

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 4/05/15	Tue 5/05/15	Wed 6/05/15	Thu 7/05/15	Fri 8/05/15	Mon 11/05/15	Tue 12/05/15	Wed 13/05/15	Thu 14/05/15	Fri 15/05/15	Mon 18/05/15	Tue 19/05/15	Wed 20/05/15	Thu 21/05/15	Fri 22/05/15	Mon 25/05/15	Tue 26/05/15	Wed 27/05/15	Thu 28/05/15	Fri 29/05/15
1. CALL CENTRE																								
1.1a	Total inbound calls	Number of calls placed / received		number	1,573	1,537	1,615	1,532	1,508	1,659	1,461	1,611	1,438	1,567	1,671	1,538	1,508	1,458	1,555	1,583	1,609	1,454	1,537	1,489
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	728	740	807	771	730	771	691	792	697	784	760	743	750	707	755	750	770	676	739	767
1.2	Total calls answered	Number of calls answered		number	1,534	1,524	1,576	1,514	1,480	1,633	1,447	1,590	1,410	1,551	1,644	1,526	1,475	1,438	1,534	1,562	1,584	1,429	1,501	1,435
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	2.5%	0.9%	2.4%	1.2%	1.9%	1.6%	1.0%	1.3%	2.0%	1.0%	1.6%	0.8%	2.2%	1.4%	1.4%	1.3%	1.6%	1.7%	2.3%	3.6%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	1.2%	0.4%	0.9%	0.8%	1.0%	0.3%	0.6%	0.4%	0.3%	0.6%	0.3%	0.1%	1.5%	0.6%	0.4%	0.1%	0.4%	1.3%	1.0%	1.4%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	35	30	28	26	38	47	25	22	25	24	35	21	31	23	26	15	26	32	27	39
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	98	33	51	26	53	31	31	35	42	29	72	29	70	20	43	21	38	48	31	57
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	6.2%	2.2%	3.2%	1.7%	3.5%	1.9%	2.1%	2.2%	2.9%	1.9%	4.3%	1.9%	4.6%	1.4%	2.8%	1.3%	2.4%	3.3%	2.0%	3.8%
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	12	12	9	8	9	12	10	8	11	9	9	8	8	7	7	7	8	6	6	9
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	9	8	10	9	8	8	9	8	10	9	8	9	8	7	6	7	8
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	10	12	11	9	10	12	9	9	9	9	12	10	8	8	8	10	9	7	7	7
2.5	Long waits	Number of people waiting over 30 minutes		number	187	209	130	101	75	166	139	61	53	47	132	102	76	44	68	56	50	25	28	50
2.6	% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	6.9%	7.2%	4.7%	3.7%	2.9%	5.8%	5.0%	2.4%	2.1%	1.7%	4.7%	3.7%	3.0%	1.8%	2.5%	2.2%	1.9%	1.1%	1.2%	2.0%
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	503	532	586	487	493	545	473	551	515	526	492	539	549	537	494	556	510	505	425	482
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	98.6%	98.7%	95.7%	98.8%	99.2%	98.9%	99.4%	99.8%	99.4%	99.4%	97.8%	99.3%	99.6%	99.8%	100.0%	98.9%	99.2%	99.4%	99.5%	99.8%
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	18	33	25	22	39	17	31	29	37	48	24	43	18	39	30	28	22	34	15	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%	100.0%	100.0%
4. LAB																								
4.1	Patient episodes	Total number of patient episodes		number	11,897	11,604	10,915	10,658	10,527	12,044	11,348	10,872	10,581	10,399	11,825	11,831	10,751	10,414	10,416	11,429	11,169	10,495	9,891	10,122
4.2	Patient tests	Total number of patient tests performed		number	46,685	46,401	43,809	41,397	41,851	46,670	43,850	42,413	40,498	40,446	44,987	45,371	42,170	39,787	41,671	42,003	41,090	39,494	37,595	38,985
4.3	Urgent tests	Total number of urgent tests		number	352	441	358	453	487	482	418	345	363	469	396	455	444	390	414	493	431	358	329	369
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%	1%
4.6	Critical results	Number of critical test results		number	67	54	58	55	58	61	55	46	42	47	64	50	47	54	54	65	46	51	45	43
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	67	54	58	55	58	60	55	46	42	47	64	50	47	54	54	65	46	51	45	43
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%	98%	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%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	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																				

						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		4/05/15	5/05/15	6/05/15	7/05/15	8/05/15	11/05/15	12/05/15	13/05/15	14/05/15	15/05/15	18/05/15	19/05/15	20/05/15	21/05/15	22/05/15	25/05/15	26/05/15	27/05/15	28/05/15	29/05/15	
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	5:25	5:14	5:48	5:04	5:20	5:22	5:13	5:20	4:40	4:59	5:20	5:07	5:15	4:44	5:07	5:01	4:49	4:43	4:59	4:50	
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	0:51	0:55	1:45	0:55	1:00	0:55	1:07	1:10	0:52	0:52	1:01	1:00	1:11	0:48	1:07	1:04	0:57	1:00	0:55	0:48	
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	8:00	8:00	10:00	8:00	8:00	8:00	7:00	8:00	7:00	7:00	8:00	7:00	8:00	7:00	7:00	7:00	7:00	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	5:37	5:45	5:29	5:22	5:25	5:40	6:02	5:53	4:55	5:28	5:35	5:40	5:16	4:55	5:12	5:13	5:04	4:47	5:08	5:06	
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:01	1:24	1:21	1:10	1:02	1:12	1:52	1:43	1:05	1:16	1:12	1:29	1:07	0:56	1:12	1:14	1:08	0:59	1:05	0:58	
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	8:00	10:00	8:00	8:00	8:00	9:00	10:00	10:00	7:00	8:00	8:00	8:00	7:00	7:00	7:00	7:00	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	5:50	5:51	5:46	5:15	5:02	6:23	5:30	6:05	4:53	6:17	5:34	5:38	5:17	4:57	4:42	4:58	4:54	4:48	5:47	5:22	
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:38	1:55	2:08	1:28	1:21	2:02	1:59	2:22	1:23	2:27	1:46	1:55	1:41	1:21	1:21	1:21	1:24	1:33	2:19	1:41	
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	4:00	5:00	5:00	4:00	5:00	7:00	4:00	5:00	5:00	7:00	5:00	6:00	5:00	5:00	5:00	5:00	5:00	4:00	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	5:41	5:44	5:33	5:25	5:31	5:44	6:09	5:59	4:56	5:33	5:32	5:45	5:21	5:00	5:15	5:20	5:10	4:50	5:17	5:07	
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:06	1:23	1:26	1:14	1:08	1:16	1:59	1:49	1:06	1:22	1:15	1:33	1:15	1:01	1:12	1:21	1:12	1:03	1:12	1:03	
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	9:00	9:00	8:00	8:00	8:00	9:00	10:00	10:00	7:00	8:00	8:00	9:00	7:00	7:00	7:00	7:00	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																					
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		15:37	15:34	16:09	16:12		15:34	16:04	16:51	14:59		14:34	15:20	15:14	15:14		13:55	15:25	16:07	14:32	
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		12:04	12:14	13:28	13:04		13:36	12:35	12:38	12:25		10:22	12:19	12:07	12:12		11:04	12:35	12:52	12:08	
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		1.3	1.3	1.3	1.3		1.3	1.5	1.3	1.3		1.3	1.3	1.3	1.3		1.3	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%	99.9%	100.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	
URGENT																										
5.9a	Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:58	3:49	3:48	3:47	3:58	3:55	3:50	4:01	3:45	3:44	3:50	3:45	3:46	3:50	3:46	3:44	4:02	3:45	3:39	3:40	
5.9b	Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:44	0:38	0:41	0:43	0:46	0:46	0:39	0:38	0:43	0:40	0:40	0:37	0:39	0:41	0:47	0:38	0:59	0:47	0:39	0:40	
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	5:00	6:00	6:00	6:00	6:00	6:00	5:00	6:00	6:00	6:00	5:00	5:00	5:00	
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:47	3:32	3:37	3:52	4:18	3:49	3:37	3:53	3:24	3:38	3:40	3:43	3:54	3:44	3:41	3:49	3:46	3:43	4:02	3:25	
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:52	0:57	1:00	1:05	1:01	1:00	0:59	0:59	0:57	1:00	0:57	0:59	1:11	1:04	0:57	0:59	0:51	0:54	1:08	0:58	
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	5:00	4:00	6:00	5:00	6:00	4:00	6:00	4:00	6:00	6:00	6:00	6:00	6:00	4:00	6:00	5:00	6:00	4:00	5:00	
6. RECOLLECTS																										
6.1	Total specimens	Total number of patient episodes			number	7,298	6,969	6,592	6,374	6,415	7,287	6,685	6,343	6,092	6,176	7,052	6,751	6,333	6,156	6,419	6,522	6,297	5,867	5,708	6,131	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.2%	0.3%	0.3%	0.4%	0.3%	0.3%	0.2%	0.2%	0.4%	0.4%	0.3%	0.2%	0.3%	0.3%	0.3%	0.2%	0.2%	0.1%	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					26					28					28						28
7.6	New complaints	Number of new complaints received this week			number					2					2					-						-
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number					2					2					-						-