

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	
					28/02/22	1/03/22	2/03/22	3/03/22	4/03/22	7/03/22	8/03/22	9/03/22	10/03/22	11/03/22	14/03/22	15/03/22	16/03/22	17/03/22	18/03/22	21/03/22	22/03/22	23/03/22	24/03/22	25/03/22	
<b>1. CALL CENTRE</b>																									
1.1a	Total inbound calls	Number of calls placed / received		number	1,584	1,298	1,177	1,100	1,028	1,215	1,085	1,089	1,157	1,078	1,160	1,023	1,125	997	1,060	1,176	1,102	1,155	1,115	1,058	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	425	310	298	275	264	271	240	289	296	246	233	245	264	254	265	238	257	302	292	289	
1.2	Total calls answered	Number of calls answered		number	1,483	1,221	1,116	1,040	995	1,161	1,055	1,045	1,107	1,029	1,105	980	1,083	963	1,011	1,106	1,063	1,117	1,067	1,021	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	6.4%	5.9%	5.2%	5.5%	3.2%	4.4%	2.8%	4.0%	4.3%	4.6%	4.7%	4.2%	3.7%	3.4%	4.6%	6.0%	3.5%	3.3%	4.3%	3.5%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.8%	2.6%	1.7%	2.9%	2.3%	2.2%	1.3%	2.8%	1.7%	2.9%	2.6%	2.9%	1.1%	2.0%	2.6%	2.5%	2.7%	2.3%	2.7%	2.1%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	98	48	50	52	45	45	44	42	47	55	46	67	50	52	49	53	49	41	58	48
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	115	89	72	69	39	60	35	51	57	57	60	49	49	37	54	75	46	43	52	41	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	7.3%	6.9%	6.1%	6.3%	3.8%	4.9%	3.2%	4.7%	4.9%	5.3%	5.2%	4.8%	4.4%	3.7%	5.1%	6.4%	4.2%	3.7%	4.7%	3.9%	
<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	7	7	6	4	6	7	9	9	6	8	8	5	7	5	6	4	6	5	6	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	5	3	3	3	3	5	4	3	3	4	6	3	4	4	7	2	3	4	4	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	5	7	6	4	5	7	5	4	4	5	5	4	4	4	4	5	5	4	4	4
2.5	Long waits	Number of people waiting over 30 minutes		number	92	79	75	32	54	143	141	75	12	86	90	24	39	8	44	27	39	26	60	37	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	2.5%	2.3%	2.1%	1.0%	1.7%	4.2%	4.0%	2.3%	0.4%	2.5%	2.5%	0.6%	1.1%	0.2%	1.2%	1.0%	1.1%	0.7%	1.9%	1.0%
<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	433	396	462	406	389	415	434	482	431	453	420	409	490	368	402	419	402	458	439	451	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	95.6%	96.7%	95.7%	96.8%	96.9%	94.9%	97.2%	96.1%	96.8%	97.8%	96.4%	97.6%	97.1%	94.8%	97.8%	95.0%	97.5%	96.7%	94.1%	97.6%
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	50	52	45	54	49	63	59	51	52	71	59	63	72	49	60	53	55	61	68	65	
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%	
<b>4. LAB</b>																									
4.1	Patient episodes	Total number of patient episodes		number	11,289	10,284	10,260	9,641	9,539	10,125	10,122	9,547	9,806	10,045	10,752	10,780	10,356	10,067	10,359	9,750	10,731	10,655	10,032	10,284	
4.2	Patient tests	Total number of patient tests performed		number	44,137	42,169	42,782	40,405	40,694	42,946	43,187	40,479	42,054	43,028	46,842	47,525	45,239	44,094	46,045	42,807	48,241	47,671	44,443	45,492	
4.3	Urgent tests	Total number of urgent tests		number	666	679	665	577	574	727	716	653	737	754	702	955	793	694	695	740	794	737	778	787	
4.4	% urgent tests	4.3 divided by 4.2		percent	2%	2%	2%	1%	1%	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	
4.6	Critical results	Number of critical test results		number	85	99	35	80	50	79	77	63	55	70	83	64	67	47	55	70	73	62	56	54	
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	85	99	35	80	50	79	77	63	55	70	83	64	67	47	54	70	72	62	56	54	
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%	98%	100%	99%	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	0.1%	0.0%	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	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	
					28/02/22	1/03/22	2/03/22	3/03/22	4/03/22	7/03/22	8/03/22	9/03/22	10/03/22	11/03/22	14/03/22	15/03/22	16/03/22	17/03/22	18/03/22	21/03/22	22/03/22	23/03/22	24/03/22	25/03/22	
<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	4:57	4:32	4:28	4:03	4:02	4:14	4:08	3:54	3:54	3:57	5:08	5:09	4:20	4:12	4:07	4:22	4:15	4:07	4:20	4:31
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	1:32	1:10	1:03	0:44	0:42	0:42	0:47	0:43	0:40	0:37	1:47	1:51	0:56	0:50	0:47	1:04	1:05	0:56	1:05	1:20
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	8:00	7:00	7:00	7:00	7:00	7:00	7:30	7:00	7:30	7:00	7:30	7:00	7:00	7:00	7:00	7:30	7:00	7:30	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	4:53	4:38	4:51	5:28	4:28	5:02	4:47	4:26	5:56	4:50	4:54	5:02	4:37	5:10	4:48	4:44	4:52	4:44	5:02	5:06
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:22	1:13	1:27	2:10	1:07	1:30	1:24	1:14	2:40	1:28	1:31	1:48	1:16	1:48	1:28	1:24	1:45	1:34	1:46	1:56
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	10:00	7:00	10:00	7:00	7:00	7:00	7:00	11:00	7:00	7:00	9:00	7:00	7:00	7:00	7:00	7:00	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	5:01	4:57	5:25	5:42	4:49	5:52	5:29	4:56	7:35	5:20	5:09	5:56	4:56	5:24	5:16	5:59	5:55	5:30	6:20	6:02
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:44	1:45	2:13	2:56	1:41	2:33	2:15	1:42	4:00	2:05	1:56	2:49	1:43	2:27	2:04	2:20	2:52	2:23	3:02	2:58
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	5:00	5:00	4:00	4:00	5:00	4:00	4:00	4:00	5:00	4:00	3:00	5:00	4:00	5:00	4:00	3:00	5:00	4:00	4:00
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:03	4:43	5:03	5:33	4:34	5:20	4:52	4:34	6:03	4:56	5:00	5:10	5:08	5:14	4:55	4:56	5:01	4:45	5:11	5:12
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:31	1:16	1:35	2:11	1:13	1:47	1:30	1:23	2:45	1:35	1:36	1:53	1:33	1:53	1:34	1:34	1:54	1:34	1:56	2:04
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	6:30	10:00	7:00	7:00	7:00	7:00	11:00	7:00	7:00	9:00	7:00	7:00	7:00	6:30	7:00	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		14:01	15:28	15:01	15:11		14:49	15:13	16:01	14:30		15:06	14:24	13:57	14:42		14:08	14:56	14:48	15:33
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		9:50	12:00	12:25	12:04		10:35	11:42	12:11	10:29		11:01	11:08	11:34	11:48		10:27	11:40	12:02	12:22
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	1.9	1.3	1.8		1.1	1.8	1.9	1.2		1.1	1.2	1.2	1.9		1.1	1.2	1.2	1.9
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%	99.9%	99.9%	99.7%	99.9%	99.0%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.8%
<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	4:29	4:22	4:19	4:04	2:45	4:34	4:20	4:05	3:53	3:55	4:16	4:06	4:03	3:55	3:55	4:18	4:01	4:17	4:10	4:12
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:59	1:03	0:55	0:53	0:40	0:59	1:00	0:57	0:41	0:39	0:55	0:45	0:40	0:37	0:40	0:54	0:53	1:02	1:03	1:12
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	5:08	5:04	4:53	5:22	4:59	5:10	4:56	5:32	4:54	4:42	5:05	5:00	4:55	4:52	5:04	4:52	5:21	5:11	4:18	5:01
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:55	4:48	3:52	3:55	2:22	3:34	3:47	3:50	4:10	3:56	3:42	4:04	3:54	3:49	3:59	3:42	3:50	3:38	3:54	3:46
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:55	1:31	0:54	1:17	1:24	0:55	0:56	1:02	1:19	1:08	0:58	1:14	0:56	0:59	1:02	0:55	1:21	0:56	1:13	1:01
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	5:36	5:54	5:24	5:56	5:44	5:17	5:08	5:00	6:10	6:00	5:41	6:21	5:36	5:48	5:22	5:47	6:00	5:33	6:12	5:32
<b>6. RECOLLECTS</b>																									
6.1	Total specimens	Total number of patient episodes			number	7,481	6,886	7,038	6,634	6,679	7,274	7,155	6,703	6,917	7,133	7,930	7,872	7,486	7,184	7,519	7,037	7,888	8,012	7,227	7,548
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.1%	0.2%	0.2%	0.3%	0.2%	0.2%	0.2%	0.3%	0.3%	0.2%	0.2%	0.2%	0.2%	0.2%	0.5%	0.2%	0.2%	0.1%	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					2										2					3
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