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	Mon 2/12/13	Tue 3/12/13	Wed 4/12/13	Thu 5/12/13	Fri 6/12/13	Mon 9/12/13	Tue 10/12/13	Wed 11/12/13	Thu 12/12/13	Fri 13/12/13	Mon 16/12/13	Tue 17/12/13	Wed 18/12/13	Thu 19/12/13	Fri 20/12/13	Mon 23/12/13	Tue 24/12/13	Wed 25/12/13	Thu 26/12/13	Fri 27/12/13	Mon 30/12/13	Tue 31/12/13
		1. CALL CENTRE																										
1.1a		Total inbound calls	Number of calls placed / received			number	1682	1714	1602	1,562	1551	1789	1750	1657	1,520	1566	1657	1732	1711	1,636	1631	1852	1415	public hol	public hol	1272	1539	1271
1.1b		Total inbound calls - results line	Number of calls placed / received on results line			number	736	763	728	732	772	813	877	785	726	717	715	85	825	782	759	807	635			492	582	538
1.2		Total calls answered	Number of calls answered			number	1,633	1,667	1,573	1,524	1,524	1,739	1,712	1,636	1,478	1,542	1,604	1,685	1,662	1,593	1,589	1,791	1,369			1,256	1,486	1,244
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	2.9%	2.7%	1.8%	2.4%	1.7%	2.8%	2.2%	1.3%	2.8%	1.5%	1.4%	1.9%	2.9%	2.6%	2.6%	3.3%	3.3%			2.8%	3.4%	2.1%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	0.8%	1.4%	1.4%	1.9%	0.9%	2.2%	1.8%	1.0%	2.3%	1.1%	1.0%	1.4%	2.3%	1.3%	1.5%	1.4%	2.1%			3.3%	2.4%	1.7%
1.4		Results calls	Number of calls requesting test results			number	730	752	718	718	765	795	861	777	709	709	708	831	806	772	759	807	635			492	582	538
1.5		% results calls	1.4 divided by 1.2			percent	43.8%	44.5%	45.4%	46.9%	49.8%	45.4%	50.1%	47.4%	47.8%	45.8%	43.2%	49.1%	48.2%	47.8%	47.8%	43.6%	44.9%			38.7%	37.8%	42.3%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	13	13	23	28	12	17	15	14	12	28	19	32	16	32	34	38	17			43	33	12
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	70	55	29	48	49	68	72	47	39	41	27	75	71	47	57	129	85			54	37	30
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	4.2%	3.2%	1.8%	3.1%	3.2%	3.8%	4.1%	2.8%	2.6%	2.6%	1.6%	4.3%	4.2%	2.9%	3.5%	7.0%	6.0%			4.3%	2.4%	2.4%
		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	13	10	11	7	9	12	11	10	7	8	13	10	9	10	10	9	6			6	10	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	10	8	7	6	8	9	8	8	7	7	8	7	7	6	6	6	6			4	6	5
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	7	8	8	10	9	7	8	7	13	11	10	9	8	11	5			4	6	7
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number	4,148	3,761	3,354	3,133	3,730	4,022	3,774	3,496	3,519	3,613	4,053	3,713	3,461	3,265	3,199	3,288	2,029			1,583	2,566	1,957
2.5		Long waits	Number of people waiting over 30 minutes			number	319	166	53	62	76	175	112	73	80	60	220	183	95	55	83	132	13			13	71	32
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	7.7%	4.4%	1.6%	2.0%	2.0%	4.4%	3.0%	2.1%	2.3%	1.7%	5.4%	4.9%	2.7%	1.7%	2.6%	4.0%	0.6%			0.8%	2.8%	1.6%
2.7		Long waits	Maximum wait time (incl GTT's)			minutes	137	78	77	65	76	183	177	129	81	99	155	85	176	109	187	175	64			97	127	74
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	495	447	506	543	481	544	537	563	491	525	500	482	499	538	553	583	519			441	507	458
3.2		Home visits attended	Number of home visits attended for the day			number	495	447	506	543	481	544	537	563	491	525	500	482	499	538	553	578	509			433	492	449
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%	99.1%	98.1%			98.2%	97.0%	98.0%
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	15	23	19	32	29	19	22	31	40	33	29	19	23	26	27	26	22			22	22	32
3.5		Urgent home visits completed	Number of urgent home visits completed for the day			number	15	23	19	32	29	19	22	31	40	33	29	19	23	26	27	26	22			22	22	32
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%
		4. LAB																										
4.1		Patient episodes	Total number of patient episodes			number	11,527	10,844	9,892	9,611	10,215	11,638	10,667	10,279	10,076	9,786	10,765	10,249	9,840	9,066	8,829	8,781	5,674			4,592	6,835	5,385
4.2		Patient tests	Total number of patient tests performed			number	43,450	42,296	38,187	36,579	39,615	44,291	42,221	40,623	39,655	38,369	41,253	40,961	37,570	35,177	33383	31,243	20,676			15,881	24,427	20,488
4.3		Urgent tests	Total number of urgent tests			number	452	414	345	431	456	470	436	366	434	435	418	477	373	387	432	383	366			313	336	292
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%	2%			2%		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	69	69	59	42	51	58	88	69	60	52	88	69	50	53	50	41	33			26	35	27
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	69	69	59	42	51	58	88	69	59	52	87	66	50	53	50	40	33			26	35	27
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%	98%	100%	99%	96%	100%	100%	100%	98%	100%			100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer			number	70	52	50	40	34	31	59	50	38	36	61	45	40	45	35	42	25			53	51	20
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	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%			0.3%	0.2%	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	2/12/13	3/12/13	4/12/13	5/12/13	6/12/13	9/12/13	10/12/13	11/12/13	12/12/13	13/12/13	16/12/13	17/12/13	18/12/13	19/12/13	20/12/13	23/12/13	24/12/13	25/12/13	26/12/13	27/12/13	30/12/13	31/12/13
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 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%
		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	5:48	4:46	5:06	4:41	5:14	5:30	4:51	5:01	4:57	5:05	4:53	4:55	4:41	4:33	4:45	4:38	4:21			3:50	4:02	4:03
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	1:54	1:08	1:04	0:56	1:55	1:35	1:04	1:16	1:04	1:11	1:23	1:08	1:08	1:00	0:57	1:03	0:53			0:46	0:51	0:41
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	10:00	7:00	7:00	7:00	7:00	10:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00			7:00	7:00	7:00
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:17	6:47	5:29	5:19	5:39	5:54	6:03	5:53	6:44	6:12	5:32	7:24	5:31	5:03	5:07	4:53	4:41			4:04	4:21	4:31
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:21	3:03	1:20	1:29	2:40	1:53	2:08	2:03	2:52	2:12	1:58	3:35	1:47	1:24	1:15	1:11	1:07			0:52	1:02	1:02
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	11:00	11:00	9:00	7:00	9:00	10:00	11:00	10:00	10:00	10:00	9:00	11:00	9:00	7:00	10:00	7:00	7:00			7:00	7:00	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	6:52	6:54	5:33	5:53	5:30	5:58	6:27	5:46	7:11	6:29	5:52	7:57	5:00	5:03	5:19	4:43	5:11			3:56	4:01	4:26
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	3:29	3:37	2:01	2:10	1:51	2:28	3:01	2:22	3:38	3:18	2:48	4:26	1:47	2:04	2:00	1:43	1:42			1:22	1:21	1:44
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	3:00	5:00	5:00	5:00	6:00	5:00	5:00	5:00	3:00	5:00	5:00	5:00	10:00	5:00	7:00	5:00	7:00			1:30	3:00	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	6:22	6:50	5:31	5:23	5:40	5:58	6:07	5:56	6:52	6:15	5:31	7:33	5:31	5:03	5:11	5:00	4:48			4:02	4:20	4:31
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:25	3:07	1:23	1:37	2:39	1:56	2:15	2:08	2:54	2:19	1:59	5:00	1:53	1:24	1:21	1:25	1:12			0:57	1:02	1:05
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	11:00	11:00	7:00	8:00	9:00	10:00	11:00	10:00	10:00	10:00	9:00	11:00	10:00	7:00	10:00	7:00	7:00			6:00	7:00	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	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
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	8.0	5.5	6.0	4.0	3.5	5.5	6.5	6.0	7.0	6.0	5.5	6.0	6.5	5.5	8.5	7.0	6.5			8.5	10.0	7.5
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		23:00	24:09	23:59	24:03		23:31	23:09	25:08	24:10		23:38	25:35	24:49	24:08		22:19					21:38
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		19:18	20:42	19:53	19:42		19:37	19:34	22:09	19:27		19:55	22:56	20:39	20:03		18:54					19:39
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		1.2	1.2	1.2	1.2		1.2	1.2	1.2	1.2		1.2	1.2	1.2	1.8		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 then	90%	percent	99.9%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%			99.9%	99.9%	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	3:18	3:14	3:33	3:31	3:24	3:25	3:16	3:16	3:21	3:20	3:17	3:10	3:15	3:23	3:40	3:25	3:31			3:25	3:12	3:19
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:35	0:34	0:34	0:37	0:36	0:35	0:33	0:31	0:36	0:36	0:35	0:33	0:35	0:37	0:36	0:37	0:32			0:44	0:37	0:36
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	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	5:30
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:31	3:39	3:44	3:45	3:09	3:24	3:19	3:59	3:47	3:45	4:16	4:32	3:12	3:35	4:04	3:09	3:08			3:01	2:51	2:57
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:06	1:26	0:58	1:12	0:56	1:04	0:53	1:29	1:17	0:55	1:35	1:56	1:01	0:56	1:12	0:48	0:53			0:50	0:55	0:55
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	2:00	5:00	5:00	3:00	3:00	6:00	3:00	6:00	3:00	4:00	6:00	6:00	4:00	5:00	7:00	6:00	3:00			2:00	3:00	1:30
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 then	95%	percent	98.6%	97.3%	99.0%	98.5%	99.4%	98.4%	97.7%	98.0%	99.1%	99.2%	98.0%	95.8%	99.0%	99.4%	98.5%	99.4%	98.6%			99.2%	99.6%	99.6%
		6. RECOLLECTS																										
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	7,474	6,888	6,357	5,915	6,685	7,536	6,895	6,526	6,390	6,448	7,329	6,815	6,257	6,006	5,835	5,852	3,545			2,959	4,617	3,534
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	34	19	11	14	13	33	29	24	12	18	19	21	23	20	22	14	9			12	16	11
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.5%	0.3%	0.2%	0.2%	0.2%	0.4%	0.4%	0.4%	0.2%	0.3%	0.3%	0.3%	0.4%	0.3%	0.4%	0.2%	0.3%			0.4%	0.3%	0.3%
		7. QUALITY IMPR0VEMENT	**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					58					60					60					60		60
7.5		Complaints closed	Number of complaints closed year to date			number					56					58					58					60		60
7.6		New complaints	Number of new complaints received this week			number					2					2					0					0		0

							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	2/12/13	3/12/13	4/12/13	5/12/13	6/12/13	9/12/13	10/12/13	11/12/13	12/12/13	13/12/13	16/12/13	17/12/13	18/12/13	19/12/13	20/12/13	23/12/13	24/12/13	25/12/13	26/12/13	27/12/13	30/12/13	31/12/13
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number					2					2					-					-		-
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days			number					56					58					58					60		60
7.9		% events/issues closed	7.2 divided by 7.1	greater then	75%	percent																						
7.10		% timely closure	7.3 divided by 7.1	greater then	95%	percent																						
7.11		% complaints closed	7.5 divided by 7.4	greater then	75%	percent																						
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater then	80%	percent																						
7.13		% complaints response	7.8 divided by 7.4	greater then	80%	percent					96.6%					96.7%					96.7%					100.0%		100.0%