

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 not meet target
 blue cells indicate contracted KPIs

Item	Contract	Indicator	Definition	Unit	Target	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	
						1/03/16	2/03/16	3/03/16	4/03/16	7/03/16	8/03/16	9/03/16	10/03/16	11/03/16	14/03/16	15/03/16	16/03/16	17/03/16	18/03/16	21/03/16	22/03/16	23/03/16	24/03/16	Public Holiday	Public Holiday	29/03/16	30/03/16	31/03/16	
1. CALL CENTRE																													
1.1a		Total inbound calls	Number of calls placed / received	number		1603	1520	1575	1528	1633	1554	1605	1689	1574	1655	1513	1585	1590	1432		1713	1698	1713	1906			1768	1736	1735
1.1b		Total inbound calls - results line	Number of calls placed / received on results line	number		787	764	757	809	752	758	789	854	756	786	755	799	801	704		794	822	847	936			734	813	794
1.2		Total calls answered	Number of calls answered	number		1,584	1,514	1,557	1,504	1,619	1,534	1,588	1,675	1,545	1,625	1,479	1,516	1,529	1,403		1,660	1,663	1,657	1,821			1,692	1,662	1,693
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	1.2%	0.4%	1.1%	1.6%	0.9%	1.3%	1.1%	0.8%	1.8%	1.8%	2.3%	4.4%	3.8%	2.0%		3.1%	2.1%	3.3%	4.5%			4.3%	4.3%	2.4%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	0.8%	0.1%	0.7%	1.0%	0.0%	0.4%	1.0%	0.4%	0.7%	0.4%	0.9%	1.5%	2.4%	1.1%		2.1%	1.1%	2.4%	2.6%			1.0%	1.0%	0.9%
1.4		Results calls	Number of calls requesting test results	number		787	764	757	809	752	758	789	854	756	786	755	799	801	704		794	822	847	936			734	813	794
1.5		% results calls	1.4 divided by 1.2	percent		49.1%	50.3%	48.1%	53.0%	46.1%	48.8%	49.2%	50.6%	48.0%	47.5%	49.9%	50.4%	50.4%	49.2%		46.4%	48.4%	49.5%	49.1%			41.3%	46.8%	45.8%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds	27	17	28	34	25	25	26	31	40	32	38	49	51	49		62	42	51	61			53	54	44
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds	number		40	18	25	45	47	41	35	50	69	55	61	140	141	106		181	83	79	134			156	160	100
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	2.5%	1.2%	1.6%	3.0%	2.9%	2.6%	2.2%	3.0%	4.4%	3.3%	4.0%	8.8%	8.9%	7.4%		10.6%	4.9%	4.6%	7.0%			8.8%	9.2%	5.8%
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	12	11	11	14	12	13	8	10	9	13	13	9	10	12		11	12	10	10			17	12	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	10	8	10	11	12	12	9	9	8	11	10	8	8	10		8	8	7	8			13	11	9
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	10	9	11	11	13	11	9	9	8	12	11	10	8	8		11	12	8	11			15	12	10
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am	number		3,042	2,958	2,811	2,784	3,136	3,152	2,833	2,820	2,831	3,029	2,842	2,790	2,626	2,660		2,843	2,930	2,621	2,667			3,131	2,998	2,744
2.5		Long waits	Number of people waiting over 30 minutes	number		160	124	198	313	288	224	110	136	87	195	178	113	83	167		129	187	51	124			396	192	120
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	5.3%	4.2%	7.0%	11.2%	9.2%	7.1%	3.9%	4.8%	3.1%	6.4%	6.3%	4.1%	3.2%	6.3%		4.5%	6.4%	1.9%	4.6%	#DIV/0!	#DIV/0!	12.6%	6.4%	4.4%
2.7		Long waits	Maximum wait time (incl G T T's)	minutes		108	153	89	157	145	135	139	102	125	142	131	130	93	99		123	120	122	130			135	162	111
2.8		Time from collection to lab	80th percentile for time from collection to lab (hrs:minutes)	less than	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	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		546	546	461	498	488	398	580	513	514	491	374	460	455	522		505	576	540	538			605	626	494
3.2		Home visits attended	Number of home visits attended for the day	number		541	541	458	491	481	393	575	507	514	490	374	459	450	520		502	572	540	534			600	620	493
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	99.1%	99.1%	99.3%	98.6%	98.6%	98.7%	99.1%	98.8%	100.0%	99.8%	100.0%	99.8%	98.9%	99.6%		99.4%	99.3%	100.0%	99.3%	#DIV/0!	#DIV/0!	99.2%	99.0%	99.8%
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	29	27	28	18	31	23	14	26	12	12	17	14	26		22	15	15	13			21	17	55
3.5		Urgent home visits completed	Number of urgent home visits completed for the day	number		29	29	27	28	18	31	23	14	26	12	12	17	14	26		22	15	15	13			21	17	55
3.6	Yes	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	greater than	99%	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%	#DIV/0!	#DIV/0!	100.0%	100.0%	100.0%
4. LAB																													
4.1		Patient episodes	Total number of patient episodes	number		11,801	11,668	11,284	10,959	12,363	12,140	11,588	11,111	11,030	12,258	11,643	11,264	10,672	10,619		12,048	11,792	10,796	10,485			11,960	12,266	11,445
4.2		Patient tests	Total number of patient tests performed	number		48,477	47,834	45,778	44,694	49,781	50,800	48,418	44,917	45,869	49,863	47,273	46,002	43,232	43,522		48,114	48,030	44,200	43,105			49,993	48,767	45,672
4.3		Urgent tests	Total number of urgent tests	number		396	386	390	437	417	423	336	361	418	427	405	416	393	370		406	454	390	464			490	377	417
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%	#DIV/0!	#DIV/0!	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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	#DIV/0!	#DIV/0!	100%	100%	100%
4.6		Critical results	Number of critical test results	number		68	52	54	51	81	63	64	55	40	56	55	39	46	49		71	55	51	55			75	64	69
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		68	51	54	51	81	63	64	55	40	55	55	39	46	49		71	55	51	55			74	63	69
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 than	98%	100%	98%	100%	100%	100%	100%	100%	100%	100%	98%	100%	100%	100%	100%		100%	100%	100%	100%	#DIV/0!	#DIV/0!	99%	98%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer	number		23	12	13	20	20	18	14	19	25	14	22	16	18	28		22	12	19	26			19	14	24
4.12		% Amended Results	Percentage of results changed after original result was reported to referrer. 4.11 divided by 4.2	less than	1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%		0.0%	0.0%	0.0%	0.1%	#DIV/0!	#DIV/0!	0.0%	0.0%	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																								
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 than	95%																								
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	5:28	5:07	5:26	5:33	5:19	5:30	5:32	5:15	5:35	5:55	5:16	5:32	5:17	5:49		5:43	5:40	5:28	5:29			5:51	5:59	5:30
5.1b		Lab TAT Complete blood count	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	1:32	1:07	1:10	1:11	1:09	1:22	1:23	1:12	1:02	1:11	1:10	1:00	0:56	1:08		1:17	1:39	0:55	1:10			1:10	1:22	1:20

