

Lab Tests Auckland Pathology Service KPI Reporting 2015
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	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	
						1/04/15	2/04/15	Public Holiday	Public Holiday	7/04/15	8/04/15	9/04/15	10/04/15	13/04/15	14/04/15	15/04/15	16/04/15	17/04/15	20/04/15	21/04/15	22/04/15	23/04/15	24/04/15	Public Holiday	28/04/15	29/04/15	30/04/15	
1. CALL CENTRE																												
1.1a		Total inbound calls	Number of calls placed / received		number	1625	1,881			1724	1680	1,598	1508	1698	1526	1569	1,594	1504		1734	1628	1645	1,567	1743		1795	1596	1,615
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	804	923			735	794	807	742	771	712	719	712	734		740	788	765	708	785		808	748	803
1.2		Total calls answered	Number of calls answered		number	1,606	1,834			1,707	1,656	1,569	1,480	1,678	1,487	1,525	1,548	1,466		1,690	1,610	1,616	1,541	1,721		1,772	1,580	1,590
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than 7.0%	percent	1.2%	2.5%			1.0%	1.4%	1.8%	1.9%	1.2%	2.6%	2.8%	2.9%	2.5%		2.5%	1.1%	1.8%	1.7%	1.3%		1.3%	1.0%	1.6%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1- (1.4 divided by 1.1b)	less than 3.0%	percent	0.9%	1.0%			0.1%	0.3%	0.4%	0.5%	0.1%	0.8%	1.3%	0.8%	1.1%		0.4%	0.6%	0.7%	1.0%	0.5%		0.5%	0.8%	0.6%
1.4		Results calls	Number of calls requesting test results		number	804	923			735	794	807	742	771	712	719	712	734		740	788	765	708	785		808	748	803
1.5		% results calls	1.4 divided by 1.2		percent	49.5%	49.1%			42.6%	47.3%	50.5%	49.2%	45.4%	46.7%	45.8%	44.7%	48.8%		42.7%	48.4%	46.1%	45.2%	45.0%		45.0%	46.9%	49.7%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	29	44			30	28	30	28	29	41	42	34	39		31	24	19	31	34		32	26	35
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	46	92			74	43	56	46	64	89	104	78	102		87	47	34	49	68		78	54	60
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	2.8%	4.9%			4.3%	2.6%	3.5%	3.1%	3.8%	5.8%	6.6%	4.9%	6.8%		5.0%	2.9%	2.1%	3.1%	3.9%		4.3%	3.4%	3.7%
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	15	11			32	25	17	15	20	15	12	11	11		14	13	12	8	15		18	12	10
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	9			17	12	12	12	11	10	8	8	10		12	12	10	9	12		15	11	10
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	10			19	14	11	13	13	10	8	10	10		12	12	11	10	11		15	12	8
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	2,665	2,755			3,222	3,142	2,891	2,853	2,872	2,739	2,534	2,635	2,613		2,964	2,931	2,619	2,698	2,693		3,269	2,870	2,672
2.5		Long waits	Number of people waiting over 30 minutes		number	214	130			845	500	328	284	346	186	110	88	144		201	183	164	96	284		439	216	89
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	8.0%	4.7%			26.2%	15.9%	11.3%	10.0%	12.0%	6.8%	4.3%	3.3%	5.5%		6.8%	6.2%	6.3%	3.6%	10.5%		13.4%	7.5%	3.3%
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	82	149			149	147	135	125	209	91	104	164	106		83	152	64	78	120		102	144	75
2.8		Time from collection to lab	80th percentile for time from collection to lab (hrs:minutes)	less than 4:00	hours:minutes	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
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	577	582			726	686	558	524	514	526	558	522	451		512	454	604	429	424		634	586	539
3.2		Home visits attended	Number of home visits attended for the day		number	572	576			721	676	545	513	493	524	555	510	447		506	453	597	425	422		622	581	532
3.3	Yes	% Home visit timeliness	% home visits completed for the day. 3.2 divided by 3.1	greater than 90%	percent	99.1%	99.0%			99.3%	98.5%	97.7%	97.9%	95.9%	99.6%	99.5%	97.7%	99.1%		98.8%	99.8%	98.8%	99.1%	99.5%		98.1%	99.1%	98.7%
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	29	26			34	35	27	29	20	23	23	49	32		20	25	32	35	34		28	35	32
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	29	26			34	35	27	29	20	23	23	49	32		20	25	32	35	34		28	35	32
3.6	Yes	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																												
4.1		Patient episodes	Total number of patient episodes		number	10,169	9,744			11,493	11,084	10,199	10,051	10,505	9,832	9,721	9,556	9,497		11,431	11,109	10,918	10,668	10,658		12,964	12,159	10,508
4.2		Patient tests	Total number of patient tests performed		number	42,498	39,999			47,539	47,633	43,464	43,484	44,118	42,183	41,157	41,164	40,539		44,952	45,519	43,349	42,226	42,991		48,804	46,485	40,956
4.3		Urgent tests	Total number of urgent tests		number	396	482			472	354	360	423	428	370	309	452	429		423	459	363	384	410		452	468	428
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%	percent	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	48	72			67	59	59	57	54	48	45	36	45		67	50	52	30	49		64	59	61
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	48	72			67	59	59	57	54	48	45	36	44		67	50	52	30	49		64	59	61
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.Referer; b. patient; c. police)	greater than 98%	percent	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	98%		100%	100%	100%	100%	100%		100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	45	12			19	31	26	28	23	31	23	20	28		33	27	82	59	38		30	26	18
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%	0.0%	0.1%		0.1%	0.1%	0.2%	0.1%	0.1%		0.1%	0.1%	0.0%
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	hours:minutes																							
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 referral/hospital (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	5:01	4:56			5:45	5:28	5:22	5:24	5:34	4:49	5:06	5:03	5:09		6:17	5:21	5:06	5:04	5:15		5:56	6:14	5:34

						Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	
Item	Contract	Indicator	Description	Target	Unit	1/04/15	2/04/15	Public Holiday	Public Holiday	7/04/15	8/04/15	9/04/15	10/04/15	13/04/15	14/04/15	15/04/15	16/04/15	17/04/15	20/04/15	21/04/15	22/04/15	23/04/15	24/04/15	Public Holiday	28/04/15	29/04/15	30/04/15	
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	1:11	0:59			1:29	1:26	1:12	1:05	1:00	0:50	0:49	0:47	0:49	1:15	0:58	0:51	0:50	0:50		1:07	1:22	1:02
5.1c	yes	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		9:00	8:00	7:00	8:00	9:00	7:00	8:00	7:00	8:00	8:00	9:00	8:00	7:00	8:00	8:00		10:00	10:00	9:00
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:56	6:19		5:49	6:50	6:08	5:59	6:22	5:47	5:21	5:25	5:31	5:52	5:31	6:15	6:03	5:33		6:11	6:00	5:46	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:01	2:17		1:30	2:45	1:54	1:35	1:46	1:45	0:59	1:06	1:09	1:39	1:06	1:59	1:47	1:04		1:18	1:19	1:11	
5.2c	yes	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	9:00	10:00		9:00	11:00	10:00	10:00	11:00	9:00	8:00	7:00	9:00	10:00	8:00	10:00	10:00	10:00	7:00		10:00	10:00	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	5:55	6:09		6:04	6:57	6:10	6:04	6:02	6:06	5:38	5:37	5:25	6:39	5:29	6:16	5:44	5:26		5:57	6:05	5:42	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:26	2:30		2:14	3:12	2:23	2:07	1:56	2:22	1:35	1:44	1:29	2:27	1:36	2:23	1:53	1:41		1:37	1:54	1:43	
5.3c	yes	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	5:00		6:00	6:00	5:00	5:00	5:00	6:00	6:00	5:00	5:00	6:00	5:00	5:00	6:00	4:00		6:00	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	5:59	6:21		5:53	6:56	6:09	6:00	6:27	5:49	5:22	5:27	5:30	6:58	5:37	6:18	6:07	5:35		6:12	6:00	5:50	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:08	2:21		1:36	2:53	1:56	1:40	1:53	1:51	1:03	1:07	1:11	1:45	1:12	2:04	1:52	1:08		1:20	1:23	1:17	
5.5c	yes	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	9:00	10:00		9:00	11:00	10:00	10:00	11:00	9:00	8:00	7:00	9:00	10:00	8:00	10:00	10:00	7:00		10:00	10:00	9:00	
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 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	15:39	18:25		13:13	16:24	16:49		14:26	15:59	15:45	15:12		14:44	15:59	16:27	16:48			14:10	16:16		
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	12:43	15:04		9:39	13:13	13:47		11:03	12:37	13:07	12:16		10:43	12:39	13:01	13:35			9:49	13:00		
5.7c	yes	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	1.3		1.0	1.3	1.3	1.3		1.0	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	100.0%	99.9%		100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	99.9%	99.9%		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	3:50		3:56	3:48	3:45	3:41	3:44	3:57	3:55	3:55	3:52	3:48	3:45	3:57	3:38	3:49		3:53	3:56	4:23	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:40	0:45		0:42	0:37	0:41	0:41	0:38	0:42	0:42	0:44	0:45	0:37	0:39	0:41	0:39	0:42		0:38	0:39	0:38	
5.9c	yes	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	6:00	5:00		6:00	6:00	5:00	6:00	5:00	6:00	6:00	6:00	6:00	6:00	6:00	6:00	5:00	6:00		6:00	6:00	6:00	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	4:12	5:13		3:34	4:08	3:49	3:51	3:53	4:13	3:58	3:54	3:48	3:44	4:07	4:07	4:33	3:57		4:24	3:53	4:29	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:14	2:01		0:59	1:19	1:04	1:01	1:03	1:00	1:00	0:58	1:08	0:58	1:12	1:04	1:54	0:57		1:19	1:08	1:41	
5.10c	yes	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	6:00	6:00		5:00	4:00	4:00	6:00	3:00	6:00	5:00	5:00	4:00	6:00	6:00	6:00	6:00	4:00		4:00	4:00	7:00	
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	98.7%	96.0%		98.4%	96.6%	99.0%	99.7%	99.4%	98.7%	97.6%	98.9%	99.4%	100.0%	99.4%	98.7%	99.7%	99.1%		98.6%	98.5%	98.3%	
6. RECOLLECTS																												
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	6,549	6,402			7,963	7,343	6,873	6,783	7,044	6,683	6,401	6,385	6,371	7,188	6,914	6,359	6,347	6,530		7,884	6,996	6,355	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	22	14			18	32	15	14	18	20	19	16	22	12	15	10	12	18		13	24	14	
6.5	yes	6.5 recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.2%		0.2%	0.4%	0.2%	0.2%	0.3%	0.3%	0.3%	0.3%	0.3%	0.2%	0.2%	0.2%	0.2%	0.3%		0.2%	0.3%	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																							
7.2		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																							
7.4		Total Complaints	Number of complaints received year to date		number																							
7.5		Complaints closed	Number of complaints closed year to date		number																							
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																							
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number																							
7.9		% events/issues closed	7.2 divided by 7.1	greater than	75%	percent																						
7.10		% timely closure	7.3 divided by 7.1	greater than	95%	percent																						
7.11		% complaints closed	7.5 divided by 7.4	greater than	75%	percent																						
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater than	80%	percent																						

						Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu		
Item	Contract	Indicator	Definition		Target	Unit	1/04/15	2/04/15	Public Holiday	Public Holiday	7/04/15	8/04/15	9/04/15	10/04/15	13/04/15	14/04/15	15/04/15	16/04/15	17/04/15	20/04/15	21/04/15	22/04/15	23/04/15	24/04/15	Public Holiday	28/04/15	29/04/15	30/04/15	
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	percent							100.0%																