Lab Tests Auckland Pathology Service KPI Reporting 2014

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	Tue 1/04/14	Wed 2/04/14	Thu 3/04/14	Fri 4/04/14	Mon 7/04/14	Tue 8/04/14	Wed 9/04/14	Thu 10/04/14	Fri 11/04/14	Mon 14/04/14	Tue 15/04/14	Wed 16/04/14	Thu 17/04/14	Fri Public Holiday	Mon Public Holiday	Tue 22/04/14	Wed 23/04/14	Thu 24/04/14	Fri Public Holiday	Mon 28/04/14	Tue 29/04/14	Wed 30/04/14
		1. CALL CENTRE																										
1.1a		Total inbound calls	Number of calls placed / received			number	1632	1602	1,600	1701	1759	1745	1669	1,589	1678	1827	1624	1698	1,857			1870	1745	1,887		1771	1740	1662
1.1b		Total inbound calls - results line	Number of calls placed / received on results line			number	791	761	783	853	817	850	814	784	800	852	795	818	902			813	779	921		754	821	807
1.2		Total calls answered	Number of calls answered			number	1,598	1,577	1,544	1,650	1,710	1,720	1,618	1,544	1,654	1,795	1,588	1,681	1,808			1,819	1,690	1,832		1,709	1,655	1,622
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	2.1%	1.6%	3.5%	3.0%	2.8%	1.4%	3.1%	2.8%	1.4%	1.8%	2.2%	1.0%	2.6%			2.7%	3.2%	2.9%		3.5%	4.9%	2.4%
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%	1.1%	1.8%	1.6%	2.1%	0.6%	2.0%	1.9%	1.4%	1.2%	1.6%	0.5%	2.1%			1.2%	1.5%	1.3%		1.5%	2.3%	1.6%
1.4		Results calls	Number of calls requesting test results			number	791	761	783	853	817	850	814	784	800	852	795	818	902			813	779	921		754	821	807
1.5		% results calls	1.4 divided by 1.2			percent	48.5%	47.5%	48.9%	50.2%	46.5%	48.7%	48.8%	49.3%	47.7%	46.6%	49.0%	48.2%	48.6%			43.5%	44.6%	48.8%		42.6%	47.2%	48.6%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	28	22	42	34	32	18	31	32	19	26	23	20	40			35	34	29		37	18	35
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	48	38	145	80	78	28	70	75	23	55	41	38	96			94	78	63		119	185	99
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	2.9%	2.4%	9.1%	4.7%	4.4%	1.6%	4.2%	4.7%	1.4%	3.0%	2.5%	2.2%	5.2%			5.0%	4.5%	3.3%		6.7%	10.6%	6.0%
		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	10	9	11	10	13	9	11	10	11	12	12	12	8			16	14	11		17	12	12
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	8	8	6	8	10	8	7	7	8	9	8	8	6			9	8	8		8	8	7
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	8	7	7	8	13	10	9	8	12	10	9	9	8			13	12	11		13	9	8
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number	3,547	3,229	3,266	3,463	3,867	3,789	3,493	3,441	3,480	3,856	3,554	3,336	2,879			4,112	3,734	3,838		4,024	3,683	3,450
2.5		Long waits	Number of people waiting over 30 minutes			number	91	61	54	68	245	88	154	78	151	133	175	72	52			346	139	168		270	113	102
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	2.6%	1.9%	1.7%	2.0%	6.3%	2.3%	4.4%	2.3%	4.3%	3.4%	4.9%	2.2%	1.8%			8.4%	3.7%	4.4%		6.7%	3.0%	3.0%
2.7		Long waits	Maximum wait time (incl GTT's)			minutes	130	135	108	86	138	188	138	84	101	142	163	127	151			148	140	84		167	129	93
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	492	483	460	490	328	447	473	500	460	554	560	507	615			587	652	489		454	583	550
3.2		Home visits attended	Number of home visits attended for the day			number	484	475	450	479	320	439	469	486	452	538	554	495	603			574	640	476		447	574	542
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater then	90%	percent	98.4%	98.3%	97.8%	97.8%	97.6%	98.2%	99.2%	97.2%	98.3%	97.1%	98.9%	97.6%	98.0%			97.8%	98.2%	97.3%		98.5%	98.5%	98.5%
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	37	24	20	26	15	24	22	28	36	26	35	33	42			38	45	39		37	45	36
3.5		Urgent home visits completed	Number of urgent home visits completed for the day			number	37	24	20	26	15	24	22	28	36	26	35	33	42			38	45	39		37	45	36
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%
		4. LAB																										
4.1		Patient episodes	Total number of patient episodes			number	11,118	10,440	10,129	10,428	11,849	11,242	10,632	10,450	10,423	11,762	11,113	10,172	10,171			11,149	10,669	10,611		11,227	10,432	9,878
4.2		Patient tests	Total number of patient tests performed			number	44,430	41,696	40,228	41,133	45,083	43,984	42,836	40,705	41,827	45,261	43,680	40,579	35,333			44,782	44,629	43,421		45,788	44,163	41,229
4.3		Urgent tests	Total number of urgent tests			number	420	426	433	500	533	462	511	472	533	451	462	418	412			514	395	550		372	483	390
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	46	33	35	43	39	52	39	38	26	51	40	33	25			62	51	35		40	37	24
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	46	33	35	43	39	52	39	38	26	51	40	33	25			62	51	35		39	37	24
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%		98%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer			number	46	46	36	59	52	42	40	36	40	55	74	47	26			53	18	30		12	44	31
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%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	0.1%			0.1%	0.0%	0.1%		0.0%	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%
		5. TURNAROUND TIME																										

							Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed
item	Contract	Indicator	Definition		Target	Unit	1/04/14	2/04/14	3/04/14	4/04/14	7/04/14	8/04/14	9/04/14	10/04/14	11/04/14	14/04/14	15/04/14	16/04/14	17/04/14	Public Holiday	Public Holiday	22/04/14	23/04/14	24/04/14	Public Holiday	28/04/14	29/04/14	30/04/14
		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	5:37	5:19	5:35	5:46	5:42	5:20	5:15	5:16	5:24	5:37	5:59	5:16	4:50			5:57	5:27	5:38		5:53	6:30	5:32
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	1:23	1:15	1:29	1:09	1:48	1:27	1:22	1:11	1:25	1:47	1:50	0:58	0:53			1:45	1:21	1:13		1:50	2:19	1:19
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	9:00	9:00	9:00	10:00	10:00	10:00	9:00	8:00	9:00	9:00	10:00	8:00	7:00			10:00	10:00	10:00		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	5:57	5:20	5:41	5:56	6:20	6:19	5:50	6:47	6:01	6:15	5:54	5:58	5:10			6:23	6:20	6:09		6:53	5:52	6:21
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:42	1:19	1:28	1:20	2:24	2:26	1:54	2:35	1:59	2:22	1:39	1:34	1:08			2:06	2:12	1:36		2:44	1:36	2:05
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	10:00	8:00	8:00	10:00	10:00	10:00	10:00	10:00	10:00	11:00	9:00	10:00	7:00			10:00	10:00	10:00		10:00	10:00	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	5:46	5:32	5:33	5:59	6:39	6:11	6:20	6:27	6:24	5:53	5:49	5:31	5:11			6:15	6:06	5:52		6:43	5:49	6:29
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:03	1:44	1:47	1:57	2:56	2:26	1:59	2:36	2:40	2:27	1:54	1:44	1:42			2:25	2:27	2:03		3:05	2:01	2:23
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	4:00	5:00	4:00	5:00	6:00	3:00	3:00	5:00	5:00	6:00	5:00	4:00			3:00	5:00	6:00		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	6:03	5:29	5:48	6:03	6:23	6:27	5:53	6:51	6:03	6:20	5:57	6:00	5:12			6:22	6:21	6:07		6:56	5:56	6:26
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:44	1:22	1:33	1:24	2:29	2:32	1:57	2:43	2:00	2:38	1:45	1:38	1:12			2:08	2:15	1:39		2:51	1:42	2:09
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	10:00	9:00	9:00	10:00	10:00	10:00	10:00	10:00	10:00	11:00	10:00	10:00	7:00			10:00	10:00	10:00		10:00	10:00	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
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 98% percentile	Turnaround time for 98th centile from collection to report, expressed in working days	less than	10.0	working days	8.0	8.0	4.0	4.0	6.0	7.0	8.0	7.0	4.0	10.0	7.0	8.0	7.0			10.0	10.0	9.0		10.0	8.0	8.0
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	14:18	16:26	16:02	17:05		14:12	14:21	15:51	14:49		15:21	14:22	16:43				14:06	15:57			13:49	17:20
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	10:37	13:23	13:30	12:58		10:51	12:15	12:20	11:58		11:58	10:54	13:32				10:21	12:36			10:28	14:31
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	1.0	1.3	1.3	1.5		1.3	1.3	1.3	1.3		1.3	1.3	1.3				1.3	1.5			1.3	1.5
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	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	99.9%	99.9%	99.9%	100.0%	100.0%	100.0%			100.0%	100.0%	100.0%		100.0%	100.0%	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	3:28	3:28	3:35	3:31	3:27	3:18	3:21	3:30	3:30	3:39	3:41	3:37	3:52			3:52	3:32	3:39		3:53	3:28	3:24
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:37	0:39	0:39	0:39	0:34	0:34	0:34	0:38	0:37	0:38	0:40	0:40	0:44			0:40	0:41	0:37		0:56	0:35	0:33
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	6:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	6:00			6:00	5:00	6:00		6:00	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	3:58	3:44	3:13	3:14	3:32	3:19	3:35	3:30	3:29	3:36	3:52	3:26	3:26			3:41	3:58	3:51		3:31	3:30	3:28
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:22	1:11	0:54	1:09	1:02	0:54	0:55	1:01	1:00	1:02	1:13	0:57	1:10			0:59	1:20	0:59		0:55	0:57	0:58
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	8:00	6:00	4:00	4:00	3:00	4:00	5:00	4:00	5:00	6:00	3:00	6:00	5:00			6:00	8:00	4:00		5:00	5:00	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 then	95%	percent	99.1%	99.4%	99.4%	98.8%	99.3%	97.8%	97.4%	99.2%	99.5%	98.9%	95.2%	99.1%	98.2%			98.8%	98.7%	99.1%		99.7%	98.0%	98.4%
		6. RECOLLECTS																										
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	6,722	6,288	6,112	6,503	7,408	6,829	6,461	6,352	6,393	7,341	6,788	6,268	5,732			7,745	7,165	7,110		7,757	7,054	6,402
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	26	14	16	20	33	27	14	13	33	21	25	17	12			16	27	25		29	21	25
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.4%	0.2%	0.3%	0.3%	0.4%	0.4%	0.2%	0.2%	0.5%	0.3%	0.4%	0.3%	0.2%			0.2%	0.4%	0.4%		0.4%	0.3%	0.4%
		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				17					18					19					20			
7.5		Complaints closed	Number of complaints closed year to date			number				17					17					19					20			
7.6		New complaints	Number of new complaints received this week			number				-					1					1					1			
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number				-					1					1					1			
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days			number				17					17					19					20			
7.9		% events/issues closed	7.2 divided by 7.1	greater then	75%	percent																						

								Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed
item	Contract	Indicator	Definition		Target	Unit		1/04/14	2/04/14	3/04/14	4/04/14	7/04/14	8/04/14	9/04/14	10/04/14	11/04/14	14/04/14	15/04/14	16/04/14	17/04/14	Public Holiday	Public Holiday	22/04/14	23/04/14	24/04/14	Public Holiday	28/04/14	29/04/14	30/04/14
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					100.0%					94.4%					100.0%					100.0%			