

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				
					1/08/22	2/08/22	3/08/22	4/08/22	5/08/22	8/08/22	9/08/22	10/08/22	11/08/22	12/08/22	15/08/22	16/08/22	17/08/22	18/08/22	19/08/22	22/08/22	23/08/22	24/08/22	25/08/22	26/08/22					
1. CALL CENTRE																													
1.1a	Total inbound calls	Number of calls placed / received		number	1,098	1,021	1,006	963	909	1,128	1,117	1,072	1,047	974	1,104	1,079	1,040	997	918	1,071	1,062	1,068	954	948					
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	245	282	266	256	251	270	292	281	278	256	247	262	266	249	264	255	246	256	228	243					
1.2	Total calls answered	Number of calls answered		number	1,023	952	956	898	849	1,054	1,044	1,000	996	907	1,030	1,022	971	946	886	1,020	1,000	996	895	899					
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	6.8%	6.8%	5.0%	6.8%	6.6%	6.6%	6.5%	6.7%	4.9%	6.9%	6.7%	5.3%	6.6%	5.1%	3.5%	4.8%	5.8%	6.7%	6.2%	5.2%				
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.9%	2.8%	2.3%	2.7%	2.4%	2.2%	2.7%	2.5%	2.9%	2.7%	2.8%	2.3%	2.3%	2.8%	2.3%	2.8%	2.4%	2.7%	2.6%	2.5%				
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	110	107	63	71	82	82	90	89	74	92	92	88	86	66	63	59	62	61	74	63				
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	81	82	58	71	64	79	78	78	60	74	81	61	75	58	38	58	68	75	64	54					
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	7.4%	8.0%	5.8%	7.4%	7.0%	7.0%	7.0%	7.3%	5.7%	7.6%	7.3%	5.7%	7.2%	5.8%	4.1%	5.4%	6.4%	7.0%	6.7%	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	7	6	5	6	7	7	9	7	5	6	5	5	4	6	7	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	4	4	4	4	4	5	5	5	4	4	5	4	5	3	4	5	5	5	6	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	5	4	4	4	6	4	6	4	5	6	4	4	3	5	6	5	4	5	4				
2.5	Long waits	Number of people waiting over 30 minutes		number	86	37	51	28	75	130	212	128	64	90	37	26	47	12	42	83	11	29	44	36					
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	2.1%	1.0%	1.3%	0.8%	2.0%	3.3%	5.4%	3.5%	1.8%	2.4%	0.9%	0.7%	1.3%	0.3%	1.1%	2.0%	0.3%	0.7%	1.2%	0.9%				
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	485	478	539	423	403	516	465	528	476	454	458	462	524	448	481	486	452	496	458	432					
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	97.9%	95.0%	98.1%	94.6%	97.0%	97.5%	97.4%	97.7%	95.2%	97.6%	95.0%	95.5%	97.1%	98.0%	97.1%	95.5%	98.0%	97.4%	96.7%	96.8%				
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	58	44	56	39	60	66	66	65	64	64	53	66	78	62	62	52	59	70	67	62					
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	12,349	11,866	11,786	11,219	11,466	12,460	12,170	11,549	11,278	11,117	12,133	11,883	11,397	10,602	11,415	12,379	12,370	11,891	10,839	11,644					
4.2	Patient tests	Total number of patient tests performed		number	51,533	49,882	49,039	46,347	47,618	51,539	50,465	48,057	46,655	47,426	50,049	49,510	47,266	44,119	48,346	52,576	51,739	49,155	44,793	49,631					
4.3	Urgent tests	Total number of urgent tests		number	700	711	678	640	698	734	795	672	689	690	659	804	803	679	666	657	816	741	628	769					
4.4	% urgent tests	4.3 divided by 4.2		percent	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	2%	2%	1%	1%	2%	2%	1%	2%					
4.6	Critical results	Number of critical test results		number	79	93	115	73	67	99	86	85	69	73	90	89	78	63	74	99	102	81	58	77					
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	78	92	110	72	67	98	85	85	69	72	88	89	78	62	73	98	100	79	58	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	98.7%	99.0%	95.7%	98.6%	100.0%	99.0%	98.8%	100.0%	100.0%	98.6%	97.8%	100.0%	100.0%	98.4%	98.6%	99.0%	98.0%	98.0%	98.7%					
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%	0.0%	0.0%	0.0%	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	
					1/08/22	2/08/22	3/08/22	4/08/22	5/08/22	8/08/22	9/08/22	10/08/22	11/08/22	12/08/22	15/08/22	16/08/22	17/08/22	18/08/22	19/08/22	22/08/22	23/08/22	24/08/22	25/08/22	26/08/22	
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	4:17	4:10	4:23	4:36	4:38	4:46	4:24	4:21	4:26	4:57	4:34	4:20	4:22	4:45	4:35	4:41	4:09	4:22	4:24
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	1:43	0:55	0:43	1:00	0:58	1:17	1:25	1:03	1:03	1:03	1:33	1:09	1:02	0:47	0:55	1:19	1:23	0:49	0:52	0:58
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	7:40	7:30	7:40	7:30	7:40	7:40	7:30	7:40	7:30	7:30	7:50	7:30	7:40	7:40	7:50	7:30	7:30	7:40	7:30	7:30
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	4:55	5:01	4:51	4:44	5:08	5:13	5:51	4:58	5:54	4:55	5:03	4:37	4:39	4:44	5:19	4:36	4:40	4:45	4:48	4:52
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:33	1:39	1:25	1:20	1:32	1:52	2:28	1:38	2:37	1:32	1:40	1:12	1:23	1:12	1:25	1:19	1:24	1:24	1:20	1:27
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	7:40	7:40	7:30	7:40	7:40	7:30	10:00	7:50	11:00	7:30	7:30	7:30	7:40	7:30	7:50	7:30	7:30	7:30	7:30	7:30
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:18	6:06	5:13	5:12	6:24	5:52	7:19	5:32	7:31	4:55	6:11	5:05	5:04	5:25	5:17	4:39	5:36	4:46	5:08	5:42
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:08	2:50	2:00	2:02	2:53	2:32	2:50	2:24	4:25	1:03	2:57	1:47	1:56	1:53	2:01	1:46	2:27	1:39	1:58	2:23
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	5:30	5:40	7:30	5:00	5:30	5:50	5:50	11:00	5:50	5:30	5:40	5:30	5:50	5:00	5:00	5:00	5:30	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	5:05	5:14	5:03	4:52	5:07	5:20	5:55	5:05	6:07	5:05	5:10	4:44	4:47	5:02	5:27	4:52	4:44	4:53	4:52	4:58
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:45	1:52	1:36	1:28	1:34	1:58	2:32	1:44	2:49	1:44	1:47	1:19	1:29	1:25	1:30	1:34	1:28	1:33	1:24	1:35
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	7:50	7:50	7:40	7:30	7:50	7:50	10:00	7:30	11:00	7:30	7:50	7:40	7:50	7:50	7:30	7:30	7:30	7:30	7:30	7:50
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		16:58	15:40	17:13	15:08		14:24	14:12	15:19	14:14		15:22	15:17	16:13	14:21		15:10	15:18	16:18	16:54
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		13:34	12:32	13:48	12:30		10:49	11:19	13:29	11:37		12:10	12:16	12:49	11:14		11:20	12:17	13:29	13:25
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		1.2	1.2	1.9	1.5		1.2	1.3	1.7	1.2		1.3	1.2	1.9	1.2		1.3	1.9	1.9	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	99.8%	99.9%	100.0%	99.9%	99.9%	99.7%	99.9%	99.9%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	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	4:14	4:25	4:24	4:19	4:33	4:28	4:26	4:20	4:08	4:18	4:36	4:18	4:06	4:32	4:09	4:11	4:24	4:12	4:21	4:14
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	0:58	0:59	1:01	1:01	1:12	1:07	1:02	1:03	1:06	1:23	1:05	1:00	1:05	0:57	1:06	1:20	1:01	1:02	1:05
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	5:33	5:51	4:51	5:36	5:32	5:11	5:43	4:46	4:35	5:40	5:15	5:22	5:31	5:34	5:42	5:49	5:25	5:44	5:25	5:50
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:47	4:06	3:54	4:04	3:51	3:52	4:14	3:49	3:58	3:47	4:00	3:44	3:59	4:09	4:01	3:44	3:38	3:45	3:34	3:52
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:02	0:59	0:56	1:06	0:50	1:01	1:17	1:00	1:17	0:54	1:00	0:53	1:02	1:03	1:07	0:54	0:54	0:53	0:50	0:55
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	5:33	5:32	5:22	6:30	5:43	6:00	6:00	5:20	5:34	5:56	5:17	5:30	5:03	6:30	5:20	6:00	5:46	5:50	5:29	5:48
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number	8,727	8,167	8,012	7,630	7,952	8,639	8,369	7,879	7,719	7,740	8,535	8,219	7,740	7,190	8,040	8,817	8,730	8,194	7,239	8,108	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.2%	0.2%	0.3%	0.2%	0.2%	0.3%	0.2%	0.1%	0.2%	0.2%	0.2%	0.2%	0.1%	0.2%	0.2%	0.2%	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					5					6					6						6
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											