

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				
					1/02/16	2/02/16	3/02/16	4/02/16	5/02/16	8/02/16	9/02/16	10/02/16	11/02/16	12/02/16	15/02/16	16/02/16	17/02/16	18/02/16	19/02/16	22/02/16	23/02/16	24/02/16	25/02/16	26/02/16					
1. CALL CENTRE																													
1.1a	Total inbound calls	Number of calls placed / received		number	Public	1,706	1,732	1,669	1,643		Public	1,868	1,811	1,580	1,672		1,741	1,688	1,721	1,677	1,643		1,718	1,634	1,584	1,605	1,522		
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number		770	796	835	739			873	835	773	804		771	778	824	821	816		787	767	804	775	749		
1.2	Total calls answered	Number of calls answered		number		1,681	1,706	1,616	1,586			1,838	1,800	1,570	1,665		1,683	1,652	1,682	1,662	1,623		1,689	1,606	1,564	1,575	1,512		
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent		1.5%	1.5%	3.2%	3.5%		1.6%	0.6%	0.6%	0.4%		3.3%	2.1%	2.3%	0.9%	1.2%		1.7%	1.7%	1.3%	1.9%	0.7%		
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent		0.8%	0.4%	1.1%	1.6%		1.2%	0.0%	0.3%	0.0%		0.9%	0.3%	0.5%	0.2%	0.9%		0.1%	0.8%	0.8%	0.4%	0.8%		
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds		29	31	53	45		35	14	11	15		38	27	24	20	24		29	29	41	35	23		
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number		59	60	125	159		102	18	13	17		89	77	36	36	32		58	33	79	61	28		
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1			percent		3.5%	3.5%	7.5%	9.7%		5.5%	1.0%	0.8%	1.0%		5.1%	4.6%	2.1%	2.2%	2.0%		3.4%	2.0%	5.0%	3.8%	1.8%		
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		16	12	8	13		20	14	12	11		17	16	14	10	14		15	15	12	10	10		
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		14	12	10	14		15	14	12	9		10	12	11	9	11		10	8	9	8	11		
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		16	13	11	14		15	11	12	13		14	12	10	10	15		14	10	10	11	11		
2.5	Long waits	Number of people waiting over 30 minutes			number		395	248	137	390		453	334	227	144		303	291	250	135	325		269	210	207	132	177		
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent		12.4%	8.0%	4.9%	13.3%		13.3%	10.3%	7.6%	4.6%		9.5%	9.3%	9.5%	4.9%	11.3%		9.0%	7.1%	7.3%	4.7%	6.3%		
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		568	697	531	570		701	726	551	528		501	500	464	486	547		521	470	566	515	519		
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent		99.5%	99.3%	99.2%	98.9%		99.6%	99.4%	99.3%	98.9%		99.2%	98.8%	98.7%	98.8%	99.5%		99.0%	98.3%	98.9%	99.2%	99.2%		
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		28	17	31	32		29	42	36	25		23	28	20	49	29		33	34	38	35	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%		
4. LAB																													
4.1	Patient episodes	Total number of patient episodes			number		11,599	11,055	10,402	10,841		12,692	11,972	11,368	11,142		12,354	11,835	10,947	10,896	11,062		11,907	11,642	11,194	10,942	10,746		
4.2	Patient tests	Total number of patient tests performed			number		48,264	47,716	44,785	46,835		52,061	51,013	48,108	47,470		51,143	49,869	45,277	44,741	45,943		48,491	48,577	46,698	45,367	45,234		
4.3	Urgent tests	Total number of urgent tests			number		446	432	432	447		516	380	486	468		400	439	378	453	411		453	441	371	347	451		
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		73	78	62	49		104	63	61	52		58	67	50	58	57		61	58	49	43	38		
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		73	78	62	49		102	63	61	52		58	67	50	56	57		61	58	49	43	38		
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%	100%	100%	100%		98%	100%	100%	100%		100%	100%	100%	97%	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%	0.1%	0.1%		0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.1%	0.0%	0.1%		0.1%	0.0%	0.1%	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	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri		
					1/02/16	2/02/16	3/02/16	4/02/16	5/02/16	8/02/16	9/02/16	10/02/16	11/02/16	12/02/16	15/02/16	16/02/16	17/02/16	18/02/16	19/02/16	22/02/16	23/02/16	24/02/16	25/02/16	26/02/16		
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		6:05	5:50	5:39	5:47		6:07	5:41	5:35	5:35	5:55	5:33	5:17	5:19	5:28	5:21	5:15	5:18	5:04	5:30	
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		1:07	1:30	1:10	1:03		1:21	1:20	1:00	1:07	1:22	1:12	1:07	0:52	0:54	1:01	0:53	1:02	0:51	1:12	
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	9:00	9:00	10:00		10:00	8:00	8:00	8:00	9:00	8:00	8:00	8:00	10:00	8:00	8:00	8:00	7:00	8:00	
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes		6:45	7:03	7:15	6:30		6:29	6:32	6:20	6:37	6:19	6:18	6:33	5:28	5:49	5:52	6:05	6:11	5:51	5:56	
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	2:37	2:45	1:44		1:41	2:08	1:43	2:04	1:39	1:54	2:21	1:03	1:11	1:29	1:39	1:52	1:33	1:35	
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		10:00	10:00	10:00	10:00	10:00	10:00	10:00	8:00	10:00	9:00	10:00	10:00	9:00	9:00	
5.3a	Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes		6:33	6:07	6:28	6:14		6:13	6:08	6:42	5:52	6:46	6:25	6:47	6:10	6:15	5:51	6:13	6:58	6:11	6:00	
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		1:52	2:16	2:17	2:02		2:00	2:00	2:35	2:06	2:48	2:20	2:47	2:01	1:53	1:56	1:51	2:54	2:05	2:19	
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	11:00	12:00	12:00		6:00	10:00	8:00	6:00	7:00	12:00	7:00	11:00	8:00	5:00	6:00	8:00	7:00	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		6:46	7:07	7:19	6:42		6:31	6:34	5:38	6:40	6:19	6:19	6:35	5:32	5:43	5:55	6:03	6:15	5:54	5:59	
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		1:46	2:40	2:49	1:55		1:43	2:11	1:43	2:12	1:43	1:56	2:24	1:05	1:11	1:32	1:37	1:57	1:40	1:39	
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		10:00	10:00	10:00	10:00	10:00	10:00	10:00	8:00	10:00	9:00	10:00	10:00	9:00	9:00	
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			13:35	16:41	16:26			14:09	15:53	17:04		14:54	15:29	15:30	15:21		14:08	15:45	15:49	16:05	
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			9:18	12:54	12:26			10:08	13:01	14:06		10:59	12:31	12:08	12:09		10:30	12:18	13:00	13:08	
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	1.7			1.0	1.3	1.5		1.3	1.3	1.3	1.3		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		99.3%	100.0%	100.0%	99.9%		100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	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		4:03	3:53	3:53	3:51		3:59	3:51	3:52	3:51	3:55	3:59	3:58	4:16	4:02	3:48	3:42	3:51	4:02	3:51	
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes		0:45	0:42	0:43	0:42		0:46	0:44	0:50	0:50	0:53	0:52	0:53	0:48	0:45	0:44	0:40	0:45	0:50	0:44	
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	5:00	6:00	6:00	6:00	6:00	6:00	6:00	5:00	5:00	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		3:49	3:24	3:52	4:08		3:43	4:10	4:04	3:56	3:47	3:32	3:40	4:11	4:12	3:56	3:59	3:54	3:53	3:59	
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes		0:55	1:01	1:09	1:07		1:06	1:03	1:18	1:06	1:03	0:59	1:04	1:05	1:03	1:10	1:09	1:27	1:06	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		5:00	4:00	4:00	4:00		4:00	6:00	6:00	5:00	6:00	4:00	4:00	5:00	6:00	6:00	6:00	6:00	6:00	5:00	
6. RECOLLECTS																										
6.1	Total specimens	Total number of patient episodes		number			7,841	7,234	6,781	6,956			8,239	7,501	7,157	7,057	7,766	7,420	6,630	6,635	6,823	7,356	7,076	6,833	6,637	6,558
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent		0.2%	0.4%	0.3%	0.3%			0.3%	0.4%	0.2%	0.3%	0.3%	0.1%	0.3%	0.2%	0.3%	0.3%	0.2%	0.4%	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						1						1					2				2	
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				-	