

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 3/01/22	Tue 4/01/22	Wed 5/01/22	Thu 6/01/22	Fri 7/01/22	Mon 10/01/22	Tue 11/01/22	Wed 12/01/22	Thu 13/01/22	Fri 14/01/22	Mon 17/01/22	Tue 18/01/22	Wed 19/01/22	Thu 20/01/22	Fri 21/01/22	Mon 24/01/22	Tue 25/01/22	Wed 26/01/22	Thu 27/01/22	Fri 28/01/22	
1. CALL CENTRE																									
1.1a	Total inbound calls	Number of calls placed / received		number	Public	Public	1,412	1,221	1,213	1,366	1,265	1,214	1,223	1,228	1,445	1,274	1,324	1,154	1,327	1,333	1,348	1,277	1,276	1,235	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number			329	272	278	329	337	348	385	388	389	364	390	342	407	351	367	351	352	351	
1.2	Total calls answered	Number of calls answered		number			1,327	1,137	1,135	1,281	1,192	1,162	1,156	1,147	1,356	1,198	1,259	1,114	1,252	1,261	1,263	1,195	1,181	1,162	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent			6.0%	6.9%	6.4%	6.2%	5.8%	4.3%	5.5%	6.6%	6.2%	6.0%	4.9%	3.5%	5.7%	5.4%	6.3%	6.4%	7.5%	5.9%
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%	2.6%	2.5%	2.7%	2.4%	2.9%	2.3%	2.8%	2.8%	2.8%	2.6%	2.6%	2.7%	2.6%	2.7%	2.9%	2.8%	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			112	109	99	95	90	83	91	93	88	90	82	57	90	91	82	92	81	95
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number			92	87	84	91	80	59	75	78	95	84	75	49	82	81	90	89	108	85	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent			6.5%	7.1%	6.9%	6.7%	6.3%	4.9%	6.1%	6.4%	6.6%	6.6%	5.7%	4.3%	6.2%	6.1%	6.7%	7.0%	8.5%	6.9%	
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			11	10	9	12	11	12	9	10	10	9	9	7	7	10	8	7	6	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			7	6	5	5	6	7	4	5	6	6	5	4	5	6	4	4	3	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			8	6	6	7	7	7	5	6	6	4	5	4	6	7	5	6	6	7
2.5	Long waits	Number of people waiting over 30 minutes		number			159	116	99	267	148	134	131	149	144	119	138	56	78	248	64	67	49	159	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent			5.1%	4.1%	3.4%	6.6%	3.4%	3.2%	3.4%	3.6%	3.4%	2.8%	3.4%	1.3%	1.9%	6.2%	1.5%	1.6%	1.4%	4.0%
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			669	579	538	468	464	564	512	453	487	450	626	500	548	511	416	546	504	495	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent			94.9%	95.5%	96.7%	94.2%	97.6%	97.0%	97.6%	94.9%	96.0%	95.5%	95.8%	96.9%	96.3%	95.9%	97.1%	97.0%	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			54	56	73	44	58	61	55	60	52	53	51	53	56	50	46	76	60	68	
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%	
4. LAB																									
4.1	Patient episodes	Total number of patient episodes		number			13,471	12,278	12,783	16,854	16,261	16,154	15,098	15,936	16,929	16,461	15,479	15,666	15,984	18,354	17,301	16,497	15,872	16,185	
4.2	Patient tests	Total number of patient tests performed		number			44,072	42,987	44,110	59,978	61,280	58,648	55,388	58,625	60,539	61,434	57,509	57,659	58,230	60,206	58,670	58,218	53,127	55,541	
4.3	Urgent tests	Total number of urgent tests		number			504	519	478	607	722	573	568	641	686	705	605	612	624	611	661	707	665	614	
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%	
4.6	Critical results	Number of critical test results		number			64	71	56	79	89	78	46	52	67	89	86	53	55	69	86	50	48	41	
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			64	71	56	79	89	78	46	52	67	89	86	53	55	69	85	49	48	41	
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%	99%	98%	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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	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	
					3/01/22	4/01/22	5/01/22	6/01/22	7/01/22	10/01/22	11/01/22	12/01/22	13/01/22	14/01/22	17/01/22	18/01/22	19/01/22	20/01/22	21/01/22	24/01/22	25/01/22	26/01/22	27/01/22	28/01/22	
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			5:27	4:29	4:16	5:01	5:33	4:52	5:10	5:36	5:28	5:50	5:33	5:01	4:43	5:15	4:41	4:57	4:29	4:34
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			2:06	1:07	0:57	1:32	1:54	1:24	1:42	2:06	1:37	2:08	1:47	1:16	1:00	1:40	1:16	1:27	0:50	0:59
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	7:00	7:00	7:00	9:00	7:00	8:00	10:00	10:00	10:30	10:00	8:00	7:00	9:00	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			5:36	4:47	4:48	5:20	5:53	5:45	5:27	5:12	5:16	5:16	5:41	5:43	5:12	5:45	6:28	6:55	7:04	5:45
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes			2:13	1:25	1:30	1:55	2:15	2:17	1:59	1:46	1:23	1:35	1:54	1:59	1:31	2:07	3:00	3:22	3:21	2:10
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	7:00	7:00	7:00	10:00	10:00	8:00	7:00	7:00	8:00	10:00	10:00	8:00	10:00	11:00	10:00	11:00	9:00
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes			6:04	4:59	5:38	5:56	6:52	6:06	6:06	5:39	5:42	6:53	6:39	7:24	6:03	6:56	6:47	8:20	6:41	7:19
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes			2:45	1:42	2:37	2:55	3:22	2:47	2:54	2:28	2:01	3:16	3:03	3:53	2:31	3:30	3:27	5:36	3:13	3:50
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			10:00	6:00	6:00	6:00	6:00	5:00	5:00	5:00	5:30	5:00	6:00	7:00	5:00	5:00	16:00	6:00	10:00	8:00
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes			5:51	4:57	5:00	5:31	6:00	5:54	5:37	5:22	5:29	5:27	5:52	5:52	5:28	5:56	6:36	7:06	7:20	5:52
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes			2:23	1:32	1:41	2:03	2:19	2:25	2:09	1:52	1:35	1:44	2:05	2:08	1:46	2:21	3:08	3:31	3:35	2:18
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	7:00	7:00	8:00	10:00	10:00	8:00	7:30	8:00	9:00	9:00	10:00	9:00	10:00	11:00	11:00	10:00	9:00
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			13:53	16:53		15:53	15:15	15:46	16:02		16:49	15:20	15:12	14:12		15:38	14:51	16:57	14:57	
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			10:45	14:25		11:36	12:07	12:10	12:35		12:45	11:20	11:11	10:05		12:06	12:31	12:49	11:19	
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		1,2	1,6	1,7	1,6		1,3	1,4	1,6	1,2		1,5	1,5	1,8	1,4	
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			100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	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			5:23	4:20	4:21	4:00	4:59	4:27	4:16	3:45	4:44	4:30	5:04	4:27	4:44	4:51	4:27	4:28	4:31	4:27
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes			1:50	0:55	1:06	1:07	1:17	0:52	0:51	1:30	0:59	0:58	1:14	0:46	1:04	1:04	1:06	0:59	0:56	0:56
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	5:33	5:19	5:24	5:05	5:09	4:58	5:26	5:09	5:47	5:05	4:48	5:28	4:59	5:38	5:52
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes			3:47	3:46	3:40	3:14	4:09	4:16	3:44	4:50	3:56	4:02	4:11	4:45	4:13	4:09	4:36	4:20	4:25	4:15
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes			1:03	1:05	0:47	1:09	1:11	1:22	1:01	1:07	0:53	1:05	1:11	1:27	0:55	1:14	1:39	1:23	1:16	1:12
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	5:45	4:45	5:45	6:22	6:00	6:00	5:21	5:57	6:00	6:27	6:00	6:11	5:59	6:23	6:28	6:00	5:49
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes			number			6,697	6,414	6,578	9,013	8,843	8,679	7,993	8,494	8,810	8,737	8,364	8,316	8,431	8,655	8,479	8,524	7,233	8,070
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent			0.2%	0.2%	0.4%	0.2%	0.1%	0.2%	0.2%	0.3%	0.2%	0.2%	0.3%	0.3%	0.2%	0.2%	0.2%	0.2%	0.3%	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																				1
7.6	New complaints	Number of new complaints received this week			number																				1
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number																				1