

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	
					31/10/22	1/11/22	2/11/22	3/11/22	4/11/22	7/11/22	8/11/22	9/11/22	10/11/22	11/11/22	14/11/22	15/11/22	16/11/22	17/11/22	18/11/22	21/11/22	22/11/22	23/11/22	24/11/22	25/11/22	
1. CALL CENTRE																									
1.1a	Total inbound calls	Number of calls placed / received		number	1,311	1,146	1,163	1,064	1,046	1,218	1,072	1,121	1,069	1,089	1,186	1,195	1,122	1,035	1,090	1,155	1,131	1,059	1,066	1,082	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	313	265	284	301	240	266	262	285	238	295	242	283	269	290	274	292	249	272	288	297	
1.2	Total calls answered	Number of calls answered		number	1,226	1,084	1,106	1,009	1,008	1,146	1,020	1,079	1,026	1,019	1,111	1,147	1,060	973	1,030	1,121	1,086	1,009	1,021	1,025	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	6.5%	5.4%	4.9%	5.2%	3.6%	5.9%	4.9%	3.8%	4.0%	6.4%	6.3%	4.0%	5.5%	5.9%	5.5%	2.9%	4.0%	4.7%	4.2%	5.3%
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%	2.3%	2.5%	2.7%	2.5%	2.6%	2.3%	2.5%	2.7%	2.9%	2.5%	2.6%	2.8%	2.6%	2.4%	2.4%	2.9%	2.4%	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	98	76	74	61	75	100	63	70	78	91	75	54	105	82	84	60	60	76	62	80
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	92	67	63	62	45	78	58	50	49	78	81	75	68	69	69	39	51	56	49	67	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	7.0%	5.9%	5.4%	5.8%	4.3%	6.4%	5.4%	4.5%	4.6%	7.2%	6.8%	6.3%	6.1%	6.7%	6.3%	3.4%	4.5%	5.3%	4.6%	6.2%	
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	7	7	6	5	7	10	8	6	5	6	8	6	6	6	7	9	8	5	5	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	6	6	6	7	6	5	5	5	6	6	6	6	5	7	6	6	4	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	10	7	4	5	6	6	6	5	4	4	7	6	6	4	6	6	6	5	5	5
2.5	Long waits	Number of people waiting over 30 minutes		number	179	132	64	54	185	139	71	52	24	43	145	68	94	54	147	113	110	49	54	57	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	4.2%	3.0%	1.5%	1.3%	4.3%	3.1%	1.7%	1.2%	0.6%	1.1%	3.3%	1.6%	2.1%	1.3%	3.4%	2.6%	2.5%	1.2%	1.5%	1.3%
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	488	486	527	514	467	453	459	503	425	436	504	450	522	454	449	482	454	531	486	430	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	97.5%	98.8%	97.9%	96.5%	96.8%	95.6%	96.9%	97.8%	96.7%	97.0%	96.6%	97.6%	97.5%	98.0%	98.0%	98.8%	95.2%	97.4%	98.1%	95.8%
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	67	53	67	56	70	60	52	37	54	71	65	58	66	81	50	61	58	81	82	73	
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	12,925	13,167	12,600	12,431	12,217	13,004	12,685	12,427	11,541	11,556	12,925	12,391	12,631	11,424	11,512	12,470	12,825	12,292	11,346	11,818	
4.2	Patient tests	Total number of patient tests performed		number	54,699	56,530	54,238	52,667	52,113	54,963	52,891	52,334	48,473	49,308	54,694	53,200	53,594	49,569	49,235	54,578	54,217	51,221	47,511	49,357	
4.3	Urgent tests	Total number of urgent tests		number	694	745	748	629	687	605	772	548	616	538	605	725	638	652	632	749	733	660	698	677	
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%	1%	1%	
4.6	Critical results	Number of critical test results		number	83	95	84	50	53	74	70	67	53	59	49	66	56	64	59	65	58	65	53	58	
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	83	95	83	50	53	74	70	67	53	59	48	65	56	63	54	65	57	65	53	57	
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	100.0%	100.0%	98.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.0%	98.5%	100.0%	98.4%	91.5%	100.0%	98.3%	100.0%	100.0%	98.3%	
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%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	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	
					31/10/22	1/11/22	2/11/22	3/11/22	4/11/22	7/11/22	8/11/22	9/11/22	10/11/22	11/11/22	14/11/22	15/11/22	16/11/22	17/11/22	18/11/22	21/11/22	22/11/22	23/11/22	24/11/22	25/11/22	
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	5:45	4:28	4:40	4:33	4:32	4:51	4:48	4:19	4:14	4:17	4:46	4:30	4:34	4:21	4:23	5:11	5:03	4:24	4:19	4:46
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	1:40	0:57	1:13	1:04	0:56	1:28	1:29	1:01	0:54	0:54	1:22	1:13	1:13	0:56	0:48	1:46	1:42	1:00	0:54	1:15
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	7:30	7:40	7:30	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:40	7:40	7:40	7:40	7:50
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:19	5:02	5:10	6:04	5:25	5:11	5:27	4:59	4:51	4:58	5:32	4:57	5:41	5:03	5:24	5:05	5:40	5:23	5:03	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	1:42	1:33	1:45	2:33	1:49	1:49	2:07	1:41	1:33	1:35	2:08	1:41	2:21	1:42	1:46	1:42	2:21	2:02	1:39	1:39
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	7:50	10:00	10:00	7:30	10:00	7:50	7:40	7:30	10:00	7:30	10:00	7:30	7:40	7:40	10:00	10:30	7:50	7:50
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:52	6:22	6:12	6:32	5:53	5:30	5:46	5:27	6:20	5:11	6:09	4:56	5:54	5:34	6:15	5:19	6:54	6:24	5:53	5:58
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:31	2:59	2:53	3:34	2:35	2:14	2:41	2:41	3:13	2:06	2:52	1:48	3:05	2:28	2:35	2:04	3:37	2:59	2:36	2:40
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	5:40	4:30	5:40	5:30	5:30	5:30	4:30	5:40	7:50	4:30	5:30	5:30	4:30	5:50	5:30	5:30	5:40	6:00	5:50	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	5:27	5:05	5:20	6:12	5:45	5:18	5:34	5:07	4:57	5:10	5:43	4:59	5:49	5:22	5:15	5:07	5:41	5:29	5:14	5:13
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:52	1:35	1:53	2:42	2:06	1:55	2:12	1:48	1:37	1:46	2:20	1:43	2:30	1:57	1:52	1:46	2:24	2:06	1:48	1:45
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	8:00	7:40	7:50	10:00	10:00	7:30	10:00	7:30	7:30	7:30	10:00	7:30	10:00	7:50	7:50	7:50	10:00	10:30	7:50	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		15:18	14:36	17:11	15:08		15:10	16:02	16:26	16:26		14:04	14:55	16:48	15:45		13:33	14:48	17:50	15:38
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		11:26	12:16	13:43	13:25		11:12	12:51	13:24	13:00		11:00	12:39	13:39	12:21		10:42	11:47	13:44	12:53
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		1.3	1.8	1.6	1.4		1.2	1.3	1.8	1.9		1.3	1.9	1.9	1.9		1.2	1.3	2.0	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%	99.9%	99.9%	99.9%	99.7%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	100.0%	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	4:36	5:03	4:40	4:35	4:12	4:31	4:29	4:22	4:21	4:22	4:21	4:15	4:24	4:39	4:04	4:20	4:28	4:33	4:16	4:29
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:09	1:34	1:13	1:06	0:59	1:15	1:16	1:08	1:02	1:05	1:05	1:08	1:01	1:18	0:59	1:06	1:08	1:14	0:56	1:15
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	5:38	5:45	6:00	5:53	5:28	5:39	5:14	5:16	4:58	5:30	5:40	6:00	6:00	6:00	5:31	4:33	5:39	5:17	5:14	5:50
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:46	3:40	3:58	4:11	4:04	3:43	4:10	4:05	3:30	5:03	4:06	3:45	4:04	3:40	4:11	3:43	4:15	3:45	3:52	4:18
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:01	0:56	1:02	1:19	1:04	0:52	1:12	1:05	0:50	1:47	1:03	0:58	1:22	0:56	1:19	0:53	1:23	1:17	1:07	1:17
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	5:18	5:14	5:29	5:55	5:51	4:51	6:00	5:37	4:37	5:40	6:00	5:39	7:05	4:59	5:22	5:29	5:53	5:41	6:00	6:27
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes			number	9,078	9,151	8,655	8,715	8,786	9,307	8,745	8,615	8,010	8,142	9,261	8,729	8,858	7,897	8,235	9,025	8,996	8,362	7,684	8,328
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.3%	0.3%	0.2%	0.2%	0.1%	0.2%	0.1%	0.2%	0.2%	0.3%	0.2%	0.3%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	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
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																				