

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	Mon	Tue	Wed	Thu	Fri	
					31/08/15	1/09/15	2/09/15	3/09/15	4/09/15	7/09/15	8/09/15	9/09/15	10/09/15	11/09/15	14/09/15	15/09/15	16/09/15	17/09/15	18/09/15	21/09/15	22/09/15	23/09/15	24/09/15	25/09/15	28/09/15	29/09/15	30/09/15	1/10/15	2/10/15	
1. CALL CENTRE																														
1.1a	Total inbound calls	Number of calls placed / received		number	1,608	1,539	1,434	1,398	1,464	1,644	1,593	1,513	1,455	1,448	1,637	1,512	1,567	1,550	1,603	1,627	1,578	1,410	1,480	1,536	1,612	1,494	1,482	1,428	1,540	
1.1b	Total inbound calls - results line	Number of calls placed / received on results line		number	755	761	721	664	689	741	784	707	683	699	745	713	777	760	798	715	719	662	707	698	685	711	709	675	673	
1.2	Total calls answered	Number of calls answered		number	1,570	1,517	1,421	1,370	1,443	1,608	1,575	1,498	1,433	1,427	1,590	1,494	1,542	1,509	1,573	1,594	1,526	1,369	1,436	1,505	1,545	1,462	1,446	1,389	1,524	
1.3a	% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	2.4%	1.4%	0.9%	2.0%	1.4%	2.2%	1.1%	1.0%	1.5%	1.5%	2.9%	1.2%	1.6%	2.7%	1.9%	2.0%	3.3%	2.9%	3.0%	2.0%	4.2%	2.1%	2.4%	2.7%	1.0%
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%	0.5%	0.4%	1.5%	1.5%	1.4%	0.8%	0.4%	0.9%	0.9%	0.8%	0.1%	0.4%	0.9%	0.4%	0.3%	2.1%	0.9%	1.3%	0.6%	1.0%	0.4%	0.1%	0.2%	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	40	32	35	50	40	33	24	14	24	30	31	25	28	37	39	29	44	43	48	37	43	25	26	38	34
1.7	Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	80	58	66	76	63	57	40	26	22	41	73	38	53	60	78	68	93	73	108	69	128	34	52	71	55
1.8	% of calls with wait time >150 seconds	1.7 divided by 1.1			percent	5.0%	3.8%	4.6%	5.4%	4.3%	3.5%	2.5%	1.7%	1.5%	2.8%	4.5%	2.5%	3.4%	3.9%	4.9%	4.2%	5.9%	5.2%	7.3%	4.5%	7.9%	2.3%	3.5%	5.0%	3.6%
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	10	11	12	11	12	8	16	12	9	9	14	13	8	12	10	13	14	10	10	9	12	12	10	9	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	10	7	8	8	9	15	10	8	8	8	11	8	8	8	9	9	9	6	7	7	8	8	8	8	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	9	6	8	7	10	11	10	9	6	7	11	9	7	8	9	7	8	7	7	9	9	8	7	8	8
2.5	Long waits	Number of people waiting over 30 minutes			number	107	38	115	114	171	227	244	122	100	51	229	141	37	81	123	156	168	40	90	82	103	130	60	74	113
2.6	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	3.8%	1.5%	4.3%	4.5%	6.5%	8.2%	8.7%	4.9%	4.0%	2.0%	7.7%	5.2%	1.4%	1.6%	4.6%	5.8%	6.1%	1.5%	3.6%	3.1%	4.1%	5.0%	2.5%	3.0%	4.5%
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	518	452	605	532	545	615	492	518	516	525	552	439	509	502	472	525	423	539	455	498	605	532	527	450	500
3.3	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	97.7%	99.6%	98.5%	99.2%	99.3%	98.9%	98.4%	97.7%	99.0%	99.6%	98.9%	98.9%	99.0%	99.0%	99.2%	99.6%	99.5%	99.3%	98.5%	99.0%	99.5%	97.7%	99.2%	97.6%	98.2%
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	33	18	25	35	31	37	30	35	45	33	23	23	33	27	28	30	30	31	26	25	24	26	33	34	31
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%	100.0%	100.0%	100.0%	100.0%	100.0%
4. LAB																														
4.1	Patient episodes	Total number of patient episodes			number	11,835	11,582	11,169	10,522	10,574	12,480	11,690	10,864	10,507	10,534	12,368	11,676	11,019	10,497	10,713	11,618	11,000	10,301	9,576	9,908	10,182	9,762	9,341	9,309	9,245
4.2	Patient tests	Total number of patient tests performed			number	42,582	42,939	42,268	40,251	40,169	45,303	43,918	41,728	39,321	40,321	45,842	43,473	42,213	39,793	42,230	43,524	42,904	41,023	38,713	39,972	41,816	41,341	39,231	39,108	38,831
4.3	Urgent tests	Total number of urgent tests			number	424	445	381	430	424	462	465	398	409	422	511	451	395	405	422	416	414	340	390	433	410	362	349	360	387
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%	1%	1%	1%	1%	1%
4.6	Critical results	Number of critical test results			number	54	54	60	55	31	65	69	60	49	62	76	42	52	54	60	68	54	34	47	49	49	65	54	29	45
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	52	54	60	55	31	65	69	60	49	62	75	42	52	54	59	68	54	34	47	49	49	65	54	29	44
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	96%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%
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%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	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	Mon	Tue	Wed	Thu	Fri	
					31/08/15	1/09/15	2/09/15	3/09/15	4/09/15	7/09/15	8/09/15	9/09/15	10/09/15	11/09/15	14/09/15	15/09/15	16/09/15	17/09/15	18/09/15	21/09/15	22/09/15	23/09/15	24/09/15	25/09/15	28/09/15	29/09/15	30/09/15	1/10/15	2/10/15	
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	5:19	5:09	5:14	5:06	5:13	5:32	5:04	5:15	5:05	5:02	5:32	5:19	5:17	4:53	5:35	5:27	5:11	5:05	5:03	5:09	4:59	4:44	4:43	4:50	5:01
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	0:58	0:46	0:53	0:55	0:49	1:00	0:49	0:56	0:43	0:47	0:59	0:57	1:03	0:51	0:52	0:48	0:50	0:58	0:46	0:52	0:47	0:50	0:47	0:48	0:47
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	8:00	8:00	8:00	10:00	8:00	8:00	8:00	7:00	10:00	8:00	8:00	7:00	9:00	9:00	8:00	8:00	8:00	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	5:53	5:31	5:50	5:25	5:45	6:31	5:33	5:46	5:20	5:38	6:27	6:03	5:44	5:24	5:36	5:53	6:11	5:40	5:39	6:37	7:22	6:26	5:07	5:12	5:43
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:27	1:07	1:20	1:07	1:19	1:52	1:12	1:20	0:56	1:19	1:46	1:35	1:27	1:18	1:11	1:10	1:44	1:28	1:20	2:18	3:13	2:37	1:07	1:09	1:26
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	9:00	10:00	8:00	9:00	10:00	8:00	9:00	8:00	8:00	10:00	10:00	8:00	7:00	9:00	10:00	11:00	8:00	9:00	11:00	11:00	12:00	7:00	7:00	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	6:02	5:41	6:33	5:41	5:55	6:27	5:26	5:53	5:55	5:34	6:19	5:57	6:07	5:43	6:07	6:22	5:58	6:02	5:54	6:37	7:14	4:42	5:23	5:03	6:13
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:03	1:39	2:24	1:51	2:09	2:30	1:21	2:03	2:02	2:07	2:06	1:48	2:02	2:02	1:51	2:12	2:05	2:22	1:47	2:51	3:41	0:48	1:38	1:31	2:38
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	5:00	8:00	5:00	5:00	6:00	12:00	5:00	6:00	5:00	6:00	7:00	5:00	5:00	6:00	5:00	5:00	5:00	6:00	6:00	6:00	12:00	6:00	6:00	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	5:53	5:38	5:44	5:25	5:49	6:33	5:35	5:47	5:22	5:39	6:33	6:12	5:46	5:28	6:01	6:03	6:15	5:48	5:45	6:45	7:24	6:38	5:08	5:14	5:44
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:31	1:13	1:21	1:14	1:24	1:57	1:17	1:25	1:01	1:22	1:56	1:40	1:39	1:25	1:16	1:21	1:50	1:36	1:26	2:26	3:17	2:46	1:11	1:10	1:28
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	9:00	9:00	8:00	9:00	10:00	8:00	9:00	8:00	8:00	10:00	10:00	8:00	7:00	9:00	10:00	11:00	8:00	9:00	11:00	11:00	12:00	7:00	7:00	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		15:00	15:43	15:57	15:53		15:38	16:32	16:12	15:49		14:03	16:04	16:11	16:58		14:56	15:32	17:06	15:00		15:12	15:09	15:40	15:18
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		11:01	12:25	12:42	12:15		12:36	13:07	12:38	12:18		10:53	12:52	13:05	13:44		10:28	12:29	13:38	12:32		11:04	11:54	11:41	12:30
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	1.5		1.3	1.3	1.3	1.3		1.0	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%	99.9%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.9%	99.9%	100.0%	100.0%	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	3:53	3:48	3:46	3:54	3:47	3:55	3:55	3:44	3:49	3:52	3:43	3:45	3:44	3:49	3:53	3:43	3:46	3:47	3:39	3:38	3:42	3:37	3:37	3:57	3:43
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	0:39	0:46	0:39	0:42	0:41	0:39	0:40	0:36	0:36	0:35	0:38	0:42	0:40	0:35	0:35	0:37	0:35	0:36	0:35	0:36	0:38	0:49	0:38
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	5:00	6:00	6:00	6:00	6:00	6:00	5:00	6:00	6:00	5:00	5:00	5:00	5:00	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	3:49	4:17	4:02	4:09	3:58	4:36	4:38	4:07	3:42	3:47	3:56	4:08	3:53	3:58	3:56	3:38	3:39	4:00	3:41	4:03	5:25	3:50	3:44	3:32	4:30
5.10b	Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:09	1:20	1:07	1:01	1:07	1:55	1:08	1:18	1:01	1:08	1:05	1:12	1:10	1:17	1:00	1:06	1:12	1:38	1:06	1:17	2:52	1:08	0:56	1:00	1:22
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	6:00	6:00	4:00	6:00	4:00	6:00	6:00	4:00	5:00	4:00	6:00	4:00	6:00	5:00	4:00	4:00	6:00	4:00	6:00	6:00	6:00	6:00	5:00	6:00
6. RECOLLECTS																														
6.1	Total specimens	Total number of patient episodes			number	6,664	6,382	6,229	5,918	5,986	6,909	6,511	6,132	5,806	6,089	7,067	6,548	6,251	5,988	6,242	6,453	6,252	6,031	5,853	6,079	6,562	6,238	5,878	5,983	5,991
6.5	% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.3%	0.2%	0.3%	0.3%	0.2%	0.2%	0.2%	0.3%	0.1%	0.4%	0.4%	0.4%	0.2%	0.2%	0.2%	0.2%	0.3%	0.1%	0.3%	0.3%	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					32					34										35					38
7.6	New complaints	Number of new complaints received this week			number					-					2										1					3
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number					-					2										1					3