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

							Mon	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	1/12/14	2/12/14	3/12/14	4/12/14	5/12/14	8/12/14	9/12/14	10/12/14	11/12/14	12/12/14	15/12/14	16/12/14	17/12/14	18/12/14	19/12/14	22/12/14	23/12/14	24/12/14	Public Holiday	Public Holiday	29/12/14	30/12/14	31/12/14
		1. CALL CENTRE																											
1.1a		Total inbound calls	Number of calls placed / received			number	1591	1674	1593	1,621	1582	1685	1691	1597	1,663	1655	1744	1600	1586	1,625	1629	1846	1883	1473			1458	1303	1233
1.1b		Total inbound calls - results line	Number of calls placed / received on results line			number	723	787	735	768	764	716	780	758	781	767	790	774	769	835	727	774	808	636			516	521	526
1.2		Total calls answered	Number of calls answered			number	1,583	1,654	1,560	1,598	1,567	1,666	1,677	1,573	1,639	1,618	1,718	1,591	1,575	1,610	1,596	1,816	1,857	1,456			1,468	1,287	1,221
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	0.5%	1.2%	2.1%	1.4%	1.0%	1.1%	0.8%	1.5%	1.4%	2.2%	1.5%	0.6%	0.7%	0.9%	2.0%	1.6%	1.4%	1.2%			1.2%	1.2%	1.0%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	0.4%	0.4%	0.8%	0.3%	0.1%	0.3%	0.4%	0.8%	0.5%	0.9%	0.1%	0.1%	0.3%	0.4%	0.6%	0.1%	0.4%	0.8%			0.4%	1.2%	0.0%
1.4		Results calls	Number of calls requesting test results			number	723	787	735	768	764	716	780	758	781	767	790	774	769	835	727	774	808	636			516	521	526
1.5		% results calls	1.4 divided by 1.2			percent	45.4%	47.0%	46.1%	47.4%	48.3%	42.5%	46.1%	47.5%	47.0%	46.3%	45.3%	48.4%	48.5%	51.4%	44.6%	41.9%	42.9%	43.2%			35.4%	40.0%	4.3%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	24	27	35	24	27	27	26	32	31	31	29	23	16	20	36	18	19	25			24	22	16
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	25	32	58	35	34	43	52	52	60	54	65	15	18	22	64	30	28	36			19	26	9
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	1.6%	1.9%	3.6%	2.2%	2.2%	2.6%	3.1%	3.3%	3.6%	3.3%	3.7%	0.9%	1.1%	1.4%	3.9%	1.6%	1.5%	2.4%			1.3%	2.0%	0.7%
		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	17	14	15	15	17	14	16	14	12	17	14	10	10	11	15	13	7			12	11	11
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	9	7	7	10	10	8	8	7	10	11	10	7	7	7	8	6	6			7	5	4
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	13	13	10	11	12	12	11	11	10	10	15	10	9	11	11	16	11	6			7	5	6
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number	3,768	3,588	3,272	3,391	3,510	3,790	3,482	3,441	3,441	3,382	3,732	3,455	3,026	3,212	3,128	3,319	2,919	2,079			2,308	2,096	1,798
2.5		Long waits	Number of people waiting over 30 minutes			number	297	316	164	253	320	336	216	224	131	238	498	231	80	156	115	311	126	36			76	85	74
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	7.9%	8.8%	5.0%	7.5%	9.1%	8.9%	6.2%	6.5%	3.8%	7.0%	13.3%	6.7%	2.6%	4.9%	3.7%	9.4%	4.3%	1.7%			3.3%	4.1%	4.1%
2.7		Long waits	Maximum wait time (incl GTT's)			minutes	139	151	115	134	87	139	176	131	130	133	171	110	79	84	140	159	179	115			76	128	92
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	542	549	564	550	484	606	570	554	443	553	560	528	586	470	455	642	572	364			520	522	414
3.2		Home visits attended	Number of home visits attended for the day			number	526	542	560	540	477	602	565	543	436	547	537	514	581	465	439	628	558	353			505	519	403
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater then	90%	percent	97.0%	98.7%	99.3%	98.2%	98.6%	99.3%	99.1%	98.0%	98.4%	98.9%	95.9%	97.3%	99.1%	98.9%	96.5%	97.8%	97.6%	97.0%			97.1%	99.4%	97.3%
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	29	35	36	47	34	37	30	34	34	55	28	28	22	28	33	21	25	14			24	16	25
3.5		Urgent home visits completed	Number of urgent home visits completed for the day			number	29	35	36	47	34	37	30	34	34	55	28	28	22	28	33	21	25	14			24	16	25
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	11,884	11,086	10,292	10,006	9,975	11,395	10,331	9,934	9,598	9,473	10,748	9,870	8,933	9,002	8,782	9,516	8,259	5,554			6,475	6,010	5,051
4.2		Patient tests	Total number of patient tests performed			number	44,658	43,700	40,063	39,731	39,571	44,650	42,043	41,031	38,717	38,696	43,342	41,372	36,641	36,366	35,721	36,445	31,878	20,988			24,244	23,330	18,969
4.3		Urgent tests	Total number of urgent tests			number	439	471	377	458	418	462	480	419	415	499	458	430	441	382	447	494	394	351			408	272	255
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%	2%			2%	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	59	55	52	51	53	59	68	53	56	52	69	72	61	48	59	65	59	42			58	55	38
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	59	55	52	51	53	59	68	53	56	52	69	71	60	48	56	65	59	42			58	55	38
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%	99%	98%	100%	95%	100%	100%	100%			100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer			number	35	57	59	58	65	43	49	57	39	46	50	47	37	14	26	39	21	21			60	13	19
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%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	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																							
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																							
		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	5:10	4:58	5:16	4:45	5:05	5:21	5:25	5:15	4:58	5:02	5:19	4:41	4:48	4:32	4:47	4:56	4:37	4:30			4:19	4:06	4:02

							Mon	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	1/12/14	2/12/14	3/12/14	4/12/14	5/12/14	8/12/14	9/12/14	10/12/14	11/12/14	12/12/14	15/12/14	16/12/14	17/12/14	18/12/14	19/12/14	22/12/14	23/12/14	24/12/14	Public Holiday	Public Holiday	29/12/14	30/12/14	31/12/14
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	0:56	0:57	1:26	1:00	1:04	1:05	1:22	1:08	1:00	0:51	1:09	0:57	0:58	0:47	0:51	0:58	0:47	0:42			0:47	0:44	0:42
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	8:00	8:00	8:00	7:00	7:00	9:00	8:00	9:00	8:00	7:00	8:00	7:00	7:00	7:00	7:00	8:00	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	6:45	6:22	5:30	5:56	5:42	6:40	6:31	7:06	5:39	5:31	5:55	5:36	5:18	4:54	5:06	5:12	4:53	4:48			4:29	4:24	4:20
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:26	2:18	1:35	2:09	1:36	2:19	2:22	2:56	1:36	1:16	1:37	1:46	1:24	1:06	1:04	1:07	1:00	0:56			0:51	0:54	0:54
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	10:00	8:00	9:00	9:00	11:00	10:00	11:00	9:00	8:00	9:00	7:00	7:00	7:00	7:00	7:00	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	6:24	6:34	5:16	6:08	6:01	6:48	5:39	7:08	5:34	5:40	6:15	5:03	5:42	4:45	4:48	5:08	4:47	4:41			4:28	5:55	4:30
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:39	3:01	1:39	2:41	2:33	2:58	1:53	3:12	2:03	2:09	2:24	1:53	2:09	1:27	1:18	1:39	1:19	1:45			1:33	2:49	1:36
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	5:00	6:00	8:00	5:00	5:00	4:00	9:00	6:00	5:00	5:00	5:00	4:00	5:00	4:00	4:00	5:00	5:00	4:00			4:00	6:00	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	6:51	6:24	5:31	5:58	5:51	6:46	6:37	7:15	5:47	5:38	5:58	5:40	5:21	4:59	5:12	5:22	4:56	4:56			4:26	4:24	4:21
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:34	2:22	1:37	2:12	1:44	2:25	2:27	3:04	1:45	1:23	1:42	1:50	1:29	1:12	1:11	1:19	1:05	1:03			0:53	0:56	0:57
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	10:00	8:00	9:00	9:00	11:00	10:00	11:00	9:00	8:00	9:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00			7:00	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																							
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																							
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																							
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		14:17	15:24	16:14	14:44		13:30	15:46	14:42	14:57		14:11	16:05	16:19	15:25		14:51	19:25				14:57	18:51
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		11:01	12:17	12:57	11:27		10:15	12:34	11:42	11:09		10:33	13:12	14:25	12:07		11:39	15:31				13:06	15:09
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	1.3		1.0	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	99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.9%	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	3:56	4:05	3:55	3:48	3:47	3:42	3:54	3:47	3:50	3:55	3:51	3:36	3:44	3:51	3:56	3:53	3:46	3:30			3:33	3:25	3:25
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:42	0:40	0:38	0:42	0:42	0:39	0:42	0:37	0:43	0:44	0:45	0:42	0:40	0:44	0:50	0:45	0:42	0:34			0:38	0:34	0:37
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	6:00	7:00	6:00	6:00	6:00	5:00	6:00	6:00	6:00	6:00	5:00	5:00	5:00	6:00	6:30	6:00	6:00	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	3:42	3:52	3:52	3:40	4:56	3:25	4:02	3:24	4:45	4:06	3:33	3:43	4:08	3:42	3:53	3:52	4:02	3:28			3:37	3:22	3:59
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:01	1:04	1:16	0:59	2:11	1:00	1:01	0:59	1:38	1:09	0:58	1:01	1:02	1:02	1:07	0:59	1:04	0:52			0:54	0:50	1:32
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	6:00	4:00	4:00	4:00	24:00	6:00	6:00	4:00	8:00	6:00	3:00	3:00	5:00	5:00	5:00	4:00	5:00	6:00			2:00	3:00	18:00
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	98.0%	98.7%	98.0%	99.7%	97.7%	98.9%	98.7%	97.0%	97.9%	99.3%	98.4%	98.6%	96.5%	98.5%	99.7%	97.9%	98.7%	99.3%			99.1%	100.0%	99.0%
		6. RECOLLECTS																											
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	7,315	6,815	6,310	6,308	6,399	7,468	6,752	6,415	6,320	6,234	7,330	6,641	5,887	6,070	5,875	6,394	5,381	3,444			4,301	3,911	3,249
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	17	22	18	21	20	12	19	22	17	22	28	21	11	18	10	9	12	14			9	8	1
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.3%	0.3%	0.3%	0.3%	0.2%	0.3%	0.3%	0.3%	0.4%	0.4%	0.3%	0.2%	0.3%	0.2%	0.1%	0.2%	0.4%			0.2%	0.2%	0.0%
		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					55					57					57					59			60
7.5		Complaints closed	Number of complaints closed year to date			number					53					57					57					59			60
7.6		New complaints	Number of new complaints received this week			number					2					2					-					2			1
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number					2					2					-					2			1
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days			number					53					57					57					59			59
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																							

							Mon	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	1/12/14	2/12/14	3/12/14	4/12/14	5/12/14	8/12/14	9/12/14	10/12/14	11/12/14	12/12/14	15/12/14	16/12/14	17/12/14	18/12/14	19/12/14	22/12/14	23/12/14	24/12/14	Public Holiday	Public Holiday	29/12/14	30/12/14	31/12/14
7.13		% complaints response	7.8 divided by 7.4	greater then	80%	percent					96.4%					100.0%					100.0%					100.0%			98.3%