

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	
					4/04/16	5/04/16	6/04/16	7/04/16	8/04/16	11/04/16	12/04/16	13/04/16	14/04/16	15/04/16	18/04/16	19/04/16	20/04/16	21/04/16	22/04/16	25/04/16	26/04/16	27/04/16	28/04/16	29/04/16	
1. CALL CENTRE																									
1.1a	Total inbound calls	Number of calls placed / received		number	1,609	1,592	1,631	1,490	1,451	1,521	1,583	1,481	1,444	1,435	1,595	1,503	1,611	1,556	1,614	Public	1,746	1,635	1,604	1,551	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	766	796	853	745	710	704	744	716	740	705	719	746	783	765	736		785	817	802	734	
1.2	Total calls answered	Number of calls answered		number	1,542	1,562	1,580	1,458	1,428	1,482	1,535	1,453	1,436	1,424	1,571	1,492	1,601	1,549	1,568		1,723	1,612	1,588	1,521	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	4.2%	1.9%	3.1%	2.2%	1.6%	2.6%	3.0%	1.9%	0.6%	0.8%	1.5%	0.7%	0.7%	0.5%	2.9%		1.3%	1.4%	1.6%	1.9%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	1.0%	0.3%	1.3%	0.4%	0.6%	1.1%	1.9%	1.1%	0.4%	0.7%	0.7%	0.8%	0.6%	0.3%	0.4%		0.4%	0.2%	0.4%	0.5%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	43	32	43	34	26	42	42	27	21	22	30	22	20	21	33		27	30	27	33
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	130	88	97	89	46	14	115	54	16	22	81	26	22	26	68		59	62	56	69
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1			percent	8.1%	5.5%	6.0%	6.0%	3.2%	0.9%	7.3%	3.7%	1.1%	1.5%	5.1%	1.7%	1.4%	1.7%	4.2%		3.4%	3.8%	3.5%	4.5%
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	15	14	13	13	12	15	15	9	10	8	11	12	10	8	13		18	12	12	11
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	13	13	12	11	11	9	10	9	7	11	9	9	9	8	9		10	10	10	10
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	17	17	16	13	11	10	10	9	10	8	10	10	8	9	12		13	10	8	10
2.5	Long waits	Number of people waiting over 30 minutes			number	434	405	388	310	255	230	213	134	135	169	160	178	117	106	263		261	210	134	217
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	14.3%	13.2%	13.8%	11.5%	9.1%	7.8%	7.2%	5.0%	5.2%	6.3%	5.4%	6.3%	4.5%	4.5%	10.0%		8.7%	7.7%	5.2%	8.2%
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	528	504	593	509	409	448	429	440	428	369	433	513	549	439	473		597	606	447	437
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	99.2%	98.6%	99.2%	99.2%	99.8%	99.6%	99.8%	99.3%	99.3%	98.1%	99.3%	99.2%	99.1%	99.1%	99.4%		99.2%	99.2%	99.1%	99.1%
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	34	37	26	12	10	18	27	29	19	18	14	23	41	23	38		36	31	19	16
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	12,421	11,854	11,565	10,716	10,765	11,654	11,535	10,790	9,795	9,684	10,858	10,131	9,811	9,098	9,642		10,935	10,322	9,786	9,731
4.2	Patient tests	Total number of patient tests performed			number	50,271	48,884	46,546	42,707	44,199	47,329	47,049	43,444	40,611	40,446	45,473	44,086	42,058	38,828	41,458		44,668	44,374	41,812	41,646
4.3	Urgent tests	Total number of urgent tests			number	528	436	406	396	441	409	485	413	406	348	446	426	430	395	406		486	388	386	374
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%	
4.6	Critical results	Number of critical test results			number	57	56	37	59	48	43	51	52	50	50	57	63	54	38	42		56	41	52	14
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	56	37	59	48	43	51	52	50	50	57	63	54	38	42		56	41	52	14
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	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	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%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%		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																				

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					4/04/16	5/04/16	6/04/16	7/04/16	8/04/16	11/04/16	12/04/16	13/04/16	14/04/16	15/04/16	18/04/16	19/04/16	20/04/16	21/04/16	22/04/16	25/04/16	26/04/16	27/04/16	28/04/16	29/04/16	
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	5:54	5:36	5:39	5:35	5:19	5:14	5:31	5:02	5:20	4:55	5:49	5:12	5:21	4:48	5:33		6:01	5:50	5:48	5:55
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	1:22	1:05	1:08	0:59	1:03	0:58	1:01	1:05	1:11	0:57	1:18	1:09	1:13	1:03	1:15		1:25	1:20	1:21	0:59
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	10:00	8:00	9:00	9:00	8:00	8:00	9:00	8:00	7:00	10:00	8:00	9:00	7:00	9:00		10:00	10:00	10:00	10:00	10:00
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:40	6:21	6:11	5:42	5:32	6:05	6:00	5:07	5:21	5:42	6:15	6:23	5:54	4:58	5:26		6:20	6:41	6:17	6:16
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:06	1:45	1:33	1:01	1:13	1:49	1:26	1:08	1:10	1:40	1:40	2:16	1:41	1:11	1:05		1:39	2:05	1:50	1:15
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	10:00	8:00	8:00	10:00	10:00	7:00	8:00	9:00	10:00	10:00	9:00	7:00	8:00		11:00	11:00	10:00	10:00
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:23	6:20	6:11	5:41	5:48	7:07	6:09	5:25	5:18	6:04	6:48	6:15	6:01	5:33	5:23		6:12	7:05	5:42	6:23
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:16	2:09	1:59	1:28	1:54	3:13	2:00	1:43	1:32	2:16	2:44	2:35	2:09	2:25	1:38		2:03	2:56	1:36	2:13
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	7:00	10:00	6:00	6:00	6:00	6:00	7:00	6:00	5:00	6:00	6:00	7:00	6:00	6:00	5:00		6:00	7:00	9:00	7:00
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:41	6:21	6:14	5:50	5:38	6:08	6:01	5:12	5:22	5:42	6:19	6:27	6:00	5:00	5:32		6:20	6:46	6:24	6:22
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:09	1:47	1:40	1:08	1:18	1:53	1:28	1:14	1:11	1:42	1:46	2:21	1:46	1:14	1:12		1:41	2:08	1:58	1:23
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	10:00	10:00	8:00	8:00	10:00	10:00	7:00	8:00	9:00	10:00	10:00	9:00	7:00	8:00		11:00	11:00	10:00	10:00
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		14:31	15:53	15:52	15:38		14:30	16:49	16:51	16:02		15:00	16:01	16:49	15:16			13:28	16:58	17:00
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		10:45	12:46	12:44	13:01		10:29	13:32	13:37	12:43		11:09	13:06	13:26	12:32			10:11	13:37	14:13
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		1.0	1.5	1.3	1.3		1.0	1.3	1.3	1.3		1.0	1.3	1.3	1.3			1.0	1.3	1.3
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%	100.0%	100.0%	99.9%	100.0%	99.8%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%		100.0%	100.0%	100.0%	100.0%
URGENT																									
5.9a	Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:48	3:54	3:55	3:50	3:53	3:48	3:50	3:42	3:51	3:40	4:00	3:54	3:56	3:48	3:54		4:05	3:52	3:58	4:01
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:40	0:45	0:46	0:40	0:50	0:41	0:38	0:39	0:42	0:37	0:50	0:41	0:41	0:45	0:41		0:43	0:39	0:47	0:43
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	6:00	6:00	6:00	6:00	6:00	5:00	6:00	6:00	5:00	6:00	6:00	6:00	6:00	5:00	6:00		6:00	6:00	6:00	6:00
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:56	3:48	3:42	3:42	3:58	3:28	3:51	3:43	3:32	3:58	4:03	4:02	3:48	3:46	3:46		3:52	4:36	4:02	4:07
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:58	1:01	0:55	1:00	1:12	0:56	1:00	0:57	0:56	0:59	1:13	1:13	1:09	1:01	0:59		1:06	1:35	1:10	1:06
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	6:00	6:00	6:00	4:00	6:00	6:00	6:00	5:00	6:00	6:00	6:00	6:00	5:00	6:00	4:00		6:00	8:00	4:00	6:00
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number	7,514	7,240	6,768	6,334	6,418	7,235	7,035	6,387	6,199	6,235	7,236	6,730	6,434	5,979	6,317			7,416	6,668	6,446	6,375
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.2%	0.3%	0.3%	0.3%	0.3%	0.3%	0.4%	0.3%	0.1%	0.3%	0.2%	0.3%	0.4%			0.2%	0.4%	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					9					9						9					10
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