Lab Tests Auckland Pathology Service KPI Reporting 2016

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
item	Contract	Indicator	Definition		Target	Unit		Public holiday	2/02/16	3/02/16	4/02/16	5/02/16	Public holiday	9/02/16	10/02/16	11/02/16	12/02/16	15/02/16	16/02/16	17/02/16	18/02/16	19/02/16	22/02/16	23/02/16	24/02/16	25/02/16	26/02/16	29/02/16
		1. CALL CENTRE																										
1.1a		Total inbound calls	Number of calls placed / received			number			1706	1732	1,669	1643		1868	1811	1,580	1672	1741	1688	1721	1,677	1643	1718	1634	1584	1,605	1522	1,635
1.1b		Total inbound calls - results line	Number of calls placed / received on results line			number			770	796	835	739		873	835	773	804	771	778	824	821	816	787	767	804	775	749	798
1.2		Total calls answered	Number of calls answered			number			1,681	1,706	1,616	1,586		1,838	1,800	1,570	1,665	1,683	1,652	1,682	1,662	1,623	1,689	1,606	1,564	1,575	1,512	1,620
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent			1.5%	1.5%	3.2%	3.5%		1.6%	0.6%	0.6%	0.4%	3.3%	2.1%	2.3%	0.9%	1.2%	1.7%	1.7%	1.3%	1.9%	0.7%	0.9%
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%	0.4%	1.1%	1.6%		1.2%	0.0%	0.3%	0.0%	0.9%	0.3%	0.5%	0.2%	0.9%	0.1%	0.8%	0.8%	0.4%	0.8%	0.6%
1.4		Results calls	Number of calls requesting test results			number			770	796	835	739		873	835	773	804	771	778	824	821	816	787	767	804	775	749	798
1.5		% results calls	1.4 divided by 1.2			percent			45.1%	46.0%	50.0%	45.0%		46.7%	46.1%	48.9%	48.1%	44.3%	46.1%	47.9%	49.0%	49.7%	45.8%	46.9%	50.8%	48.3%	49.2%	48.8%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds			29	31	53	45		35	14	11	15	38	27	24	20	24	29	29	41	35	23	28
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number			59	60	125	159		102	18	13	17	89	77	36	36	32	58	33	79	61	28	29
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent			3.5%	3.5%	7.5%	9.7%		5.5%	1.0%	0.8%	1.0%	5.1%	4.6%	2.1%	2.2%	2.0%	3.4%	2.0%	5.0%	3.8%	1.8%	1.8%
		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			16	12	8	13		20	14	12	11	17	16	14	10	14	15	15	12	10	10	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			14	12	10	14		15	14	12	9	10	12	11	9	11	10	8	9	8	11	10
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			16	13	11	14		15	11	12	13	14	12	10	10	15	14	10	10	11	11	9
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number			3,191	3,098	2,800	2,938		3,410	3,242	2,970	3,115	3,183	3,137	2,640	2,740	2,880	2,985	2,969	2,847	2,809	2,815	2,973
2.5		Long waits	Number of people waiting over 30 minutes			number			395	248	137	390		453	334	227	144	303	291	250	135	325	269	210	207	132	177	197
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent		#DIV/0!	12.4%	8.0%	4.9%	13.3%		#DIV/0!	13.3%	10.3%	7.6%	4.6%	9.5%	9.3%	9.5%	4.9%	11.3%	9.0%	7.1%	7.3%	4.7%	6.3%	6.6%
2.7		Long waits	Maximum wait time (incl GTT's)			minutes			89	126	167	155		130	99	145	79	126	135	120	80	126	134	117	158	142	111	124
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			568	697	531	570		701	726	551	528	501	500	464	486	547	521	470	566	515	519	483
3.2		Home visits attended	Number of home visits attended for the day			number			565	692	527	564		698	722	547	522	497	494	458	480	544	516	462	560	511	515	474
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater then	90%	percent		#DIV/0!	99.5%	99.3%	99.2%	98.9%		#DIV/0!	99.6%	99.4%	99.3%	98.9%	99.2%	98.8%	98.7%	98.8%	99.5%	99.0%	98.3%	98.9%	99.2%	99.2%	98.1%
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			28	17	31	32		29	42	36	25	23	28	20	49	29	33	34	38	35	29	22
3.5		Urgent home visits completed	Number of urgent home visits completed for the day			number			28	17	31	32		29	42	36	25	23	28	20	49	29	33	34	38	35	29	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		#DIV/0!	100.0%	100.0%	100.0%	100.0%		#DIV/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			11,599	11,055	10,402	10,841		12,692	11,972	11,368	11,142	12,354	11,835	10,947	10,896	11,062	11,907	11,642	11,194	10,942	10,746	11,762
4.2		Patient tests	Total number of patient tests performed			number			48,264	47,716	44,785	46,835		52,061	51,013	48,108	47,470	51,143	49,869	45,277	44,741	45,943	48,491	48,577	46,698	45,367	45,234	47,704
4.3		Urgent tests	Total number of urgent tests			number			446	432	432	447		516	380	486	468	400	439	378	453	411	453	441	371	347	451	458
4.4		% urgent tests	4.3 divided by 4.2			percent		#DIV/0!	1%	1%	1%	1%		#DIV/0!	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			73	78	62	49		104	63	61	52	58	67	50	58	57	61	58	49	43	38	65
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			73	78	62	49		102	63	61	52	58	67	50	56	57	61	58	49	43	38	65
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		#DIV/0!	100%	100%	100%	100%		#DIV/0!	98%	100%	100%	100%	100%	100%	97%	100%	100%	100%	100%	100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer			number			25	10	25	24			20	9	10	20	13	22	27	22	24	27	13	30	30	26	27
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		#DIV/0!	0.1%	0.0%	0.1%	0.1%		#DIV/0!	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	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																						

							Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon
item	Contract	Indicator	Definition		Target	Unit	Public holiday	2/02/16	3/02/16	4/02/16	5/02/16	Public holiday	9/02/16	10/02/16	11/02/16	12/02/16	15/02/16	16/02/16	17/02/16	18/02/16	19/02/16	22/02/16	23/02/16	24/02/16	25/02/16	26/02/16	29/02/16
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		6:05	5:50	5:39	5:47		6:07	5:41	5:35	5:35	5:55	5:33	5:17	5:19	5:28	5:21	5:15	5:18	5:04	5:30	5:21
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		1:07	1:30	1:10	1:03		1:21	1:20	1:00	1:07	1:22	1:12	1:07	0:52	0:54	1:01	0:53	1:02	0:51	1:12	1:09
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	9:00	9:00	10:00		10:00	8:00	8:00	8:00	9:00	8:00	8:00	8:00	10:00	8:00	8:00	8:00	7:00	8:00	9:00
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes		6:45	7:03	7:15	6:30		6:29	6:32	6:20	6:37	6:19	6:18	6:33	5:28	5:49	5:52	6:05	6:11	5:51	5:56	5:41
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	2:37	2:45	1:44		1:41	2:08	1:43	2:04	1:39	1:54	2:21	1:03	1:11	1:29	1:39	1:52	1:33	1:35	1:26
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	11:00	11:00	11:00		10:00	10:00	10:00	10:00	10:00	10:00	10:00	8:00	10:00	9:00	10:00	10:00	9:00	9:00	9:00
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes		6:33	6:07	6:28	6:14		6:13	6:08	6:42	5:52	6:46	6:25	6:47	6:10	6:15	5:51	6:13	6:58	6:11	6:00	5:46
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		1:52	2:16	2:17	2:02		2:00	2:00	2:35	2:06	2:48	2:20	2:47	2:01	1:53	1:56	1:51	2:54	2:05	2:19	1:54
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	11:00	12:00	12:00		6:00	10:00	8:00	6:00	7:00	12:00	7:00	11:00	8:00	5:00	6:00	8:00	7:00	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		6:46	7:07	7:19	6:42		6:31	6:34	5:38	6:40	6:19	6:19	6:35	5:32	5:43	5:55	6:03	6:15	5:54	5:59	5:47
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		1:46	2:40	2:49	1:55		1:43	2:11	1:43	2:12	1:43	1:56	2:24	1:05	1:11	1:32	1:37	1:57	1:40	1:39	1:31
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	11:00	11:00	11:00		10:00	10:00	10:00	10:00	10:00	10:00	10:00	8:00	10:00	9:00	10:00	10:00	9:00	9:00	9:00
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			13:35	16:41	16:26			14:09	15:53	17:04		14:54	15:29	15:30	15:21		14:08	15:45	15:49	16:05	
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			9:18	12:54	12:26			10:08	13:01	14:06		10:59	12:31	12:08	12:09		10:30	12:18	13:00	13:08	
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	1.5	1.7			1.0	1.3	1.5		1.3	1.3	1.3	1.3		1.0	1.3	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		99.3%	100.0%	100.0%	99.9%		100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.9%	100.0%	100.0%	99.9%	100.0%	99.8%
		URGENT																									
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes		4:03	3:53	3:53	3:51		3:59	3:51	3:52	3:51	3:55	3:59	3:58	4:16	4:02	3:48	3:42	3:51	4:02	3:51	3:56
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes		0:45	0:42	0:43	0:42		0:46	0:44	0:50	0:50	0:53	0:52	0:53	0:48	0:45	0:44	0:40	0:45	0:50	0:44	0:46
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	6:00	6:00	6:00		6:00	6:00	5:00	6:00	6:00	6:00	6:00	6:00	6:00	5:00	5:00	6:00	6:00	6:00	6:00
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes		3:49	3:24	3:52	4:08		3:43	4:10	4:04	3:56	3:47	3:32	3:40	4:11	4:12	3:56	3:59	3:54	3:53	3:59	3:34
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes		0:55	1:01	1:09	1:07		1:06	1:03	1:18	1:06	1:03	0:59	1:04	1:05	1:03	1:10	1:09	1:27	1:06	1:05	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		5:00	4:00	4:00	4:00		4:00	6:00	6:00	5:00	6:00	4:00	4:00	5:00	6:00	6:00	6:00	6:00	6:00	5:00	4:00
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		98.9%	98.2%	99.7%	99.4%		99.5%	97.9%	98.7%	97.1%	100.0%	99.4%	98.3%	99.7%	99.4%	98.1%	98.0%	96.7%	99.6%	98.1%	97.7%
		6. RECOLLECTS																									
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number		7,841	7,234	6,781	6,956		8,239	7,501	7,157	7,057	7,766	7,420	6,630	6,635	6,823	7,356	7,076	6,833	6,637	6,558	7,143
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number		13	27	21	22		24	29	13	21	22	8	18	16	18	22	14	17	27	19	21
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	#DIV/0!	0.2%	0.4%	0.3%	0.3%	#DIV/0!	0.3%	0.4%	0.2%	0.3%	0.3%	0.1%	0.3%	0.2%	0.3%	0.3%	0.2%	0.2%	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					1					1					2					2	
7.5		Complaints closed	Number of complaints closed year to date			number					1					1					1					2	
7.6		New complaints	Number of new complaints received this week			number					-					-					1					-	

							Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon
item	Contract	Indicator	Definition		Target	Unit	Public holiday	2/02/16	3/02/16	4/02/16	5/02/16	Public holiday	9/02/16	10/02/16	11/02/16	12/02/16	15/02/16	16/02/16	17/02/16	18/02/16	19/02/16	22/02/16	23/02/16	24/02/16	25/02/16	26/02/16	29/02/16
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number					-					-					1					-	
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days			number					1					1					1					2	
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					100.0%					100.0%					50.0%					100.0%	