

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				
					4/01/16	5/01/16	6/01/16	7/01/16	8/01/16	11/01/16	12/01/16	13/01/16	14/01/16	15/01/16	18/01/16	19/01/16	20/01/16	21/01/16	22/01/16	25/01/16	26/01/16	27/01/16	28/01/16	29/01/16					
<b>1. CALL CENTRE</b>																													
1.1a	Total inbound calls	Number of calls placed / received		number	Public	1,792	1,540	1,441	1,412	1,554	1,572	1,515	1,483	1,498	1,538	1,559	1,542	1,477	1,479	1,611	1,593	1,680	1,614	1,548					
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number		652	643	633	593	613	720	705	709	611	656	694	727	716	691	700	772	814	748	748					
1.2	Total calls answered	Number of calls answered		number		1,764	1,531	1,427	1,388	1,540	1,561	1,508	1,459	1,463	1,532	1,517	1,477	1,411	1,440	1,556	1,536	1,625	1,572	1,537					
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent		1.6%	0.6%	1.0%	1.7%	0.9%	0.7%	0.5%	1.6%	2.3%	2.3%	2.7%	4.2%	4.5%	2.6%	3.4%	3.6%	3.3%	2.6%	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		0.5%	0.2%	0.3%	0.3%	0.2%	0.4%	0.0%	0.3%	1.2%	0.3%	0.1%	1.5%	1.5%	0.4%	1.9%	0.8%	1.0%	0.7%	0.4%				
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds		28	18	20	36	22	22	17	32	42	24	29	37	51	31	35	36	47	30	19				
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number		76	22	37	69	39	38	17	69	60	58	87	107	117	53	85	90	115	67	29				
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1			percent		4.2%	1.4%	2.6%	4.9%	2.5%	2.4%	1.1%	4.7%	4.0%	3.8%	5.6%	6.9%	7.9%	3.6%	5.3%	5.7%	6.9%	4.2%	1.9%				
<b>2. COLLECTION CENTRES</b>																													
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		24	18	12	12	12	20	12	10	8	14	14	11	13	9	14	14	10	9	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		13	10	7	7	11	11	10	9	11	13	10	12	9	11	13	12	11	11	12				
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		22	18	16	15	11	13	11	10	11	16	12	12	13	11	10	10	9	10	11				
2.5	Long waits	Number of people waiting over 30 minutes			number		707	413	224	190	270	333	185	126	166	352	274	207	210	164	255	254	124	155	230				
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent		26.4%	16.1%	9.5%	7.8%	10.0%	11.7%	6.7%	4.8%	6.2%	12.4%	9.3%	7.4%	7.9%	6.0%	8.9%	8.6%	4.5%	6.0%	8.7%				
<b>3. HOME VISITS</b>																													
3.1	Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not home)			number		654	632	483	501	494	550	556	512	469	509	510	479	470	461	501	469	555	553	566				
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent		98.5%	98.7%	98.6%	99.4%	99.4%	99.6%	99.6%	99.4%	98.9%	99.4%	99.2%	99.2%	98.7%	99.1%	99.0%	99.1%	98.7%	99.5%	98.9%				
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		21	17	24	24	28	15	28	27	25	20	26	25	16	33	30	33	15	23	48				
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%				
<b>4. LAB</b>																													
4.1	Patient episodes	Total number of patient episodes			number		10,106	9,758	8,913	8,650	10,298	10,251	9,932	9,339	9,318	10,252	10,291	9,926	9,631	9,541	10,362	10,434	9,783	9,502	9,781				
4.2	Patient tests	Total number of patient tests performed			number		40,844	41,723	39,492	38,133	45,239	44,985	44,541	41,164	41,973	44,495	44,651	44,054	41,996	41,327	44,447	45,335	42,917	41,156	42,464				
4.3	Urgent tests	Total number of urgent tests			number		457	359	270	374	432	381	372	390	345	498	398	392	412	438	399	471	415	351	447				
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		73	74	58	51	80	76	49	42	44	61	69	55	58	50	63	53	64	56	48				
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	74	57	51	80	76	49	42	44	61	69	55	58	50	63	53	64	56	48				
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%	98%	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		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	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																								

						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		4/01/16	5/01/16	6/01/16	7/01/16	8/01/16	11/01/16	12/01/16	13/01/16	14/01/16	15/01/16	18/01/16	19/01/16	20/01/16	21/01/16	22/01/16	25/01/16	26/01/16	27/01/16	28/01/16	29/01/16	
<b>5. TURNAROUND TIME</b>																										
<b>NON-URGENT</b>																										
5.1a	Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes		5:52	5:46	5:02	5:06	5:26	4:58	5:09	4:49	5:05	5:37	5:31	5:23	5:00	5:30	5:47	6:02	5:38	5:40	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		1:11	1:36	1:02	1:08	1:26	1:03	1:00	0:53	1:03	1:11	1:18	1:18	1:06	1:12	1:00	0:54	0:57	1:03	0:54	
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	10:00	8:00	7:00	9:00	8:00	8:00	7:00	8:00	10:00	9:00	9:00	8:00	8:00	10:00	10:00	9:00	9:00	9:00	
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes		5:55	5:24	5:06	5:15	5:50	5:30	5:47	6:14	6:44	6:16	5:57	6:30	5:45	5:35	6:46	7:04	6:07	6:27	6:01	
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		1:09	1:12	1:02	1:13	1:44	1:31	1:32	2:21	2:39	1:45	1:39	2:22	1:47	1:17	1:59	1:54	1:21	1:39	1:17	
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	8:00	7:00	7:00	10:00	8:00	10:00	10:00	12:00	10:00	10:00	11:00	10:00	8:00	10:00	10:00	10:00	10:00	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		6:15	5:30	5:51	5:29	6:10	5:30	6:08	6:41	6:12	6:57	6:37	6:53	6:16	6:22	6:52	7:01	6:23	6:25	6:26	
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		2:01	1:46	1:50	1:55	2:22	1:55	2:04	3:03	2:28	2:39	2:49	3:03	2:28	2:43	2:24	2:23	1:47	2:11	2:46	
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	6:00	6:00	6:00	7:00	6:00	6:00	8:00	12:00	6:00	8:00	7:00	7:00	6:00	6:00	8:00	8:00	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		5:56	5:25	5:11	5:20	5:46	5:33	5:47	6:20	6:56	6:18	6:01	6:37	5:47	5:46	6:54	7:09	6:12	6:35	6:15	
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes		1:11	1:15	1:09	1:21	1:45	1:36	1:35	2:31	2:54	1:50	1:45	2:28	1:49	1:25	2:07	1:58	1:28	1:54	1:29	
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	8:00	7:00	7:00	10:00	8:00	10:00	10:00	12:00	10:00	10:00	11:00	10:00	8:00	10:00	10:00	10:00	10:00	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			14:06	16:44	17:23		14:01	15:14	15:38	16:18		14:55	14:42	16:49	15:35		15:24	16:29	17:31	14:40	
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			10:30	13:47	13:57		10:47	12:32	12:38	12:34		11:38	11:45	14:04	12:25		10:20	12:15	13:19	11:09	
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	1.3	1.5		1.0	1.3	1.3	1.3		1.0	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		100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	99.9%	100.0%	
<b>URGENT</b>																										
5.9a	Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes		3:55	3:53	3:48	3:48	3:52	3:52	3:39	3:43	3:45	3:47	3:52	3:46	3:42	3:47	3:58	3:52	3:55	3:53	3:55	
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	0:45	0:49	0:46	0:53	0:49	0:43	0:43	0:52	0:40	0:41	0:46	0:40	0:44	0:50	0:42	0:45	0:43	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	5:00	6:00	6:00	5:00	5:00	5:00	6:00	6:00	6:00	6:00	6:00	5:00	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		3:29	3:47	3:25	3:43	3:37	3:35	3:53	4:08	3:42	4:09	3:25	4:11	3:35	3:38	3:32	3:22	4:06	3:53	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		0:59	1:01	0:59	0:57	1:02	1:05	1:06	1:23	0:57	1:07	0:59	1:23	0:58	1:00	1:00	0:59	1:14	1:01	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		4:00	5:00	5:00	6:00	4:00	6:00	4:00	6:00	5:00	6:00	4:00	4:00	4:00	5:00	6:00	4:00	12:00	5:00	6:00	
<b>6. RECOLLECTS</b>																										
6.1	Total specimens	Total number of patient episodes			number		6,792	6,109	6,509	6,375	7,199	6,893	6,324	6,145	6,186	6,920	6,923	6,372	6,139	6,328	7,158	6,526	6,375	6,157	6,262	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent		0.3%	0.3%	0.1%	0.3%	0.4%	0.3%	0.3%	0.2%	0.2%	0.2%	0.2%	0.3%	0.4%	0.3%	0.2%	0.3%	0.1%	0.3%	0.4%	
<b>7. QUALITY IMPROVEMENT</b>																										
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				1	
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						-				-	