

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	
					5/10/15	6/10/15	7/10/15	8/10/15	9/10/15	12/10/15	13/10/15	14/10/15	15/10/15	16/10/15	19/10/15	20/10/15	21/10/15	22/10/15	23/10/15	26/10/15	27/10/15	28/10/15	29/10/15	30/10/15	
1. CALL CENTRE																									
1.1a	Total inbound calls	Number of calls placed / received		number	1,595	1,500	1,439	1,503	1,459	1,615	1,606	1,526	1,558	1,509	1,599	1,507	1,590	1,548	1,607	Public	1,682	1,549	1,598	1,491	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	701	656	728	700	675	700	728	735	730	729	722	707	770	724	771		749	695	729	705	
1.2	Total calls answered	Number of calls answered		number	1,565	1,482	1,422	1,475	1,449	1,584	1,585	1,499	1,513	1,495	1,572	1,495	1,565	1,516	1,589		1,650	1,493	1,557	1,458	
1.3a	% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	1.9%	1.2%	1.2%	1.9%	0.7%	1.9%	1.3%	1.8%	2.9%	0.9%	1.7%	0.8%	1.6%	2.1%	1.1%		1.9%	3.6%	2.6%	2.2%
1.3b	% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	1.0%	0.8%	1.0%	1.6%	0.7%	1.0%	0.7%	0.1%	0.1%	0.8%	1.1%	0.6%	0.7%	0.3%	0.8%		1.2%	1.7%	1.0%	1.0%
1.6	Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	40	31	36	47	29	34	27	17	16	30	34	27	33	20	34		36	32	36	30
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	110	51	45	41	36	80	43	30	28	28	67	38	67	35	59		78	89	94	65	
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1		percent	6.9%	3.4%	3.1%	3.7%	2.5%	5.0%	2.7%	2.0%	1.8%	1.9%	4.2%	2.5%	4.2%	2.3%	3.7%		4.6%	5.8%	5.9%	4.4%	
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	12	9	10	10	17	12	11	10	12	11	15	8	11	10		16	13	11	11
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	11	10	10	8	10	12	10	9	9	10	10	10	8	8	9		11	10	9	9
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	12	11	8	8	10	13	10	8	8	10	8	8	7	10		11	10	10	10	
2.5	Long waits	Number of people waiting over 30 minutes		number	256	154	97	116	119	325	126	75	71	119	132	109	79	110	143		257	186	117	120	
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	9.4%	5.5%	3.9%	4.5%	4.6%	11.8%	4.6%	2.8%	2.6%	4.3%	4.6%	3.8%	3.0%	4.4%	5.2%		8.3%	6.7%	4.3%	4.3%
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	571	530	528	411	504	578	564	533	550	510	590	567	521	517	536		695	628	555	469	
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	98.6%	98.9%	99.2%	99.3%	99.8%	99.7%	98.9%	99.6%	98.5%	99.8%	99.5%	99.3%	98.8%	99.2%	99.3%		98.7%	98.6%	98.9%	99.4%
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	37	23	23	35	29	25	39	29	29	27	21	21	19	24	27		38	30	33	33	
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	10,358	10,003	9,363	9,292	9,467	11,288	11,259	10,730	10,582	10,329	12,006	11,447	10,608	10,337	10,565		12,491	11,766	10,962	10,521	
4.2	Patient tests	Total number of patient tests performed		number	43,155	42,372	40,247	39,495	39,669	43,823	43,829	42,150	41,419	41,055	44,679	43,955	41,172	39,664	41,805		46,953	44,942	42,840	42,548	
4.3	Urgent tests	Total number of urgent tests		number	466	345	345	354	368	439	429	353	406	497	462	403	361	350	406		503	463	377	418	
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	71	46	47	49	58	63	51	47	64	46	67	56	43	54	64		65	56	37	43	
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	71	46	47	49	58	63	51	47	64	45	67	56	43	54	64		65	56	37	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.Referer; b. patient; c. police)	greater than	98%	percent	100%	100%	100%	100%	100%	100%	100%	100%	98%	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	0.1%	0.0%	0.1%	0.1%	0.0%	0.0%	0.3%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%		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																				

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	
					5/10/15	6/10/15	7/10/15	8/10/15	9/10/15	12/10/15	13/10/15	14/10/15	15/10/15	16/10/15	19/10/15	20/10/15	21/10/15	22/10/15	23/10/15	26/10/15	27/10/15	28/10/15	29/10/15	30/10/15	
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	5:13	4:57	5:12	5:09	5:00	5:26	5:20	5:17	4:59	5:08	6:24	5:18	5:26	5:06	5:30		5:53	5:21	5:37	5:07
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	0:55	0:52	0:55	0:48	0:58	1:10	0:58	1:01	0:47	0:51	0:59	0:53	0:56	0:56	0:52		0:58	0:54	0:49	0:53
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	7:00	8:00	8:00	8:00	8:00	9:00	8:00	8:00	8:00	7:00	10:00	7:00	9:00	7:00	8:00		10:00	8:00	10:00	8:00
5.2a	Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:43	7:21	5:52	6:43	5:24	5:37	6:29	6:35	5:47	5:32	7:25	6:01	5:53	5:37	5:51		6:36	6:00	6:07	5:49
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:22	3:19	1:30	2:20	1:20	1:17	2:03	2:13	1:29	1:11	1:40	1:32	1:22	1:22	1:11		1:36	1:27	1:16	1:33
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	9:00	10:00	10:00	10:00	7:00	9:00	11:00	11:00	10:00	8:00	11:00	11:00	11:00	10:00	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	6:02	7:03	5:57	7:03	5:21	5:48	6:01	6:17	5:54	5:53	6:20	6:27	6:34	4:58	5:54		6:28	5:37	6:10	5:29
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:07	3:31	1:57	3:04	1:38	2:02	2:13	2:16	2:07	2:16	2:07	2:20	2:13	1:12	1:58		1:48	1:27	1:45	1:43
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	5:00	10:00	5:00	5:00	6:00	7:00	6:00	5:00	6:00	5:00	8:00	10:00	6:00		6:00	10:00	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	5:42	7:24	5:58	6:55	5:25	5:43	6:34	6:36	5:49	5:37	7:29	6:01	5:53	5:49	5:56		6:38	6:06	6:17	5:57
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:24	3:21	1:38	2:33	1:22	1:23	2:09	2:19	1:33	1:18	1:45	1:35	1:28	1:35	1:15		1:40	1:35	1:27	1:43
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	10:00	10:00	10:00	8:00	9:00	11:00	11:00	10:00	8:00	11:00	11:00	11:00	10:00	10:00		10:00	10:00	11:00	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		14:07	16:40	16:25	16:52		14:06	15:43	16:22	15:58		13:54	16:00	15:48	17:01		13:05	15:08	15:23	
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		11:00	12:58	13:13	12:49		11:15	12:32	12:29	12:20		9:59	12:57	12:33	14:02		8:45	11:24	11:51	
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	1.3	1.3		1.0	1.3	1.3	1.3		1.0	1.3	1.3	1.3		1.0	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%	99.9%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%		100.0%	100.0%	100.0%	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	3:43	3:39	3:48	3:36	3:32	3:49	3:36	3:50	3:41	3:35	3:41	3:40	3:45	3:37	3:34		3:46	3:53	3:45	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	0:39	0:37	0:37	0:37	0:37	0:40	0:42	0:39	0:37	0:39	0:38	0:34	0:35	0:35	0:37		0:37	0:39	0:36	0:37
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	5:00	5:00	6:00	5:00	5:00	5:00	5:00	6:00	6:00	5:00	6:00	5:00	6:00	5:00	5:00		5:00	6:00	6:00	5:00
5.10a	Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:30	3:32	3:38	3:35	3:38	3:41	3:48	4:09	4:03	3:40	3:25	3:49	3:36	3:19	4:00		3:52	4:08	3:28	3:36
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:56	0:58	1:13	1:00	0:58	1:07	1:11	1:26	1:01	1:04	0:58	0:58	0:56	0:57	0:55		0:56	1:25	0:57	0:56
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	4:00	5:00	6:00	4:00	6:00	6:00	4:00	5:00	5:00	5:00	4:00	6:00		6:00	6:00	4:00	6:00
6. RECOLLECTS																									
6.1	Total specimens	Total number of patient episodes		number	6,813	6,602	6,035	6,121	6,199	6,877	6,669	6,402	6,358	6,312	6,947	6,683	6,172	6,044	6,316		7,594	6,683	6,463	6,453	
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.3%	0.2%	0.3%	0.2%	0.2%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%		0.3%	0.1%	0.2%	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					38						38					38					38
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					-					-					-						-