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 do not meet target
- blue cells indicate contracted KPIs

item	Contract	Indicator	Definition		Target	Unit	Fri 1/11/13	Mon 4/11/13	Tue 5/11/13	Wed 6/11/13	Thu 7/11/13	Fri 8/11/13	Mon 11/11/13	Tue 12/11/13	Wed 13/11/13	Thu 14/11/13	Fri 15/11/13	Mon 18/11/13	Tue 19/11/13	Wed 20/11/13	Thu 21/11/13	Fri 22/11/13	Mon 25/11/13	Tue 26/11/13	Wed 27/11/13	Thu 28/11/13	Fri 29/11/13
		1. CALL CENTRE																									
1.1a		Total inbound calls	Number of calls placed / received			number	1695	1797	1775	1638	1,674	1696	1836	1726	1699	1,658	1726	1649	1791	1754	1,638	1566	1720	1633	1620	1,666	1630
1.1b		Total inbound calls - results line	Number of calls placed / received on results line			number	789	813	835	769	784	760	839	797	832	785	764	753	832	824	755	716	791	737	779	775	730
1.2		Total calls answered	Number of calls answered			number	1,653	1,764	1,727	1,601	1,639	1,632	1,757	1,654	1,619	1,606	1,667	1,567	1,744	1,728	1,619	1,547	1,694	1,612	1,585	1,627	1,592
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	2.5%	1.8%	2.7%	2.3%	2.1%	3.8%	4.3%	4.2%	4.7%	3.1%	3.4%	5.0%	2.6%	1.5%	1.2%	1.2%	1.5%	1.3%	2.2%	2.3%	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	1.4%	1.0%	1.3%	0.9%	0.9%	2.4%	2.0%	2.5%	4.0%	2.0%	1.7%	3.0%	1.8%	0.7%	0.8%	0.8%	0.9%	1.1%	0.6%	1.4%	1.5%
1.4		Results calls	Number of calls requesting test results			number	778	805	824	762	777	742	822	777	799	769	751	730	817	818	749	710	784	729	774	764	719
1.5		% results calls	1.4 divided by 1.2			percent	46.6%	45.2%	47.0%	47.0%	46.8%	44.8%	45.7%	46.2%	49.0%	47.4%	44.3%	45.7%	46.5%	47.0%	46.1%	45.7%	46.0%	45.1%	48.1%	46.5%	44.8%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	28	24	32	27	27	49	32	38	45	39	44	42	32	25	20	20	23	22	17	21	28
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	50	59	100	47	46	120	38	121	128	99	100	135	51	49	32	34	48	29	37	46	53
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	3.0%	3.3%	5.6%	2.9%	2.8%	7.1%	2.1%	7.0%	7.5%	6.0%	5.8%	8.2%	2.9%	2.8%	2.0%	2.2%	2.8%	1.8%	2.3%	2.8%	2.3%
		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	8	10	10	8	7	9	13	10	9	8	9	12	12	7	8	9	9	12	10	8	9
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	8	8	6	8	7	8	7	6	6	9	8	8	8	7	9	8	9	8	7	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	11	11	8	10	7	9	9	9	7	7	10	11	9	9	10	9	9	10	11	10	10
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number	3,517	3,761	3,711	3,302	3,273	3,479	3,785	3,625	3,324	3,227	3,514	3,814	3,598	3,508	3,538	3,681	3,803	3,914	3,604	3,466	3,742
2.5		Long waits	Number of people waiting over 30 minutes			number	43	66	43	27	25	49	41	43	24	31	41	51	44	44	37	45	172	115	178	119	135
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	1.2%	1.8%	1.2%	0.8%	0.8%	1.4%	1.1%	1.2%	0.7%	1.0%	1.2%	1.3%	1.2%	1.3%	1.0%	1.2%	4.5%	2.9%	4.9%	3.4%	3.6%
2.7		Long waits	Maximum wait time (incl GTT's)			minutes	119	190	120	116	86	152	154	112	121	97	118	103	94	134	127	101	85	114	98	111	153
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
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
		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	466	537	449	513	539	509	491	556	534	529	469	495	471	506	509	475	506	481	458	501	513
3.2		Home visits attended	Number of home visits attended for the day			number	466	537	449	513	539	509	491	556	534	529	469	495	471	506	509	475	506	481	458	501	513
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater then	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%	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	43	41	37	43	59	34	34	44	40	30	19	34	31	31	33	37	32	33	37	39	22
3.5		Urgent home visits completed	Number of urgent home visits completed for the day			number	43	41	37	43	59	34	34	44	40	30	19	34	31	31	33	37	32	33	37	39	22
3.6	yes	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	greater then	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%
		4. LAB																									
4.1		Patient episodes	Total number of patient episodes			number	10,462	11,671	11,200	10,395	10,396	10,235	11,873	10,759	10,183	9,968	10,318	11,641	11,133	10,692	10,071	10,199	11,312	11,279	10,644	10,282	10,040
4.2		Patient tests	Total number of patient tests performed			number	39,911	43,894	42,715	39,012	39,300	39,540	44,305	41,623	39,000	37,934	40,155	43,357	42,633	41,692	38,078	39,044	42,289	42,795	39,872	38,901	39,694
4.3		Urgent tests	Total number of urgent tests			number	513	469	509	377	417	480	496	477	409	448	454	418	436	433	429	505	418	484	374	507	488
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%
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%
4.6		Critical results	Number of critical test results			number	28	36	30	31	28	27	29	27	17	22	23	39	27	29	21	29	52	71	52	71	51
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	28	36	30	31	28	27	29	27	17	22	23	39	27	29	21	29	52	71	51	71	50
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 then	98%	percent	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	98%
4.11		Amended Results	Number of results changed after original result was reported to referrer			number	44	51	66	41	53	44	34	55	48	48	62	42	57	36	58	39	53	44	43	54	43
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%	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	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																					
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 then	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%
		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	5:31	6:03	6:30	5:24	5:08	5:22	5:49	5:05	9:57	11:44	5:53	5:46	5:29	5:27	4:54	5:00	5:28	5:22	5:21	5:01	4:53
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	1:09	1:40	1:58	1:13	0:53	1:07	1:29	1:09	6:15	7:28	1:33	1:16	1:06	1:07	1:09	1:03	1:31	1:31	1:15	1:07	0:59