

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
					31/01/22	1/02/22	2/02/22	3/02/22	4/02/22	7/02/22	8/02/22	9/02/22	10/02/22	11/02/22	14/02/22	15/02/22	16/02/22	17/02/22	18/02/22	21/02/22	22/02/22	23/02/22	24/02/22	25/02/22
<b>1. CALL CENTRE</b>																								
1.1a	Total inbound calls	Number of calls placed / received		number	Public	1,457	1,520	1,390	1,492	Public	1,601	1,750	1,691	1,673	1,850	1,711	1,718	1,759	1,740	1,751	1,563	1,337	1,339	1,209
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number		306	393	375	403		376	538	505	576	545	516	598	668	655	533	524	410	410	363
1.2	Total calls answered	Number of calls answered		number		1,369	1,422	1,332	1,411		1,511	1,570	1,557	1,528	1,576	1,539	1,536	1,539	1,458	1,575	1,438	1,247	1,247	1,130
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	6.0%	6.5%	4.2%	5.4%	5.6%	10.3%	7.9%	8.7%	14.8%	10.5%	10.6%	12.5%	16.2%	10.1%	8.0%	6.7%	6.9%	6.5%	
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.6%	2.8%	2.7%	2.7%	2.9%	5.6%	3.6%	3.1%	8.8%	3.1%	3.7%	4.3%	4.4%	4.1%	2.7%	2.9%	2.9%	2.8%	
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	90	99	65	75	90	147	170	141	128	95	99	104	128	147	105	71	80	69	
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number		98	103	69	89	101	212	151	167	310	195	201	261	321	198	142	99	104	85	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent		6.7%	6.8%	5.0%	6.0%	6.3%	12.1%	8.9%	10.0%	16.8%	11.4%	11.7%	14.8%	18.5%	11.3%	9.1%	7.4%	7.8%	7.0%	
<b>2. COLLECTION CENTRES</b>																								
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	10	8	6	8	14	11	9	10	10	7	8	6	5	7	6	5	5	5	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	4	5	5	5	7	6	6	8	8	6	6	4	5	5	5	5	5	4	6
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	7	5	5	6	7	6	6	8	8	8	7	6	5	7	5	5	5	5	5
2.5	Long waits	Number of people waiting over 30 minutes		number		172	87	71	149	262	159	164	241	260	201	133	142	33	103	64	56	38	96	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	4.4%	2.2%	1.8%	3.5%	6.2%	3.7%	3.9%	5.8%	6.5%	5.0%	3.4%	3.8%	0.8%	2.6%	1.6%	1.5%	1.1%	2.7%	
<b>3. HOME VISITS</b>																								
3.1	Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not home)		number		550	627	518	539	558	645	545	529	480	460	558	482	459	439	424	483	448	412	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	95.3%	96.2%	94.4%	97.8%	94.8%	96.3%	98.0%	95.5%	94.8%	95.7%	97.0%	95.4%	96.9%	95.7%	96.0%	98.1%	96.0%	97.1%	
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		62	75	56	89	61	70	59	68	54	77	72	62	58	68	54	64	70	55	
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%	
<b>4. LAB</b>																								
4.1	Patient episodes	Total number of patient episodes		number		17,594	16,867	16,199	16,218	19,434	18,304	18,097	19,049	23,949	22,011	24,129	22,422	20,892	23,386	24,217	22,002	21,804	18,966	
4.2	Patient tests	Total number of patient tests performed		number		57,747	59,353	57,353	58,458	62,280	62,152	60,711	61,350	65,550	63,101	64,312	60,288	59,158	62,258	61,388	56,995	54,697	52,278	
4.3	Urgent tests	Total number of urgent tests		number		651	715	699	807	838	749	750	814	747	842	657	621	548	686	685	659	565	643	
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		77	82	65	63	81	53	59	52	79	59	57	69	58	76	80	77	76	75	
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		77	82	65	63	80	52	57	52	79	58	57	69	58	76	80	76	76	75	
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%	99%	98%	97%	100%	100%	98%	100%	100%	100%	100%	100%	99%	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%	0.0%	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	
					31/01/22	1/02/22	2/02/22	3/02/22	4/02/22	7/02/22	8/02/22	9/02/22	10/02/22	11/02/22	14/02/22	15/02/22	16/02/22	17/02/22	18/02/22	21/02/22	22/02/22	23/02/22	24/02/22	25/02/22	
<b>5. TURNAROUND TIME</b>																									
<b>NON-URGENT</b>																									
5.1a	Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes		5:24	4:55	5:37	5:47		4:57	5:14	5:27	5:03	4:31	4:59	6:01	4:40	5:14	5:38	4:41	5:34	4:34	4:50
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		1:26	1:15	2:06	1:02		1:29	1:47	1:53	1:29	0:58	1:05	2:09	0:41	0:41	2:05	1:07	1:46	1:03	1:13
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		9:00	7:00	11:00	10:00		8:00	10:00	9:30	8:00	7:00	8:00	10:00	8:00	7:00	11:00	7:00	8:00	7:30	7:00
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes		5:20	5:19	5:30	5:39		5:08	5:24	5:41	5:19	5:21	5:29	6:44	6:17	6:04	5:51	5:16	5:03	5:01	4:57
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		1:21	1:41	1:56	0:53		1:38	1:55	1:59	1:45	1:46	1:36	2:54	2:24	1:28	2:14	1:43	1:32	1:32	1:24
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	8:00	8:00	9:00		7:30	10:00	11:00	9:00	8:00	9:00	11:00	17:00	10:00	10:00	8:00	7:30	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		6:13	6:01	6:07	6:39		6:47	6:00	6:08	6:29	6:25	7:18	7:59	6:47	6:51	6:32	6:09	6:03	5:31	5:53
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		2:20	2:39	2:44	2:08		3:13	2:43	2:35	2:49	3:16	3:35	4:12	2:56	2:46	3:14	3:18	2:05	2:14	2:20
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	6:00	6:00	7:00		5:00	7:00	7:00	9:00	5:00	7:00	9:00	21:00	7:00	7:00	11:00	7:30	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		5:36	5:31	5:36	5:52		5:21	5:36	5:56	5:33	5:32	5:38	7:00	6:38	6:10	6:08	5:29	5:13	5:10	5:05
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		1:38	1:51	2:01	1:05		1:50	2:04	2:14	1:58	1:56	1:45	3:08	2:41	1:33	2:30	1:54	1:39	1:42	1:32
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		8:30	8:30	8:00	10:00		8:00	10:00	11:00	7:00	9:00	10:00	11:00	18:00	11:00	11:00	9:00	7:30	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			13:36	15:05	15:03			13:33	16:19	16:41		16:32	16:54	17:11	18:38		14:31	18:35	16:19	15:35
5.7b	Lab TAT - Urine Micro & Culture - non-urgent	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	48:00	hours: minutes			10:01	11:24	10:42			10:10	13:20	14:50		15:19	14:01	14:17	16:09		10:33	14:42	13:15	13:06
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			1,2	1,8	1,4			1,2	1,4	1,9		1,3	1,8	1,9	1,8		1,2	1,8	2,0	1,7
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		99.9%	99.9%	100.0%	99.9%		99.8%	100.0%	99.8%	99.9%	99.7%	100.0%	99.9%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%
<b>URGENT</b>																									
5.9a	Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes		4:51	4:42	4:49	4:31		5:15	4:42	4:38	4:40	4:30	4:56	4:57	4:33	5:21	4:43	4:41	4:43	4:31	4:39
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes		0:46	1:01	1:20	0:18		1:22	1:14	1:01	0:59	0:56	1:01	1:09	0:41	0:30	1:07	1:01	1:13	1:02	1:07
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		5:09	5:26	5:31	5:25		5:53	4:59	5:35	4:59	4:21	5:38	5:28	4:47	5:23	5:46	5:01	5:12	5:09	4:02
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes		4:11	4:12	4:17	4:05		4:04	3:55	4:37	4:27	4:26	4:24	4:25	3:59	4:10	3:46	4:41	4:11	3:45	3:47
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes		0:57	1:03	1:20	0:38		1:00	1:01	1:18	1:11	1:21	1:11	1:28	1:01	1:00	1:04	1:32	1:06	1:01	0:56
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	6:27	6:13	5:41		5:42	5:03	6:24	5:42	6:12	6:31	6:20	5:46	5:40	5:51	5:37	6:00	5:23	5:05
<b>6. RECOLLECTS</b>																									
6.1	Total specimens	Total number of patient episodes			number		8,608	8,488	8,314	8,491		9,186	8,946	8,568	8,653	8,542	8,398	8,290	7,731	8,020	8,356	7,820	7,442	7,078	7,091
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent		0.2%	0.2%	0.3%	0.2%		0.2%	0.3%	0.3%	0.3%	0.1%	0.2%	0.2%	0.3%	0.3%	0.2%	0.2%	0.2%	0.2%	0.2%
<b>7. QUALITY IMPROVEMENT</b>																									
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					1					1					2
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