

Lab Tests Auckland Pathology Service KPI Reporting

KPI definition - Template version 4

Colour coding of cells

Yellow	yellow cells have conditional formatting and a target
Green	green cells contain values that do meet target
Orange	orange cells contain a value that does not meet target
Blue	blue cells indicate contracted KPIs

Item	Indicator	Definition	Target	Unit	Mon 2/05/22	Tue 3/05/22	Wed 4/05/22	Thu 5/05/22	Fri 6/05/22	Mon 9/05/22	Tue 10/05/22	Wed 11/05/22	Thu 12/05/22	Fri 13/05/22	Mon 16/05/22	Tue 17/05/22	Wed 18/05/22	Thu 19/05/22	Fri 20/05/22	Mon 23/05/22	Tue 24/05/22	Wed 25/05/22	Thu 26/05/22	Fri 27/05/22	
1. CALL CENTRE																									
1.1a	Total inbound calls	Number of calls placed / received		number	1,217	1,208	1,090	1,157	1,025	1,102	1,062	1,020	1,093	1,013	1,182	1,107	1,046	1,066	1,046	1,130	1,065	1,074	1,032	1,013	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	271	281	279	302	272	277	281	282	295	289	280	293	253	286	244	250	244	243	297	276	
1.2	Total calls answered	Number of calls answered		number	1,150	1,159	1,021	1,087	977	1,037	998	963	1,050	984	1,117	1,038	1,006	1,020	1,029	1,060	1,007	1,029	990	945	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	5.5%	4.1%	6.3%	6.1%	4.7%	5.9%	6.0%	5.6%	3.9%	2.9%	5.5%	6.2%	3.8%	4.3%	1.6%	6.2%	5.5%	4.2%	4.1%	6.7%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.2%	2.5%	2.9%	2.7%	2.2%	2.5%	2.9%	2.1%	2.4%	2.1%	2.9%	2.7%	2.8%	1.8%	1.2%	3.6%	2.9%	2.5%	2.7%	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	56	51	72	70	65	72	67	57	48	62	81	83	60	56	45	75	64	58	46	87
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	72	54	74	77	53	70	67	68	50	35	71	75	45	51	22	79	65	51	49	75	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	5.9%	4.5%	6.8%	6.7%	5.2%	6.4%	6.3%	6.7%	4.6%	3.5%	6.0%	6.8%	4.3%	4.8%	2.1%	7.0%	6.1%	4.8%	4.8%	7.4%	
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	9	8	9	8	8	8	7	6	8	7	8	6	6	6	6	6	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	8	6	6	6	5	5	4	5	4	5	5	7	4	4	5	6	5	4	3	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	6	7	5	4	4	8	4	5	4	5	7	5	6	4	5	5	4	4	4	4
2.5	Long waits	Number of people waiting over 30 minutes		number	273	144	138	106	82	220	75	136	69	80	161	142	51	57	100	60	44	77	9	64	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	6.7%	3.4%	3.4%	2.7%	2.1%	5.7%	1.8%	3.4%	1.8%	2.0%	4.0%	3.4%	1.3%	1.5%	2.6%	1.5%	1.1%	2.0%	0.2%	1.6%
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	458	522	534	537	468	488	491	556	443	462	458	481	572	463	461	435	493	534	436	410	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	95.9%	97.1%	96.8%	96.3%	97.2%	96.7%	97.8%	97.5%	97.3%	97.6%	98.5%	98.8%	98.1%	95.9%	97.8%	97.5%	96.3%	97.0%	95.6%	96.6%
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	44	72	65	84	57	40	68	63	44	63	40	67	64	62	75	43	57	48	52	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%	100.0%	100.0%	
4. LAB																									
4.1	Patient episodes	Total number of patient episodes		number	11,907	11,899	11,347	11,265	11,164	11,795	12,291	12,002	11,356	11,054	12,402	12,254	12,040	11,273	11,119	12,363	12,163	11,819	11,449	11,244	
4.2	Patient tests	Total number of patient tests performed		number	53,949	52,970	51,716	49,528	50,478	52,503	53,830	51,735	49,069	48,418	53,741	53,854	52,236	49,781	49,690	53,196	52,269	50,810	47,356	47,875	
4.3	Urgent tests	Total number of urgent tests		number	611	827	764	695	752	590	830	698	620	654	702	803	790	671	739	700	839	735	624	658	
4.4	% urgent tests	4.3 divided by 4.2		percent	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	
4.6	Critical results	Number of critical test results		number	55	64	49	41	51	48	57	45	60	65	70	81	60	64	90	70	68	67	80	76	
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	55	64	49	41	51	48	57	45	60	63	69	81	59	64	89	70	68	67	79	76	
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%	97%	99%	100%	98%	100%	99%	100%	100%	100%	99%	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%	0.1%	0.0%	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	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	
					2/05/22	3/05/22	4/05/22	5/05/22	6/05/22	9/05/22	10/05/22	11/05/22	12/05/22	13/05/22	16/05/22	17/05/22	18/05/22	19/05/22	20/05/22	23/05/22	24/05/22	25/05/22	26/05/22	27/05/22	
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	5:05	4:41	4:55	4:59	4:49	4:54	4:23	5:23	4:26	4:10	4:39	4:30	4:22	4:31	4:15	4:35	4:10	4:19	4:32	4:35
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	1:44	1:15	1:23	1:38	1:21	1:23	1:00	2:01	1:06	0:46	1:18	1:10	1:08	1:03	0:45	1:13	0:58	1:07	1:14	1:11
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	7:30	7:00	7:00	9:00	7:00	7:00	7:00	7:00	7:00	7:00	7:30	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	5:42	7:19	8:23	9:01	6:35	5:38	5:51	6:28	4:57	5:37	5:33	5:21	5:00	5:14	5:08	4:54	4:45	5:22	4:58	5:05
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:25	3:56	4:48	5:33	3:09	2:06	2:28	3:06	1:40	2:15	2:14	2:03	1:49	1:49	1:39	1:34	1:36	2:12	1:41	1:42
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	10:00	11:00	13:00	11:30	9:00	10:00	11:00	7:00	10:00	10:00	10:00	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	7:48	7:35	7:22	8:15	6:15	7:06	6:25	6:48	5:29	6:12	6:32	6:02	5:25	6:11	6:04	5:44	5:04	6:16	5:36	6:16
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	4:38	4:25	4:33	4:47	2:54	3:49	3:11	3:24	2:34	2:53	3:20	2:52	2:20	2:50	2:40	2:29	2:03	3:15	2:38	3:08
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	11:00	11:00	21:00	14:00	5:00	4:00	5:00	5:00	5:30	5:00	5:00	5:00	5:00	4:00	5:00	5:30	5:00	7:00	5:30
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:48	7:32	8:26	9:23	6:40	5:46	6:06	6:37	5:04	5:41	5:43	5:33	5:01	5:28	5:19	5:05	4:54	5:41	5:04	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	2:28	4:09	4:58	5:53	3:15	2:21	2:43	3:15	1:52	2:19	2:24	2:15	1:50	1:59	1:50	1:44	1:42	2:28	1:46	1:50
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	11:00	13:00	14:00	11:30	9:00	11:00	11:00	7:00	10:00	10:00	9:00	7:00	10:00	7:00	7:00	7:00	11:00	7:00	7:30
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		14:38	16:30	17:24	15:48		15:07	15:27	16:10	17:08		16:57	15:03	15:41	14:38		14:35	16:10	15:07	15:57
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		11:12	13:39	14:50	12:56		11:51	12:32	13:42	13:40		13:53	12:08	12:56	11:22		11:19	12:37	12:37	12:47
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	1.9	1.7		1.2	1.3	1.8	1.9		1.3	1.3	1.4	1.3		1.1	1.3	1.3	1.8
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%	99.9%	99.8%	99.8%	99.7%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	97.8%	99.8%	99.9%	100.0%	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	4:30	4:40	4:35	4:20	4:29	4:48	4:18	4:38	4:24	4:04	4:30	4:25	4:16	4:16	4:31	4:18	3:59	4:10	4:04	4:35
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:10	1:09	1:11	1:02	1:15	1:11	1:02	1:21	1:07	0:57	1:08	1:04	0:59	0:57	1:02	1:01	0:55	0:57	0:52	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	4:53	5:29	5:15	5:09	4:50	4:20	5:21	5:07	4:28	5:25	5:10	5:44	4:36	5:38	5:58	5:40	4:38	4:14	4:57	5:30
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	4:25	4:31	4:11	4:00	4:25	4:24	3:55	4:04	3:45	4:40	3:53	4:12	4:24	3:58	4:25	4:00	3:50	3:55	3:47	3:50
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:28	1:35	1:21	1:08	1:24	1:28	1:10	1:10	1:00	1:33	1:14	1:22	1:33	1:08	1:11	1:09	0:59	1:09	0:59	1:11
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	6:44	7:37	5:56	5:46	6:15	6:00	5:51	5:43	5:24	5:42	5:35	6:20	6:00	5:43	6:44	5:56	5:32	5:47	5:00	5:16
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number	8,765	8,709	8,096	7,993	8,128	8,519	8,539	8,374	8,029	7,789	8,896	8,608	8,260	7,637	7,933	8,714	8,260	8,063	7,610	7,840	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.2%	0.3%	0.3%	0.3%	0.3%	0.2%	0.2%	0.2%	0.2%	0.2%	0.1%	0.1%	0.3%	0.2%	0.1%	0.1%	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					3					4					4						4
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											