

Lab Tests Auckland Pathology Service KPI Reporting 2014
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

Item	Contract	Indicator	Definition	Target	Unit	2014					2013					2012									
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri					
1. CALL CENTRE																									
1.1a		Total inbound calls	Number of calls placed / received		number	1718	1609	1664	1,641	1540	1843	1707	1631	1,635	1665	1776	1696	1587	1709	1584	1669	1683	1620	1,602	1598
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	761	729	788	831	702	803	790	784	780	731	776	794	758	812	786	762	819	763	829	760
1.2		Total calls answered	Number of calls answered		number	1,699	1,578	1,643	1,608	1,501	1,800	1,675	1,602	1,598	1,627	1,705	1,657	1,547	1,644	1,565	1,652	1,652	1,586	1,581	1,589
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	1.1%	1.9%	1.3%	2.0%	2.5%	2.3%	1.9%	1.8%	2.3%	2.3%	4.0%	2.3%	2.5%	3.8%	1.2%	1.0%	1.8%	2.1%	1.3%	0.6%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	0.1%	0.6%	0.3%	0.5%	0.4%	0.1%	0.5%	0.3%	0.3%	0.6%	0.3%	0.3%	0.5%	1.0%	0.3%	0.3%	0.4%	0.7%	0.4%	0.4%
1.4		Results calls	Number of calls requesting test results		number	761	729	788	831	702	803	790	784	780	731	776	794	758	812	786	762	819	763	829	760
1.5		% results calls	1.4 divided by 1.2		percent	44.3%	45.3%	47.4%	50.6%	45.6%	43.6%	46.3%	48.1%	47.7%	43.9%	43.7%	46.8%	47.8%	47.5%	49.6%	45.7%	48.7%	47.1%	51.8%	47.6%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds	16	22	21	26	23	28	19	17	29	25	43	26	26	34	27	28	31	29	26	32
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	19	31	21	35	31	42	17	20	47	31	98	39	40	84	36	46	42	55	37	14
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	1.1%	1.9%	1.3%	1.6%	2.0%	2.3%	1.0%	1.2%	2.9%	1.9%	5.5%	2.3%	2.5%	4.9%	2.3%	2.8%	2.5%	3.4%	2.3%	0.9%
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	16	11	10	12	16	17	15	12	17	13	14	11	12	14	17	15	13	12	11
2.2		Wait time Auckland DHB	Average waiting time in minutes for a sample of patients attending Auckland collection centres between 7am and 11am (peak collection time)	less than	30 minutes	9	10	8	7	9	10	10	9	9	10	11	11	9	8	8	9	10	8	11	8
2.3		Wait time Waitemata DHB	Average waiting time in minutes for a sample of patients attending Waitemata collection centres between 7am and 11am (peak collection time)	less than	30 minutes	10	11	10	9	11	15	12	8	9	11	12	13	8	9	10	13	10	9	11	10
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,544	3,691	3,258	3,018	3,375	3,779	3,600	3,366	3,133	3,372	3,638	3,546	3,258	3,181	3,263	3,559	3,452	3,353	3,309	3,233
2.5		Long waits	Number of people waiting over 30 minutes		number	179	261	118	80	171	465	299	170	163	279	239	221	90	107	219	288	194	158	190	111
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	5.1%	7.1%	3.6%	2.7%	5.1%	12.3%	8.3%	5.1%	5.2%	8.3%	6.6%	6.2%	2.8%	3.4%	6.7%	8.1%	5.6%	4.7%	5.7%	3.4%
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	130	99	145	136	131	185	115	88	125	120	111	213	74	171	180	89	137	157	120	92
2.8		Time from collection to lab	90th percentile for time from collection to lab (hrs:minutes)	less than	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00
2.9		Time from collection to lab - max	Maximum time from collection to lab (hrs:minutes)		hours: minutes	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00
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	525	505	534	530	585	564	536	578	533	499	546	447	583	536	544	566	476	493	477	540
3.2		Home visits attended	Number of home visits attended for the day		number	513	496	524	526	582	559	529	566	515	482	533	445	575	527	539	551	467	476	466	530
3.3	Yes	% Home visit timeliness	% home visits completed for the day. 3.2 divided by 3.1	greater than	90%	97.7%	98.2%	98.1%	99.2%	99.5%	99.1%	98.7%	97.9%	96.6%	96.6%	97.6%	99.6%	98.6%	98.3%	99.1%	97.3%	98.1%	96.6%	97.7%	98.1%
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	27	26	28	26	52	36	30	46	27	36	22	28	26	28	29	30	20	49	42	29
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	27	26	28	26	52	36	30	46	27	36	22	28	26	28	29	30	20	49	42	29
3.6	yes	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	greater than	99%	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	12,396	11,568	10,853	10,385	10,446	12,604	11,597	10,759	10,293	10,575	11,507	11,791	10,738	10,452	9,993	11,681	11,173	10,814	10,422	10,071
4.2		Patient tests	Total number of patient tests performed		number	45,488	44,619	41,810	39,813	41,225	45,949	44,018	41,643	38,270	40,174	43,863	44,375	40,755	39,150	39,490	43,909	43,723	41,704	39,695	38,864
4.3		Urgent tests	Total number of urgent tests		number	477	450	403	377	468	507	454	449	353	479	480	545	389	406	425	395	499	389	387	427
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%	
4.5		Data for HealthPac	Percentage of completed test episodes provided to HealthPac within agreed timeframes (kpi to be reported once a month only - first day of month for previous month performance)	equal to	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
4.6		Critical results	Number of critical test results		number	68	63	71	62	56	81	51	70	52	67	60	54	61	44	51	72	46	45	74	49
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	68	63	71	62	56	81	51	70	52	67	60	54	61	44	51	72	46	45	74	49
4.8	yes	% 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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	58	72	57	35	69	60	61	44	42	49	23	35	49	59	42	29	36	20	47	46
4.12		% Amended Results	Percentage of results changed after original result was reported to referrer. 4.11 divided by 4.2	less than	1%	0.1%	0.2%	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%	0.0%	0.1%	0.1%
4.13	Yes	Timeliness of Send aways	90th centile for collection to receipt by LabPlus measured in hours:minutes (Excludes frozen samples)	less than	20:00																				

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri		
Item	Contract	Indicator	Definition	Target	Unit	3/11/14	4/11/14	5/11/14	6/11/14	7/11/14	10/11/14	11/11/14	12/11/14	13/11/14	14/11/14	17/11/14	18/11/14	19/11/14	20/11/14	21/11/14	24/11/14	25/11/14	26/11/14	27/11/14	28/11/14		
4.14	Yes	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																					
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	5:24	5:25	4:53	4:46	5:03	5:20	5:00	4:49	4:39	5:10	5:08	5:09	4:43	4:50	4:58	5:21	5:05	4:58	4:56	5:23	
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	0:53	0:55	0:59	0:56	1:02	0:53	0:53	0:51	0:51	1:16	1:28	0:59	0:58	0:57	0:58	0:59	1:01	1:02	1:11	
5.1c	yes	Complete blood count 95th percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - IN ZONE	less than	12:00	hours: minutes	8:00	8:00	7:00	7:00	7:00	8:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00	8:00	8:00	8:00	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	6:16	6:17	5:38	5:26	6:00	5:55	5:39	5:27	5:45	5:46	6:50	6:26	5:20	6:42	6:29	6:11	6:23	6:26	5:32	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:25	1:40	2:14	1:46	1:15	1:39	1:44	1:39	1:33	1:23	1:48	3:06	2:39	1:27	2:39	2:09	2:02	2:23	2:26	1:15	
5.2c	yes	Total TAT Electrolytes 95th percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - IN ZONE	less than	12:00	hours: minutes	9:00	10:00	10:00	8:00	8:00	10:00	10:00	8:00	8:00	9:00	10:00	11:00	11:00	8:00	11:00	10:00	10:00	10:00	10:00	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	6:13	6:26	6:36	5:59	6:07	7:01	5:36	6:00	5:39	5:29	5:28	7:01	4:43	5:33	6:08	7:09	6:27	6:23	6:17	5:10	
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	2:06	2:47	2:32	2:22	2:59	1:52	2:04	2:06	1:39	2:03	3:44	1:09	1:54	2:38	3:06	2:29	2:35	2:46	1:24	
5.3c	yes	Total TAT HCG 95th percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - IN ZONE	less than	12:00	hours: minutes	5:00	5:00	4:00	5:00	6:00	5:00	4:00	5:00	4:00	5:00	4:00	4:00	12:00	5:00	5:00	6:00	7:00	4:00	4:00	4:00	
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:57	6:24	6:19	5:42	5:27	6:07	6:01	5:44	5:29	5:56	5:51	6:57	6:34	5:23	6:47	6:34	6:12	6:29	6:30	5:37	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:32	1:49	2:19	1:53	1:19	1:47	1:50	1:45	1:40	1:33	1:56	3:14	2:48	1:30	2:46	2:14	2:03	2:28	2:33	1:22	
5.5c	yes	Total TAT Liver 95th percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN ZONE	less than	12:00	hours: minutes	9:00	10:00	10:00	8:00	8:00	10:00	10:00	8:00	8:00	9:00	10:00	11:00	12:00	8:00	11:00	10:00	10:00	10:00	10:00	7:00	
5.6a	Yes	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	yes	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	yes	Total TAT Histology 98th 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		15:55	16:09	15:48	15:30		14:33	15:00	16:20	15:34		12:28	13:58	15:00	16:06		13:45	15:38	15:08	15:55	
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		12:01	12:27	12:11	11:46		10:55	11:13	12:44	12:10		9:49	10:47	11:21	12:21		10:48	12:02	11:12	11:47	
5.7c	yes	Total TAT Urine Micro & Culture - non-urgent 90th 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	1.3	1.3	1.3		1.0	1.0	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%	99.9%	99.9%	100.0%	99.9%	99.9%	100.0%	99.9%	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	4:03	3:54	3:52	3:52	3:52	3:48	3:46	3:53	3:48	3:40	3:57	3:46	3:48	3:50	3:44	3:49	3:35	3:47	3:59	3:52	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:54	0:43	0:44	0:43	0:38	0:36	0:40	0:43	0:55	0:36	0:41	0:43	0:40	0:40	0:37	0:44	0:35	0:37	0:42	0:36	
5.9c	yes	Total TAT INR 95th 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	6:00	5:00	5:00	6:00	6:00	5:00	6:00	5:00	6:30	6:00	6:00	6:00	6:00	6:00	5:00	5:00	6:00	6:00	6:30	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:29	3:49	3:40	4:05	3:51	3:42	3:53	4:29	4:01	3:53	3:30	3:54	4:52	3:40	4:04	3:54	3:55	3:50	4:45	4:03	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:00	1:02	1:15	1:28	1:04	1:06	1:23	1:40	1:20	1:12	0:57	1:14	2:02	1:08	1:03	1:07	1:00	1:04	1:35	1:03	
5.10c	yes	Total TAT Troponin 98th percentile in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours: minutes	6:00	6:00	4:00	6:00	7:00	5:00	6:00	6:00	7:00	4:00	4:00	5:00	12:00	4:00	6:00	8:00	4:00	4:00	12:00	6:00	
5.11		Lab TAT - Urgent Biochem and Haem	Percentage of biochem & haem (as nominated clinically urgent by the referrer) with TAT (from receipt of test in lab to communication of results) less than 3 hours	greater than	95%	percent	98.5%	99.7%	98.5%	98.4%	99.0%	99.0%	98.9%	98.9%	99.0%	99.0%	99.0%	97.5%	97.5%	97.8%	98.6%	99.1%	99.0%	98.7%	98.0%	97.5%	
6. RECOLLECTS																											
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	7,223	6,928	6,353	6,167	6,516	7,391	6,864	6,375	6,001	6,399	7,041	6,869	6,327	6,173	6,190	7,058	6,740	6,320	6,278	6,088	
6.2		6.2. Recollects	Total number of specimens recollected (total from rac panel stats error code summary) (excluding self collects)			number	26	16	13	13	16	24	22	20	20	17	16	19	20	20	15	22	28	17	21	14	
6.5	yes	6.5% recollects	6.2 divided by 6.1	less than	1.0%	percent	0.4%	0.2%	0.2%	0.2%	0.2%	0.3%	0.3%	0.3%	0.3%	0.3%	0.2%	0.3%	0.3%	0.3%	0.2%	0.3%	0.4%	0.3%	0.3%	0.2%	
7. QUALITY IMPROVEMENT																											
7.1		Total issues / events	Number of issues / events / corrective actions year to date, entered into Riskman			number																					
7.2		Events / issues closed	Number of issues / events closed year to date			number																					
7.3		Timely closure	Number of events closed by due date (within six months)			number																					

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Item	Contract	Indicator	Definition	Target	Unit	3/11/14	4/11/14	5/11/14	6/11/14	7/11/14	10/11/14	11/11/14	12/11/14	13/11/14	14/11/14	17/11/14	18/11/14	19/11/14	20/11/14	21/11/14	24/11/14	25/11/14	26/11/14	27/11/14	28/11/14
7.4		Total Complaints	Number of complaints received year to date		number					49					50					53					53
7.5		Complaints closed	Number of complaints closed year to date		number					49					50					52					53
7.6		New complaints	Number of new complaints received this week		number					-					1					3					-
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					-					1					3					-
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number					49					50					52					53
7.9		% events/issues closed	7.2 divided by 7.1	greater than	75%																				
7.10		% timely closure	7.3 divided by 7.1	greater than	95%																				
7.11		% complaints closed	7.5 divided by 7.4	greater than	75%																				
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater than	80%																				
7.13		% complaints response	7.8 divided by 7.4	greater than	80%					100.0%					100.0%					98.1%					100.0%