

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	Tue		Wed		Thu		Fri		Mon		Tue		Wed		Thu		Fri		Mon		Tue		Wed		Thu		Fri		Mon		Tue		Wed		Thu										
						1/10/13	2/10/13	3/10/13	4/10/13	7/10/13	8/10/13	9/10/13	10/10/13	11/10/13	14/10/13	15/10/13	16/10/13	17/10/13	18/10/13	21/10/13	22/10/13	23/10/13	24/10/13	25/10/13	28/10/13	29/10/13	30/10/13	31/10/13																						
<b>1. CALL CENTRE</b>																																																		
1.1a		Total inbound calls	Number of calls placed / received		number	1350	1378	1,319	1342	1446	1439	1420	1,386	1379	1605	1497	1562	1,595	1549	1664	1541	1554	1,647	1587		public hol	1899	1686	1,675																					
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	566	608	555	551	584	608	641	584	599	613	641	715	721	707	715	695	714	735	713			728	731	700																					
1.2		Total calls answered	Number of calls answered		number	1,304	1,342	1,280	1,301	1,407	1,410	1,394	1,337	1,339	1,581	1,476	1,540	1,548	1,514	1,637	1,506	1,519	1,605	1,560			1,852	1,652	1,636																					
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	3.4%	2.6%	3.0%	3.1%	2.7%	2.0%	1.8%	3.5%	2.9%	1.5%	1.4%	1.4%	3.0%	2.3%	1.6%	2.3%	2.6%	1.7%			3.0%	2.0%	2.3%																						
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	2.8%	1.6%	2.2%	2.4%	1.0%	0.8%	1.1%	2.7%	1.7%	0.5%	1.1%	1.1%	2.9%	1.3%	1.8%	2.0%	2.0%	1.1%	1.3%			1.4%	0.7%	1.6%																					
1.4		Results calls	Number of calls requesting test results		number	550	598	543	538	578	603	634	568	589	610	634	707	700	698	702	681	700	727	713			718	726	689																					
1.5		% results calls	1.4 divided by 1.2		percent	41.9%	44.1%	42.1%	41.1%	40.4%	42.3%	45.1%	42.1%	43.4%	38.2%	42.8%	45.8%	45.2%	45.6%	43.0%	45.1%	46.0%	44.6%	44.9%			38.3%	43.4%	41.8%																					
1.6		Average wait time	Average wait time on the phone for results, measured in seconds (Lab Results figure)	less than 150	seconds	43	37	32	29	19	22	29	35	37	24	28	23	51	36	38	37	37	28	20			31	28	28																					
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	62	49	88	46	31	29	47	77	55	58	30	23	92	38	75	54	70	68	35			89	77	50																					
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	4.6%	3.6%	6.7%	3.4%	2.1%	2.0%	3.3%	5.6%	4.0%	3.6%	2.0%	1.5%	5.8%	2.5%	0.1%	3.5%	4.5%	4.1%	2.2%			4.7%	4.6%	3.0%																					
<b>2. COLLECTION CENTRES</b>																																																		
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	8	8	9	12	11	6	8	9	13	9	10	8	9	10	10	9	7	10			13	9	8																					
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	6	6	6	7	7	8	6	7	7	9	7	7	6	6	6	6	7	6	7			10	8	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	7	8	7	7	9	7	7	7	9	10	7	8	8	8	11	8	8	7	9			12	10	7																					
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,047	3,071	2,906	3,152	3,370	3,204	2,894	3,021	3,126	3,403	3,319	3,012	3,110	3,198	3,383	3,279	2,955	3,171	3,301			3,809	3,619	3,341																					
2.5		Long waits	Number of people waiting over 30 minutes		number	26	25	19	29	59	39	24	16	35	62	16	26	18	30	41	45	25	11	38			74	35	45																					
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	0.9%	0.8%	0.7%	0.9%	1.8%	1.2%	0.8%	0.5%	1.1%	1.8%	0.5%	0.9%	0.6%	0.9%	1.2%	1.4%	0.8%	0.4%	1.2%			1.9%	1.0%	1.4%																					
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	94	111	99	106	81	113	76	91	86	127	93	71	92	103	129	88	102	83	117			95	110	130																					
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	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	32:00	32:00																					
<b>3. HOME VISITS</b>																																																		
3.1		Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not home)		number	245	202	240	248	241	253	209	235	226	469	498	470	541	470	528	563	458	539	452			662	585	574																					
3.2		Home visits attended	Number of home visits attended for the day		number	245	202	240	248	241	253	209	235	226	469	498	470	541	470	528	563	458	539	452			662	584	574																					
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%	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%	99.8%	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	9	16	7	6	15	10	9	8	10	21	34	22	45	42	43	37	37	59	42			42	39	39																					
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	9	16	7	6	15	10	9	8	10	21	34	22	45	42	43	37	37	59	42			42	39	39																					
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%	100.0%	100.0%																					
<b>4. LAB</b>																																																		
4.1		Patient episodes	Total number of patient episodes		number	8,675	8,510	8,405	8,513	9,376	8,714	8,266	8,391	8,637	10,562	10,341	9,782	10,048	9,462	10,905	10,144	9,492	9,775	9,525			11,649	11,044	10,514																					
4.2		Patient tests	Total number of patient tests performed		number	35,053	34,673	34,213	34,822	37,740	36,372	33,843	34,260	35,391	39,214	39,627	37,144	37,314	36,067	39,376	38,727	36,338	37,115	36,747			42,434	42,411	39,502																					
4.3		Urgent tests	Total number of urgent tests		number	256	273	321	278	310	280	260	302	337	418	396	294	375	314	452	366	400	390	400			526	423	632																					
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%	2%																					
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%	100%	100%																					
4.6		Critical results	Number of critical test results		number	19	24	24	17	43	31	19	17	19	32	33	36	28	18	31	3																													

Item	Contract	Indicator	Definition	Target	Unit	2013					2014					2015					2016									
						Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu		
						1/10/13	2/10/13	3/10/13	4/10/13	7/10/13	8/10/13	9/10/13	10/10/13	11/10/13	14/10/13	15/10/13	16/10/13	17/10/13	18/10/13	21/10/13	22/10/13	23/10/13	24/10/13	25/10/13	28/10/13	29/10/13	30/10/13	31/10/13		
<b>NON-URGENT</b>																														
5.1a		Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:05	5:08	5:01	5:11	5:14	5:04	4:51	4:59	5:09	5:12	4:59	5:01	4:49	4:55	4:58	5:31	6:35	4:55	5:11		5:23	5:26	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	0:58	1:01	1:05	0:57	1:02	0:58	0:54	0:57	0:48	1:18	1:06	1:13	1:10	1:07	1:10	1:19	1:03	1:04	1:17		1:14	1:15	1:04	
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	7:00	7:00	9:00	7:00	9:00	9:00	7:00	7:00	9:00	8:00	3:00	7:00	7:00	7:00	7:00	10:00	9:00	7:00	7:00		9:00	9:00	8:00	
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:38	5:31	5:40	5:39	5:39	5:56	5:24	5:43	5:37	5:43	6:22	5:58	7:00	5:32	6:02	5:59	5:31	5:44	5:26		5:40	5:46	5:52	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:26	1:22	1:37	1:18	1:22	1:48	1:24	1:56	1:15	1:47	2:25	2:06	3:17	1:41	2:09	1:44	1:13	1:46	1:27		1:25	1:35	2:51	
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	7:00	9:00	9:00	9:00	10:00	7:00	9:00	7:00	9:00	5:00	10:00	11:00	9:00	10:00	11:00	9:00	9:00	7:00		9:00	9:00	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	5:53	6:05	6:09	7:03	6:07	5:56	5:34	5:20	5:16	5:46	6:07	5:40	6:53	5:24	5:42	5:42	5:54	5:14	5:20		5:30	5:59	6:23	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	2:11	2:07	2:16	2:50	2:10	2:14	1:58	1:59	1:34	2:05	2:36	2:18	3:36	2:02	2:05	2:06	1:52	1:54	1:58		1:36	2:14	2:51	
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	3:00	5:00	5:00	7:00	5:00	4:00	5:00	3:00	5:00	5:00	3:00	5:00	5:00	3:00	5:00	7:00	5:00	5:00	3:00		5:00	5:00	7:00	
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:40	5:34	5:43	5:42	5:45	5:57	5:28	5:47	5:36	5:49	6:24	6:01	7:04	5:30	5:58	6:01	5:29	5:45	5:32		5:37	5:48	5:56	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:30	1:25	1:43	1:25	1:29	1:50	1:30	2:02	1:15	1:53	2:30	2:11	3:21	1:40	2:10	1:48	1:15	1:53	1:38		1:25	1:40	1:49	
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	7:00	9:00	9:00	9:00	10:00	7:00	10:00	7:00	9:00	5:00	9:00	11:00	8:00	10:00	11:00	9:00	9:00	7:00		9:00	9:00	10:00	
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		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		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	3.0	5.0	2.0	2.5	4.7	6.5	4.0	2.7	3.0	3.0	4.5	2.7	2.7	4.0	4.5	5.5	4.0	2.3	1.7		6.0	6.0	6.0	
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	23:21	22:59	23:00	23:03		25:07	24:26	23:20	26:03		22:14	25:33	23:18	24:42		22:35	24:08	23:49	23:52		21:51	24:07		
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	19:30	18:45	18:50	19:40		21:58	21:47	19:31	22:31		18:45	21:41	19:34	20:24		18:56	21:11	19:12	19:57		17:07	19:49		
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	1.0	1.2	1.2	1.2		1.2	1.2	1.2	1.2		1.0	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%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	99.9%	100.0%		99.9%	100.0%	100.0%	
<b>URGENT</b>																														
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:25	3:27	3:25	3:24	3:29	3:30	3:18	3:16	3:24	3:23	3:21	3:20	3:21	3:22		3:26	3:26	3:30	3:38	3:26		3:37	3:39	4:21
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	0:32	0:42	0:36	0:37	0:43	0:45	0:33	0:32	0:36	0:36	0:34	0:38	0:36	0:35		0:37	0:31	0:40	0:48	0:35		0:38	0:44	1:26
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	1:50	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00		5:00	5:00	6:00	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:41	5:05	3:31	3:26	4:00	3:40	3:13	3:16	3:30	3:23	3:20	3:30	3:57	3:42		3:15	3:34	3:57	3:15	3:21		3:14	3:17	4:45
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:08	2:03	1:25	0:50	1:30	1:10	0:50	0:59	0:54	0:57	0:50	0:51	1:18	0:48		0:54	0:52	1:19	0:55	0:52		1:01	0:54	1:45
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	5:00	6:00	3:00	3:00	6:00	3:00	5:00	3:00	3:00	5:00	3:00	5:00	5:00	3:00		3:00	5:00	5:00	5:00	3:00		2:00	3:00	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	99.0%	96.4%	97.8%	97.4%	98.4%	96.1%	99.5%	98.4%	99.3%	98.2%	99.4%	98.4%	98.3%	97.3%		98.1%	97.8%	99.4%	97.6%	98.5%		98.8%	98.3%	98.8%
<b>6. RECOLLECTS</b>																														
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	5,707	5,592	5,476	5,674	6,447	5,940	5,446	5,595	5,805	6,550	6,009	5,616	5,724	5,729		6,477	5,965	5,534	5,771	5,789		7,358	5,774	6,203	
6.2		6.2. Recollects	Total number of specimens recollects (total from rec panel stats error code summary) (excluding self collects)		number	18	14	12	29	29	22	16	19	23	22	18	20	14	22		23	7	30	17	36		19	30	27	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.3%	0.2%	0.5%	0.5%	0.4%	0.3%	0.4%	0.3%	0.3%	0.4%	0.2%	0.4%		0.4%	0.1%	0.5%	0.3%	0.6%		0.3%	0.5%	0.4%	
<b>7. QUALITY IMPROVEMENT note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"</b>																														
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				40					43											48					
7.5		Complaints closed	Number of complaints closed year to date		number				40					40											47					
7.6		New complaints	Number of new complaints received this week		number				0					3										5						
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number				0					3										5						
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number				40					40										47						
7.9		% events/issues closed	7.2 divided by 7.1	greater than	75%	percent																								

Item	Contract	Indicator	Definition	Target	Unit	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu
						1/10/13	2/10/13	3/10/13	4/10/13	7/10/13	8/10/13	9/10/13	10/10/13	11/10/13	14/10/13	15/10/13	16/10/13	17/10/13	18/10/13	21/10/13	22/10/13	23/10/13	24/10/13	25/10/13	28/10/13	29/10/13	30/10/13	31/10/13
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%					93.0%														