

Lab Tests Auckland Pathology Service KPI Reporting

KPI definition - Template version 3

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

					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Indicator	Definition	Target	Unit		4/01/10	5/01/10	6/01/10	7/01/10	8/01/10	11/01/10	12/01/10	13/01/10	14/01/10	15/01/10	18/01/10	19/01/10	20/01/10	21/01/10	22/01/10	25/01/10	26/01/10	27/01/10	28/01/10	29/01/10
1. CALL CENTRE																								
Total inbound calls	Number of calls placed / received		number			1,769	1,611	1,524	1,543	1,783	1,673	1,668	1,610	1,598	1,806	1,766	1,643	1,709	1,604	1,809	1,590	1,752	1,583	1,812
Total inbound calls - results line	Number of calls placed / received on results line		number			566	597	558	573	623	599	619	591	619	676	662	627	658	594	611	625	680	634	693
Total calls answered	Number of calls answered		number			1,723	1,571	1,484	1,515	1,743	1,636	1,652	1,578	1,566	1,750	1,726	1,611	1,669	1,566	1,762	1,541	1,704	1,542	1,756
% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent			2.6%	2.5%	2.6%	1.8%	2.2%	2.2%	1.0%	2.0%	2.0%	3.1%	2.3%	2.0%	2.3%	2.4%	2.6%	3.1%	2.7%	2.6%	3.1%
% 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%	0.7%	0.5%	1.0%	0.8%	0.0%	0.5%	1.8%	1.0%	0.5%	0.5%	1.1%	0.8%	1.3%	0.8%	1.2%	1.9%	0.9%
Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds			18	17	17	15	14	12	8	15	18	20	15	13	12	14	20	23	15	19	26
Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number			15	9	7	2	5	10	5	5	2	7	1	1	1	2	7	3	7	1	23
% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent			0.8%	0.6%	0.5%	0.1%	0.3%	0.6%	0.3%	0.3%	0.1%	0.4%	0.1%	0.1%	0.1%	0.1%	0.4%	0.2%	0.4%	0.1%	1.3%
2. COLLECTION CENTRES																								
Wait time Manukau DHB	Average waiting time in minutes for each patient attending Manukau DHB collection centres between 7am and 11am (peak collection time)	less than 30	minutes			9	11	12	14	11	13	11	11	11	15	13	11	11	13	13	13	17	13	14
Wait time Auckland DHB	Average waiting time in minutes for each patient attending Auckland collection centres between 7am and 11am (peak collection time)	less than 30	minutes			13	13	12	15	11	15	9	9	12	11	12	15	9	13	12	14	10	10	14
Wait time Waitemata DHB	Average waiting time in minutes for each patient attending Waitemata collection centres between 7am and 11am (peak collection time)	less than 30	minutes			12	12	11	11	11	10	10	8	9	12	12	8	10	9	13	11	12	10	12
Long waits	Number of people waiting over 30 minutes		number			30	34	27	52	32	54	24	28	25	69	40	37	17	50	49	50	48	26	62
% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent			0.9%	1.1%	1.0%	1.8%	1.0%	1.6%	0.8%	0.9%	0.8%	2.1%	1.2%	1.2%	0.6%	1.7%	1.5%	1.5%	1.5%	0.9%	2.0%
3. HOME VISITS																								
Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not home)		number			290	253	226	199	248	287	271	238	191	251	286	255	236	196	267	272	251	231	185
% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent			95.2%	98.4%	97.8%	98.0%	97.2%	98.6%	98.2%	99.6%	96.3%	98.4%	99.7%	98.8%	97.5%	98.0%	95.9%	98.5%	99.6%	98.7%	98.9%
Urgent home visits booked	Number of urgent home visits booked for the day (exclude home visits where the patient was not home)		number			11	9	13	1	13	18	10	13	15	19	12	8	9	14	8	4	13	10	12
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%
4. LAB																								
Patient episodes	Total number of patient episodes		number			8,192	7,359	6,939	7,035	7,885	7,896	7,412	7,292	7,334	8,332	8,096	7,580	7,270	7,263	8,159	7,918	7,659	7,200	7,563
Patient tests	Total number of patient tests performed		number			23,939	24,305	23,379	23,987	25,216	26,725	24,632	24,415	24,923	27,045	27,841	25,777	24,436	24,909	26,621	26,779	26,187	24,182	25,854
Urgent tests	Total number of urgent tests		number			641	376	354	409	456	393	302	377	393	603	426	417	374	379	466	420	369	409	409
% urgent tests	4.3 divided by 4.2		percent			3%	2%	2%	2%	2%	1%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%
Critical results	Number of critical test results		number			63	34	40	32	42	35	38	30	39	13	22	23	27	27	32	40	31	30	20
Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)		number			62	33	39	32	42	35	38	30	39	13	22	23	27	27	32	40	31	30	20
% 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			98%	97%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% Amended Results	Percentage of results changed after original result was reported to referrer. 4.11 divided by 4.2	less than 1%	percent			0.3%	0.2%	0.2%	0.2%	0.6%	0.2%	0.2%	0.2%	0.2%	0.2%	0.1%	0.2%	0.2%	0.1%	0.2%	0.2%	0.1%	0.2%	0.2%
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																					

					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Indicator	Definition	Target	Unit		4/01/10	5/01/10	6/01/10	7/01/10	8/01/10	11/01/10	12/01/10	13/01/10	14/01/10	15/01/10	18/01/10	19/01/10	20/01/10	21/01/10	22/01/10	25/01/10	26/01/10	27/01/10	28/01/10	29/01/10
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		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%
5. TURNAROUND TIME																								
NON-URGENT																								
Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes		4:40	4:02	4:17	4:11	4:23	4:22	4:09	4:09	4:23	5:08	4:40	4:36	4:24	4:28	4:40	4:12	4:19	4:38	4:41
Lab TAT Complete blood count	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		1:36	1:10	1:05	1:04	1:08	1:24	1:08	0:56	1:05	1:22	1:08	0:58	0:59	0:57	1:19	1:20	1:18	1:05	1:16
Complete blood count 95% percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - IN ZONE	less than	12:00	hours: minutes		7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00
Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes		6:27	6:08	6:46	6:04	7:21	6:59	5:09	5:00	6:00	6:13	6:00	5:58	5:32	5:26	6:20	4:46	4:53	6:19	5:26
Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		3:19	3:14	3:55	2:18	3:58	3:24	2:11	1:44	2:40	2:19	2:34	1:59	2:03	1:49	3:09	1:40	1:58	2:34	1:59
Total TAT Electrolytes 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - IN ZONE	less than	12:00	hours: minutes		11:00	10:00	9:00	7:00	11:00	12:00	8:00	8:00	11:00	11:00	11:00	11:00	10:00	7:00	11:00	7:00	8:00	11:00	9:00
Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes		8:17	6:11	7:09	5:24	8:31	7:39	4:43	5:07	6:43	7:20	6:46	5:59	6:05	6:07	7:39	5:34	5:25	7:28	5:34
Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		5:17	3:27	4:37	2:16	5:05	3:35	1:42	2:08	3:19	4:00	3:16	2:13	2:42	2:41	4:00	2:42	2:42	4:00	2:17
Total TAT HCG 95% percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes -IN ZONE	less than	12:00	hours: minutes		6:00	3:27	9:00	3:00	9:00	10:00	6:00	5:00	5:00	11:00	12:00	11:00	10:00	7:00	3:00	3:00	4:00	9:00	12:00
Total TAT Potassium	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes		6:31	6:04	7:06	5:54	10:11	7:35	5:11	5:18	6:05	5:55	6:09	5:42	5:28	5:08	5:47	4:39	4:44	6:17	5:33
Total TAT Potassium	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		3:25	3:11	3:58	2:52	3:56	3:51	2:00	1:44	2:52	2:00	2:31	2:01	2:13	1:51	2:57	1:43	1:33	2:48	2:00
Total TAT Potassium 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE	less than	12:00	hours: minutes		11:00	11:00	12:00	7:00	11:00	12:00	11:00	9:00	11:00	11:00	11:00	11:00	7:00	9:00	11:00	7:00	7:00	11:00	10:00
Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes		6:25	6:08	7:28	5:35	7:08	8:40	4:57	4:52	5:49	5:58	5:55	5:39	5:24	5:33	6:31	4:42	4:52	6:03	5:24
Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		3:25	3:15	4:04	2:32	3:49	5:41	1:56	1:38	2:31	2:05	2:26	2:00	1:59	1:58	3:09	1:53	1:55	2:32	1:59
Total TAT Liver 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN Zone	less than	12:00	hours: minutes		11:00	10:00	9:00	7:00	11:00	11:00	7:00	7:00	11:00	11:00	11:00	10:00	9:00	7:00	11:00	7:00	7:00	10:00	9:00
Total TAT Histology - Biopsies	Turnaround time for 80th centile from collection to report, expressed in working days	less than	3.0	working days		5.0	1.5	2.0	2.0	4.0	3.5	2.0	1.7	1.9	2.6	2.9	1.8	1.8	1.9	2.9	3.0	3.0	1.9	2.4
Total TAT Histology - major resections	Turnaround time for 80th centile from collection to report, expressed in working days	less than	5.0	working days		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total TAT Histology 98% percentile	Turnaround time for 98th centile from collection to report, expressed in working days	less than	10.0	working days		7.0	6.0	2.3	3.0	5.0	5.0	1.3	1.3	2.3	5.7	5.7	6.0	3.0	2.7	4.8	6.8	5.8	1.9	3.8
Total TAT - Urine Micro & Culture - non-urgent	Average turnaround time from collection to report, expressed in hour:minutes	less than	48:00	hours: minutes		23:08	20:29	22:48	23:20	37:52	22:38	23:22	23:57	24:21	45:00	21:53	25:16	23:32	23:41	42:24	21:22	23:50	24:01	24:46
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		22:44	17:12	20:26	20:38	28:53	20:11	20:50	21:30	20:50	31:10	18:12	23:10	20:22	20:36	34:03	17:51	20:38	22:32	21:29
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	1.0	1.5	1.8	2.1	1.3	1.3	1.3	1.3	2.0	1.3	1.3	1.3	1.3	2.3	1.3	1.3	1.3	1.4
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%	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%	99.8%	99.9%	99.9%	99.9%	99.7%	99.9%	99.9%	100.0%	99.9%
URGENT																								
Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes		3:27	3:12	4:13	3:04	3:15	3:04	3:13	3:14	3:08	3:21	3:18	3:08	3:16	3:03	3:15	3:09	3:18	3:15	3:09
Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes		0:40	0:39	1:05	0:34	0:37	0:40	0:35	0:37	0:34	0:35	0:35	0:38	0:38	0:35	0:38	0:37	0:38	0:37	0:37
Total TAT INR 95% percentile in zone	Turnaround time from 95th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours: minutes		5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00

					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Indicator	Definition	Target	Unit		4/01/10	5/01/10	6/01/10	7/01/10	8/01/10	11/01/10	12/01/10	13/01/10	14/01/10	15/01/10	18/01/10	19/01/10	20/01/10	21/01/10	22/01/10	25/01/10	26/01/10	27/01/10	28/01/10	29/01/10
Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes		3:21	3:17	3:17	3:02	3:23	3:29	2:58	3:04	3:57	4:12	3:42	3:10	3:36	2:46	3:55	3:13	3:07	3:18	4:37
Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes		1:50	1:44	1:36	1:27	1:24	1:32	1:22	1:21	1:34	2:25	2:04	1:19	1:37	1:30	1:23	1:19	1:19	1:27	1:32
Total TAT Troponin 98% centile in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours:minutes		2:00	3:00	4:00	2:00	5:00	5:00	6:00	6:00	6:00	5:00	6:00	5:00	6:00	6:00	6:00	4:00	6:00	6:00	5:00
6. RECOLLECTS																								
Total specimens	Total number of patient episodes (excluding self collects)			number		8,192	7,359	6,939	7,035	7,885	7,896	7,412	7,292	7,334	8,332	8,096	7,580	7,270	7,263	8,159	7,918	7,659	7,200	7,563
% recollects	6.2 divided by 6.1	less than	1.0%	percent		0.3%	0.2%	0.2%	0.4%	0.3%	0.3%	0.3%	0.1%	0.2%	0.3%	0.1%	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%	0.3%	0.3%
% incorrectly identified specimens	6.3 divided by 6.1	less than	1.0%	percent		0.3%	0.2%	0.2%	0.4%	0.2%	0.2%	0.3%	0.2%	0.3%	0.2%	0.2%	0.4%	0.3%	0.3%	0.2%	0.2%	0.3%	0.3%	0.3%
% unsuitable samples	6.4 divided by 6.1	less than	1.0%	percent		0.1%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	0.1%
7. QUALITY IMPROVEMENT note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"																								
Total issues / events	Number of issues / events / corrective actions year to date, entered into Riskman			number																				
Total Complaints	Number of complaints received year to date			number					3,786					3,802					3,813					3,822
New complaints	Number of new complaints received this week			number					8					16					11					9
Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number																				