

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	Target	Unit	Fr	Mon	Tue	Wed	Thu	Fr	Mon	Tue	Wed	Thu	Fr	Mon	Tue	Wed	Thu	Fr	Mon	Tue	Wed	Thu	Fr	Mon	Tue	Wed	Thu	Fr											
1. CALL CENTRE																																										
1.1a		Total inbound calls	Number of calls placed / received		number	1672	1609	1592	1631	1,490	1451	1521	1583	1481	1,444	1435	1595	1503	1611	1,556	1614																					
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	811	766	796	853	745	710	704	744	716	740	705	719	746	783	765	736																					
1.2		Total calls answered	Number of calls answered		number	1,626	1,542	1,562	1,580	1,458	1,428	1,482	1,535	1,453	1,436	1,424	1,571	1,492	1,601	1,549	1,568																					
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	2.8%	4.2%	1.9%	3.1%	2.2%	1.6%	2.6%	3.0%	1.9%	0.6%	0.8%	1.5%	0.7%	0.7%	0.5%	2.9%																					
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	1.5%	1.0%	0.3%	1.3%	0.4%	0.6%	1.1%	1.9%	1.1%	0.4%	0.7%	0.7%	0.8%	0.6%	0.3%	0.4%																					
1.4		Results calls	Number of calls requesting test results		number	811	766	796	853	745	710	704	744	716	740	705	719	746	783	765	736																					
1.5		% results calls	1.4 divided by 1.2		percent	48.5%	47.6%	50.0%	52.3%	50.0%	48.9%	46.3%	47.0%	48.4%	51.3%	49.1%	45.1%	49.6%	48.6%	49.2%	45.6%																					
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	49	43	32	43	34	26	42	42	27	21	22	30	22	20	21	33																					
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	114	130	88	97	89	46	14	115	54	16	22	81	26	22	26	68																					
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	6.8%	8.1%	5.5%	6.0%	6.0%	3.2%	0.9%	7.3%	3.7%	1.1%	1.5%	5.1%	1.7%	1.4%	1.7%	4.2%																					
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	15	14	13	13	12	15	15	9	10	8	11	12	10	8	13																					
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	13	13	12	11	11	9	10	9	7	11	9	9	9	8	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	9	17	17	16	13	11	10	10	9	10	8	10	10	8	9	12																					
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	2,716	3,040	3,071	2,811	2,687	2,798	2,932	2,978	2,670	2,577	2,677	2,947	2,843	2,613	2,375	2,635																					
2.5		Long waits	Number of people waiting over 30 minutes		number	122	434	405	388	310	255	230	213	134	135	169	160	178	117	106	263																					
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	4.5%	14.3%	13.2%	13.8%	11.5%	9.1%	7.8%	7.2%	5.0%	5.2%	6.3%	5.4%	6.3%	4.5%	4.5%	10.0%	#DIV/0!																				
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	153	155	155	91	82	184	90	130	137	150	157	75	108	125	87	87																					
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																					
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																					
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	428	528	504	593	509	409	448	429	440	428	369	433	513	549	439	473																					
3.2		Home visits attended	Number of home visits attended for the day		number	424	524	497	588	505	408	446	428	437	425	362	430	509	544	435	470																					
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	99.1%	99.2%	98.6%	99.2%	99.2%	99.8%	99.6%	99.8%	99.3%	99.3%	98.1%	99.3%	99.2%	99.1%	99.1%	99.4%	#DIV/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	30	34	37	26	12	10	18	27	29	19	18	14	23	41	23	38																					
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	30	34	37	26	12	10	18	27	29	19	18	14	23	41	23	38																					
3.6	yes	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	greater than 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%	#DIV/0!																				
4. LAB																																										
4.1		Patient episodes	Total number of patient episodes		number	11,082	12,421	11,854	11,565	10,716	10,765	11,654	11,535	10,790	9,795	9,684	10,858	10,131	9,811	9,098	9,642																					
4.2		Patient tests	Total number of patient tests performed		number	45,615	50,271	48,884	46,546	42,707	44,199	47,329	47,049	43,444	40,611	40,446	45,473	44,086	42,058	38,828	41,458																					
4.3		Urgent tests	Total number of urgent tests		number	473	528	436	406	396	441	409	485	413	406	348	446	426	430	395	406																					
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%	#DIV/0!																				
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%																					
4.6		Critical results	Number of critical test results		number	66	57	56	37	59	48	43	51	52	50	50	57	63	54	38	42																					
4.7		Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referer; b. patient; c. police)		number	66	55	56	37	59	48	43	51	52	50	50	57	63	54	38	42																					
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.Referer; b. patient; c. police)	greater than 98%	percent	100%	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	#DIV/0!																				
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	35	35	22	21	27	23	20	14	16	13	22	21	23	31	33	36																					
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%	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	#DIV/0!																				
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 than 95%	percent																																					
5. TURNAROUND TIME																																										

						Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Item	Contract	Indicator	Definition	Target	Unit	1/04/16	4/04/16	5/04/16	6/04/16	7/04/16	8/04/16	11/04/16	12/04/16	13/04/16	14/04/16	15/04/16	18/04/16	19/04/16	20/04/16	21/04/16	22/04/16	Public Holiday	26/04/16	27/04/16	28/04/16	29/04/16
7.10		% timely closure	7.3 divided by 7.1	greater than 95%	percent																					
7.11		% complaints closed	7.5 divided by 7.4	greater than 75%	percent																					
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater than 80%	percent																					
7.13		% complaints response	7.8 divided by 7.4	greater than 80%	percent	88.9%					100.0%					100.0%										