

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	Mon	Tue	Wed	Thu	Fri	
					30/11/15	1/12/15	2/12/15	3/12/15	4/12/15	7/12/15	8/12/15	9/12/15	10/12/15	11/12/15	14/12/15	15/12/15	16/12/15	17/12/15	18/12/15	21/12/15	22/12/15	23/12/15	24/12/15	25/12/15	28/12/15	29/12/15	30/12/15	31/12/15	1/01/16	
1. CALL CENTRE																														
1.1a	Total inbound calls	Number of calls placed / received		number	1,659	1,571	1,578	1,738	1,648	1,783	1,586	1,630	1,527	1,458	1,711	1,567	1,530	1,478	1,596	1,594	1,642	1,568	1,326	Public	Public	1,376	1,276	1,227	Public	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	719	736	815	889	767	824	729	838	717	675	790	756	710	702	730	744	753	741	545			449	451	513		
1.2	Total calls answered	Number of calls answered		number	1,633	1,563	1,561	1,716	1,629	1,760	1,555	1,607	1,497	1,434	1,695	1,542	1,521	1,472	1,580	1,565	1,623	1,548	1,300			1,352	1,248	1,188		
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than 7.0%	percent	1.6%	0.5%	1.1%	1.3%	1.2%	1.3%	2.0%	1.4%	2.0%	1.7%	0.9%	1.6%	0.6%	0.4%	1.0%	1.8%	1.2%	1.3%	2.0%			1.7%	2.2%	3.2%		
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	0.3%	0.3%	0.6%	0.5%	0.7%	0.7%	0.8%	0.2%	0.7%	0.4%	0.5%	0.5%	0.1%	0.3%	0.7%	1.5%	0.8%	0.8%	0.4%			0.7%	1.8%	2.7%		
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	19	19	20	21	30	34	34	29	32	29	28	26	14	12	28	38	27	28	33			28	34	57		
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	77	39	41	42	61	70	87	73	94	48	52	49	12	18	31	97	54	42	42			68	50	88		
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	4.6%	2.5%	2.6%	2.4%	3.7%	3.9%	5.5%	4.5%	6.2%	3.3%	3.0%	3.1%	0.8%	1.2%	1.9%	6.1%	3.3%	2.7%	3.2%			4.9%	3.9%	7.2%		
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	14	16	14	13	14	13	11	10	11	9	15	15	10	9	13	9	11	9	7			11	7	5		
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	10	10	8	9	10	10	10	10	8	12	13	9	9	8	11	8	8	5			7	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	13	13	11	12	11	15	12	10	9	9	13	11	10	11	13	13	11	9	5			13	8	7		
2.5	Long waits	Number of people waiting over 30 minutes		number	327	276	262	243	176	308	194	138	126	122	277	253	169	131	229	188	216	95	32			150	43	29		
2.6	% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	10.7%	9.6%	9.6%	8.6%	6.3%	9.8%	6.4%	4.9%	4.7%	4.5%	9.2%	8.8%	6.1%	5.2%	8.9%	6.5%	8.1%	3.9%	1.9%			8.2%	2.7%	2.1%		
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	509	378	556	526	489	575	501	523	493	492	540	531	533	508	504	587	482	532	478			504	467	430		
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	99.4%	98.4%	99.1%	100.0%	99.0%	99.1%	98.2%	99.6%	99.6%	99.2%	99.3%	99.4%	99.1%	99.6%	99.4%	98.8%	98.5%	99.8%	98.7%			99.4%	99.1%	99.5%		
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	17	27	35	35	29	33	25	32	45	30	25	29	20	26	34	30	27	20	21			15	21	29		
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%			100.0%	100.0%	100.0%		
4. LAB																														
4.1	Patient episodes	Total number of patient episodes		number	11,795	10,915	10,700	10,357	10,215	11,882	11,087	10,147	9,992	9,735	10,742	10,368	9,777	9,175	9,221	10,255	9,298	8,376	5,525			6,617	6,064	4,927		
4.2	Patient tests	Total number of patient tests performed		number	46,370	44,259	43,712	41,847	41,836	47,957	45,483	42,761	41,068	40,947	44,324	43,058	41,174	37,798	37,663	40,833	37,204	33,268	20,839			24,814	23,493	19,272		
4.3	Urgent tests	Total number of urgent tests		number	445	472	389	375	452	481	442	399	374	415	407	523	336	374	396	400	426	414	314			336	317	301		
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%	2%			1%	1%	2%		
4.6	Critical results	Number of critical test results		number	59	48	55	49	51	45	52	46	53	47	62	66	55	55	38	53	47	56	37			53	43	58		
4.7	Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)		number	59	48	55	49	51	45	52	46	53	47	61	66	55	55	38	53	47	56	35			53	43	58		
4.8	% of critical results phoned within 1 hour	Percentage of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)	greater than 98%	percent	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%	95%			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%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%			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					
					30/11/15	1/12/15	2/12/15	3/12/15	4/12/15	7/12/15	8/12/15	9/12/15	10/12/15	11/12/15	14/12/15	15/12/15	16/12/15	17/12/15	18/12/15	21/12/15	22/12/15	23/12/15	24/12/15	25/12/15	28/12/15	29/12/15	30/12/15	31/12/15	1/01/16	
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	5:35	4:57	5:19	5:23	5:25	5:59	5:34	5:24	5:04	5:04	5:32	5:11	5:20	5:16	4:55	5:23	5:11	5:00	4:27				4:40	4:22	4:25
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	0:58	0:53	0:51	0:59	1:00	1:25	1:29	1:29	0:53	1:01	1:06	1:03	0:52	1:09	0:53	1:14	0:56	1:00	0:52				0:53	0:43	0:46
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	9:00	7:00	8:00	8:00	9:00	10:00	9:00	8:00	8:00	8:00	10:00	8:00	8:00	8:00	7:00	8:00	9:00	8:00	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	6:10	5:45	6:33	6:00	5:57	6:52	5:46	5:27	5:43	5:20	6:33	5:31	5:58	5:21	5:08	5:56	5:36	5:11	4:34				4:41	4:36	4:30
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:32	1:38	2:03	1:32	1:31	2:10	1:41	1:28	1:29	1:13	2:06	1:21	1:26	1:10	1:04	1:46	1:19	1:06	0:56				0:51	0:51	0:47
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	9:00	10:00	10:00	10:00	10:00	10:00	7:00	9:00	8:00	10:00	9:00	10:00	8:00	7:00	10:00	9:00	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	7:11	6:12	6:28	5:37	6:04	7:50	5:27	5:40	6:24	5:22	7:22	5:54	6:14	5:54	5:38	5:50	5:45	5:22	5:05				4:45	5:34	5:04
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:40	2:21	2:26	1:43	2:08	3:28	1:42	1:52	2:28	1:45	3:05	2:29	2:08	1:56	2:03	2:53	1:54	2:00	2:09				1:24	2:10	1:50
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	6:00	6:00	6:00	6:00	5:00	6:00	9:00	5:00	6:00	5:00	8:00	6:00	6:00	6:00	6:00	6:00	7:00	6:00	6:00				5:00	6:00	6:00
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:14	5:49	6:33	6:01	6:04	6:55	5:53	5:34	5:45	5:27	6:40	5:40	5:58	5:22	5:11	5:56	5:34	5:09	4:40				4:45	4:30	4:25
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:38	1:42	2:07	1:34	1:37	2:17	1:46	1:36	1:34	1:20	2:13	1:28	1:27	1:12	1:07	1:47	1:20	1:05	1:46				0:53	0:52	0:47
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	9:00	10:00	10:00	10:00	10:00	10:00	7:00	9:00	8:00	10:00	9:00	10:00	8:00	7:00	10:00	9:00	7:00	7:00				7:00	7:00	7:00
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											N/A														
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		16:34	16:17	17:53	16:01		14:31	16:02	16:24	16:00		14:46	15:57	16:41	16:24		14:04	17:01	19:35				14:14	17:44	
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		12:38	12:48	14:14	14:01		11:48	12:56	13:25	13:05		10:47	12:43	13:17	12:48		10:53	14:06	15:25				10:47	13:27	
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	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.0	1.3	1.3	1.3		1.0	1.3	1.3				1.0	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	99.9%	100.0%	99.9%	99.7%	99.8%	99.9%	100.0%	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	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	3:50	3:47	3:38	3:44	3:50	3:58	3:59	3:51	3:55	3:46	3:50	3:51	3:49	3:55	3:48	3:50	3:50	3:52	3:57				3:51	3:42	3:38
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:41	0:38	0:36	0:38	0:42	0:48	0:46	0:50	0:45	0:42	0:43	0:42	0:42	0:39	0:44	0:43	0:43	0:40	0:47				0:45	0:44	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	5:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	5:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	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	3:45	3:43	3:30	3:38	3:38	3:40	3:27	4:12	3:34	3:36	4:04	3:58	3:44	3:53	3:40	4:25	3:35	3:42	3:31				3:22	3:39	3:48
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	1:04	0:55	1:10	1:11	1:00	0:53	1:12	0:53	0:58	1:03	1:04	1:02	1:02	0:57	1:40	1:00	0:57	1:00				0:57	0:55	1:05
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	4:00	4:00	5:00	5:00	5:00	6:00	4:00	4:00	6:00	6:00	5:00	6:00	5:00	8:00	5:00	6:00	4:00				4:00	4:00	5:00
6. RECOLLECTS																														
6.1	Total specimens	Total number of patient episodes			number	7,290	6,737	6,575	6,379	6,495	7,617	7,066	6,589	6,414	6,394	7,299	6,767	6,414	5,960	6,041	6,913	6,118	5,398	3,440				4,397	3,879	3,165
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.1%	0.2%	0.3%	0.4%	0.2%	0.2%	0.3%	0.3%	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%	0.2%	0.2%	0.2%	0.3%	0.4%				0.2%	0.5%	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					40																				42
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					-																				-