

Lab Tests Auckland Pathology Service KPI Reporting 2013
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	2013					2012					2011											
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri							
						1/04/13	2/04/13	3/04/13	4/04/13	5/04/13	8/04/13	9/04/13	10/04/13	11/04/13	12/04/13	15/04/13	16/04/13	17/04/13	18/04/13	19/04/13	22/04/13	23/04/13	24/04/13	25/04/13	26/04/13	29/04/13	30/04/13
1. CALL CENTRE																											
1.1a		Total inbound calls	Number of calls placed / received		number	public hol	1621	1527	1,461	1491	1474	1364	1408	1,308	1399	1498	1437	1368	1,328	1375	1552	1413	1548	public hol	1509	1607	1380
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number		590	659	632	651	625	635	628	598	572	642	625	628	639	580	639	621	662		651	678	608
1.2		Total calls answered	Number of calls answered		number		1,578	1,476	1,432	1,443	1,439	1,332	1,371	1,280	1,367	1,448	1,402	1,335	1,296	1,332	1,499	1,372	1,502		1,462	1,571	1,332
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	2.6%	3.3%	2.0%	3.2%	2.4%	2.4%	2.6%	2.1%	2.3%	3.3%	2.4%	2.4%	2.4%	3.1%	3.4%	2.9%	3.0%		3.1%	2.2%	3.5%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	1.5%	2.4%	1.1%	2.2%	1.8%	1.6%	1.9%	1.5%	1.9%	1.9%	1.6%	1.1%	1.7%	2.2%	1.7%	1.6%	1.5%		2.0%	0.2%	2.8%
1.4		Results calls	Number of calls requesting test results		number		581	643	625	637	614	625	616	589	561	630	615	621	628	567	628	611	652		638	677	591
1.5		% results calls	1.4 divided by 1.2		percent		36.4%	43.2%	43.3%	43.7%	42.4%	46.6%	44.6%	45.7%	40.9%	42.9%	43.5%	45.9%	48.1%	42.2%	41.2%	44.0%	42.8%		43.1%	42.2%	44.1%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	30	36	28	30	25	31	29	28	25	26	31	33	31	37	34	25	41		39	26	38
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number		64	77	48	66	65	54	42	60	45	59	67	57	59	54	91	48	82		77	41	56
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	4.0%	5.0%	3.3%	4.4%	4.4%	4.0%	3.0%	4.6%	3.2%	3.9%	4.7%	4.2%	4.4%	3.9%	5.9%	3.4%	5.3%		5.1%	2.6%	4.1%
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	18	13	11	13	18	13	12	11	10	12	9	9	9	9	13	15	11		15	15	14
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	13	11	11	12	15	12	11	9	11	9	8	7	8	10	10	9	10		11	11	9
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	16	12	9	12	15	13	11	9	11	12	11	10	12	12	12	12	12		13	12	11
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number		3,811	3,504	3,348	3,404	3,576	3,557	3,371	3,162	3,376	3,497	3,186	3,159	3,278	3,316	3,421	3,360	3,369		3,682	3,619	3,507
2.5		Long waits	Number of people waiting over 30 minutes		number		134	52	51	75	146	79	42	43	34	30	27	19	43	50	72	65	73		125	87	86
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	3.5%	1.5%	1.5%	2.2%	4.1%	2.2%	1.2%	1.4%	1.0%	0.9%	0.8%	0.6%	1.3%	1.5%	2.1%	1.9%	2.2%		3.4%	2.4%	2.5%
2.7		Long waits	Maximum wait time (incl GTTs)		minutes		140	99	130	135	123	112	143	125	112	130	110	74	160	167	141	127	102		166	175	135
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	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		298	272	280	257	276	253	243	263	224	271	284	243	235	232	244	244	290		278	220	240
3.2		Home visits attended	Number of home visits attended for the day		number		298	272	280	252	274	253	243	263	224	271	284	243	235	232	244	244	290		278	220	240
3.3	Yes	% Home visit timeliness	% home visits completed for the day. 3.2 divided by 3.1	greater than	90%	percent	100.0%	100.0%	100.0%	98.1%	99.3%	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%
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		16	15	21	18	15	12	19	17	14	10	12	12	15	10	13	11	13		12	18	13
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number		16	15	21	18	15	12	19	17	14	10	12	12	15	10	13	11	13		12	18	13
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%	100.0%
4. LAB																											
4.1		Patient episodes	Total number of patient episodes		number		10,146	9,673	9,225	9,182	9,740	9,155	8,872	8,473	8,690	9,292	8,843	8,327	8,487	8,405	8,883	8,638	8,536		9,190	9,444	8,901
4.2		Patient tests	Total number of patient tests performed		number		40,894	39,858	37,383	37,949	38,975	36,707	35,946	33,701	34,869	36,391	35,267	33,495	33,552	34,490	35,652	35,851	35,941		37,795	38,559	37,502
4.3		Urgent tests	Total number of urgent tests		number		372	308	290	294	327	307	256	283	320	312	369	264	281	330	373	332	333		349	349	308
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%
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%	100%
4.6		Critical results	Number of critical test results		number		50	30	34	26	39	22	26	27	22	44	28	31	31	31	23	37	41		38	51	22
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		50	30	34	26	39	22	26	27	22	44	28	31	31	31	23	37	41		38	51	22
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%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referer		number		50	66	30	37	40	69	171	42	34	41	49	34	33	32	46	40	32		78	26	27
4.12		% Amended Results	Percentage of results changed after original result was reported to referer. 4.11 divided by 4.2	less than	1%	percent	0.1%	0.2%	0.1%	0.1%	0.1%	0.2%	0.5%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%		0.2%	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	hours:minutes																					

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	
Item	Contract	Indicator	Definition	Target	Unit	1/04/13	2/04/13	3/04/13	4/04/13	5/04/13	8/04/13	9/04/13	10/04/13	11/04/13	12/04/13	15/04/13	16/04/13	17/04/13	18/04/13	19/04/13	22/04/13	23/04/13	24/04/13	25/04/13	26/04/13	29/04/13	30/04/13	
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		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%
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		6:32	5:37	5:14	5:12	6:03	6:02	7:42	5:38	5:29	5:59	4:41	5:09	4:52	5:21	5:10	4:46	4:51		5:01	5:17	5:10	
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		1:57	1:51	1:15	1:16	1:55	2:10	3:45	1:44	1:29	2:33	1:03	1:19	1:04	1:26	1:20	1:01	1:02		1:23	1:27	1:20	
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		11:00	10:00	7:00	7:00	11:00	11:00	11:00	10:00	9:00	11:00	7:00	7:00	7:00	9:00	7:00	7:00	7:00		7:00	9:00	7:00	
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes		5:57	5:12	6:56	5:17	5:43	5:52	5:41	5:25	5:22	5:26	5:28	5:33	5:50	5:24	7:21	5:12	6:03		6:07	5:37	6:27	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes		1:17	1:25	2:58	1:16	1:25	1:54	1:44	1:24	1:19	2:13	1:47	1:41	1:56	1:27	3:27	1:22	2:10		2:10	1:43	2:36	
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		10:00	7:00	10:00	7:00	9:00	10:00	8:00	7:00	7:00	7:00	8:00	7:00	9:00	7:00	10:00	7:00	10:00		10:00	8:00	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		5:57	5:43	7:12	5:40	6:02	6:12	5:46	7:04	6:15	5:51	5:14	6:33	5:50	6:18	7:15	5:30	6:06		6:30	6:49	6:59	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes		1:42	2:06	3:31	1:44	1:58	2:28	2:07	3:16	2:18	2:05	1:53	2:59	2:28	2:43	3:42	2:12	2:41		2:46	2:52	3:03	
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	5:00	5:00	5:00	3:00	3:00	5:00	4:00	3:00	4:00	5:00	5:00	5:00	3:00	3:00	3:00		5:00	5:00	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		6:01	5:15	6:56	5:15	5:48	5:57	5:47	5:28	5:23	5:30	5:35	5:34	6:26	5:27	7:32	5:14	6:02		6:10	6:15	6:24	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes		1:21	1:28	3:01	1:20	1:33	2:02	1:48	1:30	1:22	2:14	1:52	1:43	2:32	1:31	3:32	1:25	2:12		2:40	2:21	2:31	
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		10:00	7:00	10:00	7:00	9:00	10:00	9:00	7:00	7:00	7:00	9:00	7:00	5:00	7:00	10:00	7:00	10:00		10:00	9:00	11:00	
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		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0		2.0	2.0	2.0		
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		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0		
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		6.0	7.0	7.0	3.0	5.5	5.3	5.0	6.0	3.5	4.8	5.7	5.0	2.7	3.5	6.0	5.5	4.0		4.5	5.0	4.0	
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		22:19	24:04	25:04		23:24	27:29	24:44	25:17		24:11	24:02	23:43	24:04		25:25	24:23				22:59		
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		17:57	21:04	21:34		20:13	24:17	21:17	23:19		20:37	21:02	19:47	20:26		21:48	20:19				19:17		
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		1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2		1.2	1.2	1.2		
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%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	100.0%	99.9%	99.8%	100.0%	100.0%	100.0%	99.9%	99.8%	100.0%	100.0%		99.9%	99.8%	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		3:40	3:34	3:20	3:24	3:36	3:18	3:17	3:18	3:37	3:30	3:27	3:17	3:28	3:20	3:33	3:23	3:47		3:25	3:24	3:23	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes		0:43	0:46	0:36	0:40	0:39	0:35	0:37	0:38	0:41	0:41	0:35	0:36	0:42	0:35	0:38	0:38	0:50		0:37	0:38	0:34	
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	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		
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours:minutes		3:30	3:27	3:29	3:50	3:31	3:29	3:20	3:24	3:09	3:20	3:31	2:59	3:07	3:17	3:42	3:34	3:59		3:26	3:32	3:26	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes		0:53	0:56	0:57	1:12	1:00	1:04	0:58	0:57	0:55	0:54	0:56	0:59	0:50	0:54	1:04	1:07	1:25		0:54	1:09	1:31	
5.10c	yes	Total TAT Troponin 98th centile in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than 6:00	hours:minutes		3:00	5:00	3:00	6:00	5:00	3:00	2:00	2:00	3:00	5:00	3:00	3:00	3:00	3:00	6:00	5:00	3:00		5:00	3:00	5:00	
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		97.3%	98.8%	97.5%	98.0%	96.6%	99.2%	95.7%	98.7%	99.2%	98.4%	97.2%	97.5%	97.8%	98.5%	96.7%	99.3%	95.9%		99.7%	97.2%	96.0%	
6. RECOLLECTS																												
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number		7,275	6,480	6,122	6,090	6,624	6,055	5,785	5,538	5,732	6,252	5,720	5,319	5,683	5,660	6,203	5,915	5,891		6,530	6,702	6,172	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number		23	16	17	11	24	18	19	26	21	17	14	10	18	14	16	22	18		26	16	13	
6.5	yes	6.5 % recollects	6.2 divided by 6.1.	less than 1.0%	percent		0.3%	0.3%	0.3%	0.2%	0.4%	0.3%	0.3%	0.5%	0.4%	0.3%	0.2%	0.2%	0.3%	0.3%	0.3%	0.3%		0.4%	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																							
7.2		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				11						12										15		15	
7.5		Complaints closed	Number of complaints closed year to date		number				8						10										12		14	
7.6		New complaints	Number of new complaints received this week		number				4						1										3		0	

