

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	2015					2016					2017										
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri						
1. CALL CENTRE																									
1.1a	Total inbound calls	Number of calls placed / received		number	1,705	1,722	1,736	1,933	Public	1,770	1,707	1,699	1,626	1,496	1,767	1,646	1,610	1,650	1,440	1,662	1,530	1,658	1,580	1,626	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	740	837	872	946		824	831	857	856	728	816	790	786	810	695	789	734	830	771	780	
1.2	Total calls answered	Number of calls answered		number	1,688	1,706	1,710	1,909		1,750	1,689	1,673	1,618	1,485	1,740	1,628	1,602	1,626	1,422	1,646	1,502	1,646	1,576	1,606	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	1.0%	0.9%	1.5%	1.2%		1.1%	1.1%	1.5%	0.5%	0.7%	1.5%	1.1%	0.5%	1.5%	1.3%	1.0%	0.5%	0.7%	0.3%	1.2%
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%	0.2%	0.5%	0.5%		0.1%	0.2%	0.5%	0.2%	0.4%	0.5%	0.1%	0.1%	0.4%	0.3%	0.3%	0.0%	0.6%	0.1%	0.9%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	26	21	32	31		25	24	29	15	25	26	15	12	25	21	21	15	19	10	27
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	42	27	45	60		52	44	52	15	23	45	27	13	38	28	38	13	12	6	25	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	2.5%	1.6%	2.6%	3.1%		2.9%	2.6%	3.1%	0.9%	1.5%	2.6%	1.6%	0.8%	2.3%	1.9%	2.3%	0.9%	0.7%	0.4%	1.5%	
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	20	18	14	20		20	21	13	14	16	19	19	14	13	13	19	17	15	15	14
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	10	10	9	12		11	12	9	10	8	10	10	8	9	10	11	7	10	12	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	13	12	12	12		14	12	10	9	11	14	10	9	8	10	11	12	12	9	11
2.5	Long waits	Number of people waiting over 30 minutes		number	315	380	187	337		440	533	203	204	217	480	392	174	144	160	334	249	306	324	217	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	8.2%	10.3%	5.3%	9.3%		10.8%	13.9%	5.8%	6.2%	6.3%	12.5%	11.3%	5.3%	4.6%	4.9%	8.8%	6.9%	9.0%	9.9%	6.1%
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	583	589	616	636		679	535	591	506	547	566	561	560	512	457	547	537	455	446	466	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	97.9%	99.2%	99.2%	98.1%		99.1%	98.3%	99.3%	97.0%	98.2%	98.8%	99.5%	98.9%	97.7%	98.5%	98.0%	98.7%	98.9%	99.3%	99.6%
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	35	47	42	42		34	39	32	40	44	33	43	45	49	34	34	46	24	36	28	
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	11,057	10,735	10,644	10,930		12,357	11,947	11,022	10,534	10,577	12,312	11,342	10,745	10,426	10,290	12,344	11,616	10,986	10,873	10,694	
4.2	Patient tests	Total number of patient tests performed		number	46,541	45,928	45,031	45,425		49,021	49,004	45,080	42,277	43,338	46,484	45,756	43,156	40,066	41,578	47,029	46,442	44,602	43,269	43,351	
4.3	Urgent tests	Total number of urgent tests		number	537	463	416	518		450	457	377	362	436	412	385	406	391	416	456	497	398	385	409	
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%	
4.6	Critical results	Number of critical test results		number	60	55	61	56		63	47	65	59	51	66	43	48	50	47	50	56	57	54	41	
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	60	55	61	55		63	47	64	59	51	66	43	48	50	47	50	56	57	54	41	
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%	98%		100%	100%	98%	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	0.0%	0.1%	0.0%	0.0%		0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%	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	12:22	28:36	24:05	26:51		12:27	24:34	23:50	20:08	24:41	11:51	24:21	24:11	23:29	21:24	12:35	28:46	26:15	25:40	24:43
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																				

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
item	Indicator	Definition	Target	Unit		2/02/15	3/02/15	4/02/15	5/02/15	6/02/15	9/02/15	10/02/15	11/02/15	12/02/15	13/02/15	16/02/15	17/02/15	18/02/15	19/02/15	20/02/15	23/02/15	24/02/15	25/02/15	26/02/15	27/02/15	
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	5:39	5:16	5:29	5:55		6:10	5:23	5:04	4:55	5:18	5:36	5:06	4:55	4:48	4:57	5:50	5:27	7:33	5:03	5:36	
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	1:04	0:54	0:53	1:13		1:48	1:01	0:57	0:54	0:55	0:48	0:51	0:51	0:48	0:46	1:23	1:06	0:57	0:53	0:57	
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	10:00		11:00	9:00	7:00	7:00	8:00	9:00	7:00	7:00	7:00	7:00	10:00	8:00	8:00	7:00	9:00	
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:31	6:43	6:21	7:00		7:07	6:43	6:08	5:44	5:50	6:10	6:05	5:37	5:14	5:25	7:28	6:42	8:00	6:25	6:15	
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:53	2:18	1:40	2:17		2:39	2:13	1:54	1:41	1:22	1:17	1:46	1:29	1:11	1:11	2:56	2:13	1:59	2:07	1:30	
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	11:00	11:00	11:00		11:00	11:00	10:00	8:00	9:00	10:00	10:00	9:00	7:00	8:00	10:00	10:00	10:00	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	7:54	6:28	6:56	6:25		6:52	5:53	6:13	5:57	6:49	5:45	5:40	6:06	5:29	5:11	7:05	6:29	6:23	7:14	6:16	
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	3:25	2:32	2:26	2:25		2:50	1:44	2:21	2:16	2:28	1:26	1:37	2:06	1:45	1:35	3:16	2:18	2:09	3:11	1:54	
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	8:00	5:00	8:00	7:00		6:00	11:00	8:00	5:00	8:00	6:00	12:00	4:00	4:00	5:00	6:00	12:00	5:00	5:00	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	6:38	6:46	6:23	7:03		7:08	6:46	6:12	5:47	6:02	6:12	6:13	5:46	5:16	5:27	7:33	6:44	8:00	6:27	6:14	
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:02	2:21	1:44	2:22		2:44	2:20	2:01	1:43	1:35	1:23	1:54	1:38	1:17	1:15	3:04	2:18	2:03	2:12	1:32	
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	11:00	11:00	11:00		11:00	11:00	10:00	8:00	9:00	10:00	10:00	9:00	7:00	8:00	10:00	10:00	10:00	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		15:46	18:24	16:49			16:06	17:36	16:35	16:06		17:02	16:49	18:22	19:58		14:17	16:51	17:14	16:37	
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		11:57	14:37	13:49			12:24	14:13	14:22	13:17		13:25	13:13	15:37	15:35		10:11	14:22	13:54	13:48	
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	1.5	1.3			1.3	1.7	1.5	1.3		1.3	1.3	1.7	1.5		1.0	1.3	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	99.9%	100.0%	100.0%	99.9%		100.0%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	99.9%	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	4:02	3:51	3:56	4:01		3:44	3:58	3:56	3:41	3:55	3:59	3:49	3:50	3:51	3:48	3:56	3:54	3:47	3:41	3:50	
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	0:40	0:36	0:39		0:38	0:47	0:38	0:38	0:41	0:41	0:41	0:43	0:47	0:42	0:41	0:42	0:43	0:40	0:45	
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	6:00	6:00	6:00	6:00	6:00	5:00	6:00	6:00	5:00	6:00	6:00	5:00	5:00	6:00	
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:43	3:59	4:15	4:21		3:57	3:51	4:05	3:56	3:54	4:28	3:58	4:00	3:50	3:47	3:50	3:49	3:36	3:59	4:03	
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:05	1:17	1:01	0:59		0:57	1:00	1:14	0:59	1:05	1:13	1:10	1:08	0:57	0:54	0:55	0:59	1:02	1:04	1:07	
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	6:00		6:00	5:00	5:00	6:00	5:00	6:00	4:00	4:00	4:00	4:00	6:00	5:00	6:00	4:00	6:00	
6. RECOLLECTS																										
6.1	Total specimens	Total number of patient episodes			number	7,565	7,058	6,784	7,025		7,897	7,435	6,805	6,492	6,510	7,402	6,889	6,319	6,073	6,245	7,366	6,936	6,374	6,363	6,473	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.4%	0.2%		0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%	0.1%	0.2%	0.2%	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					5					5					5	
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					-					-					-					-	