

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 3/10/22	Tue 4/10/22	Wed 5/10/22	Thu 6/10/22	Fri 7/10/22	Mon 10/10/22	Tue 11/10/22	Wed 12/10/22	Thu 13/10/22	Fri 14/10/22	Mon 17/10/22	Tue 18/10/22	Wed 19/10/22	Thu 20/10/22	Fri 21/10/22	Mon 24/10/22	Tue 25/10/22	Wed 26/10/22	Thu 27/10/22	Fri 28/10/22	
1. CALL CENTRE																									
1.1a	Total inbound calls	Number of calls placed / received		number	1,264	1,140	1,051	1,085	1,021	1,250	1,204	1,126	1,025	1,041	1,217	1,086	1,124	1,025	1,111	Public	1,205	1,174	1,079	1,155	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	285	257	295	284	265	279	291	278	245	283	295	286	274	255	281		273	254	249	303	
1.2	Total calls answered	Number of calls answered		number	1,204	1,088	983	1,012	953	1,206	1,153	1,082	965	972	1,133	1,012	1,055	962	1,074		1,125	1,119	1,049	1,076	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	4.8%	4.6%	6.5%	6.7%	6.7%	3.5%	4.2%	3.9%	5.9%	6.6%	6.9%	6.8%	6.1%	6.2%	3.3%		6.6%	4.7%	2.8%	6.8%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	2.5%	2.3%	2.7%	2.8%	2.6%	2.5%	2.8%	2.2%	2.5%	2.8%	2.7%	2.8%	2.9%	2.8%	1.4%		2.9%	2.4%	2.8%	4.0%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	64	66	78	99	81	56	64	62	55	102	109	94	82	82	42		75	63	46	102
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	66	59	75	80	75	50	59	51	66	77	91	81	71	71	41		89	61	39	87	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	5.2%	5.2%	7.1%	7.4%	7.4%	4.0%	4.9%	4.5%	6.4%	7.4%	7.5%	7.5%	6.3%	6.9%	3.7%		7.4%	5.2%	3.6%	7.5%	
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	9	7	7	5	7	6	7	4	6	7	6	6	6	6		9	7	7	6	
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	6	5	4	4	6	6	5	5	4	6	4	5	4	5	7		7	5	6	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	6	5	5	4	4	5	5	5	4	5	6	5	4	4	5		6	6	5	5
2.5	Long waits	Number of people waiting over 30 minutes		number	135	81	92	27	87	63	77	37	41	108	59	69	63	58	73		179	74	68	67	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	3.2%	2.0%	2.3%	0.7%	2.3%	1.6%	1.9%	0.9%	1.1%	2.7%	1.4%	1.7%	1.6%	1.5%	1.7%		4.1%	1.8%	1.6%	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	492	442	547	458	490	486	471	508	470	459	533	501	515	514	463		536	613	466	446	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.7%	95.5%	98.2%	95.9%	97.8%	94.9%	96.0%	96.1%	98.1%	97.8%	97.4%	97.0%	97.9%	97.3%	98.5%		97.2%	97.9%	97.0%	97.3%
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	59	74	63	74	69	74	72	77	65	75	65	79	70	83		48	78	53	74	
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%	
4. LAB																									
4.1	Patient episodes	Total number of patient episodes		number	11,952	11,848	11,413	10,714	10,930	11,866	11,805	11,467	11,125	11,472	12,072	12,208	11,688	11,509	11,606		13,043	12,411	11,768	12,232	
4.2	Patient tests	Total number of patient tests performed		number	52,950	51,968	50,337	45,972	47,979	52,145	51,787	49,960	48,337	50,658	52,944	52,196	49,196	48,596	50,353		54,859	51,979	49,759	50,973	
4.3	Urgent tests	Total number of urgent tests		number	661	698	754	752	624	684	645	701	694	660	604	749	646	670	763		694	664	598	746	
4.4	% urgent tests	4.3 divided by 4.2		percent	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%		1%	1%	1%	1%	
4.6	Critical results	Number of critical test results		number	86	79	82	80	67	90	68	84	77	59	80	74	72	80	75		108	88	78	91	
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	84	79	82	79	67	89	68	83	76	59	80	74	71	80	75		107	88	78	90	
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	98.0%	100.0%	100.0%	98.8%	100.0%	98.9%	100.0%	98.8%	98.7%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%		99.1%	100.0%	100.0%	98.9%
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%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	
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	
					3/10/22	4/10/22	5/10/22	6/10/22	7/10/22	10/10/22	11/10/22	12/10/22	13/10/22	14/10/22	17/10/22	18/10/22	19/10/22	20/10/22	21/10/22	24/10/22	25/10/22	26/10/22	27/10/22	28/10/22	
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	4:44	4:46	4:33	5:05	4:25	4:38	4:35	4:33	4:10	4:47	4:36	4:27	4:26	4:26	4:26		4:49	4:35	5:11	5:26
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	1:14	1:26	1:01	1:05	0:46	1:19	1:17	1:08	0:51	1:22	1:11	1:04	0:56	1:00	0:46		1:21	1:07	1:11	0:54
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	7:30	7:30	7:30	14:00	7:30	7:50	7:30	7:30	7:00	7:30	7:30	7:40	7:30	7:40	7:30		7:30	7:30	7:40	7:40
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	4:56	4:54	4:56	5:59	5:10	4:48	4:56	4:49	6:06	5:00	5:58	4:55	4:54	5:10	4:58		4:57	5:03	4:48	6:09
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	1:37	1:28	1:55	1:33	1:33	1:38	1:26	2:46	1:38	2:32	1:34	1:24	1:46	1:20		1:31	1:40	1:23	1:25
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	7:30	7:30	7:50	14:00	7:50	7:30	7:30	7:40	10:30	7:30	7:30	7:40	7:30	7:40	7:40		7:30	7:40	7:40	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	5:45	4:55	5:54	6:42	5:38	5:57	5:37	5:49	6:29	5:18	7:09	5:24	6:08	5:51	5:45		5:15	5:40	5:07	5:22
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:30	1:49	2:34	2:59	2:09	3:00	2:30	2:20	3:18	2:20	4:00	2:08	2:38	2:35	2:12		2:02	2:26	2:01	2:03
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	5:30	4:30	5:30	21:00	7:30	4:30	4:30	5:30	4:30	5:30	4:30	4:30	5:50	4:30	5:30		5:30	5:30	4:30	5:40
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:16	5:01	5:05	6:07	5:19	4:56	5:05	5:02	6:17	5:08	5:59	5:02	5:02	5:16	5:06		5:14	5:12	5:33	5:10
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:43	1:42	1:37	2:03	1:43	1:39	1:47	1:38	2:57	1:47	2:34	1:40	1:34	1:53	1:27		1:46	1:46	1:29	1:33
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	7:30	7:30	7:30	14:00	7:50	7:50	7:30	7:40	10:30	7:30	7:30	7:40	7:30	7:40	7:30		7:50	7:40	7:40	7:40
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		16:56	16:32	17:36	17:04		15:24	16:20	16:05	15:06		14:33	15:37	15:43	15:48			12:56	16:09	15:33
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		13:02	13:51	12:45	12:50		11:53	13:20	13:04	12:16		10:39	12:12	12:38	12:15			9:33	13:20	13:00
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	1,9		1,2	1,9	1,9	1,9		1,3	1,9	1,9	1,9			1,2	1,9	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%	99.8%	99.9%	99.9%	99.7%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%		99.8%	100.0%	100.0%	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	4:08	4:21	4:31	5:12	4:26	4:23	4:16	4:30	4:23	4:23	4:34	4:17	4:19	4:32	4:23		4:24	4:33	4:56	4:25
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:58	1:13	1:06	1:02	0:56	1:08	1:01	1:08	1:10	1:12	1:16	1:00	0:58	1:10	0:58		1:03	1:01	1:09	0:51
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	5:59	4:51	5:32	5:34	5:56	5:52	5:56	6:00	5:58	5:46	6:00	5:43	6:00	5:36	6:00		5:35	5:56	5:30	5:23
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:47	3:29	3:53	4:21	4:09	3:48	4:18	3:47	4:06	3:56	4:00	4:02	4:19	4:12	3:59		3:46	4:02	4:18	4:01
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:53	1:01	1:03	1:22	1:25	0:59	1:31	1:00	1:14	1:01	1:22	1:03	1:23	1:21	1:02		0:56	1:08	1:23	1:10
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	5:34	5:37	5:22	6:00	5:39	5:33	5:43	5:27	6:00	5:05	5:48	5:29	5:19	6:00	5:36		5:23	5:18	5:11	5:45
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes			number	9,002	8,692	8,363	7,571	7,969	8,868	8,669	8,303	8,066	8,436	8,931	8,701	8,172	8,052	8,291		9,317	8,509	8,236	8,470
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%	0.3%	0.3%	0.3%	0.3%	0.2%	0.2%	0.2%	0.2%		0.2%	0.2%	0.1%	0.1%
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					8					8					8					8
7.6	New complaints	Number of new complaints received this week			number																				
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number																				