:25	1:48	1:52	2:16	2:01	1:48	2:01	1:44	2:19	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	10:00	9:00	9:00	9:00	7:00	8:00	7:00	7:00	7:00	7:00	8:00	9:00	10:00	10:00	10:00	9:00	8:00	8:00	8:00	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		16:51	16:29	18:30	15:28		15:46	15:32	16:15	14:34		4:25	14:49	16:29	14:59		17:46	15:38	17:02	17:25
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		14:10	13:50	15:03	12:49		13:37	12:26	12:52	11:41		11:46	11:20	12:48	11:50		13:50	13:25	14:27	14:25
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	1,8	1,3		1,3	1,3	1,3	0,8		1,0	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	99.7%	99.9%	99.9%	99.9%	99.9%	99.7%	99.9%	99.9%	97.9%	100.0%	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%	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	4:32	4:13	4:26	4:21	4:18	4:18	4:12	3:31	4:28	4:12	4:31	4:25	4:42	4:24	4:29	4:33	4:34	4:20	4:25	4:28
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:58	1:00	1:01	1:01	1:05	0:52	0:57	1:02	1:11	0:57	1:12	1:07	1:21	1:10	1:09	1:14	1:15	1:02	1:04	0:57
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	5:15	5:30	4:31	5:15	5:30	4:30	6:00	6:00	6:00	5:45	6:00	5:00	5:30	6:00	5:45	4:45	5:00	6:00
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:42	3:46	3:45	4:00	3:41	4:10	4:01	3:50	3:58	3:56	3:45	4:10	3:58	4:13	4:11	3:47	3:43	3:39	4:00	3:58
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:56	0:59	0:54	0:55	0:57	0:54	1:03	1:01	0:54	0:55	0:58	1:11	1:05	1:19	1:09	0:59	1:06	1:06	1:07	1:02
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	5:45	5:45	6:00	6:00	5:30	6:00	6:00	5:30	5:45	6:00	5:30	6:00	6:00	6:00	6:00	5:30	5:30	5:30	5:45	6:00
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number	7,803	7,530	7,333	7,180	7,774	7,534	7,489	7,462	7,082	7,834	8,238	8,152	8,190	7,404	7,809	8,141	7,870	7,913	7,853	7,983	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.3%	0.2%	0.3%	0.2%	0.3%	0.3%	0.3%	0.2%	0.2%	0.2%	0.1%	0.2%	0.2%	0.3%	0.2%	0.1%	0.3%	0.1%	
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					14					14						16					16
7.6	New complaints	Number of new complaints received this week		number					-					-						2					-
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					-					-						2					-