

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	2016					2017					2018												
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri								
						3/10/16	4/10/16	5/10/16	6/10/16	7/10/16	10/10/16	11/10/16	12/10/16	13/10/16	14/10/16	17/10/16	18/10/16	19/10/16	20/10/16	21/10/16	Public Holiday	25/10/16	26/10/16	27/10/16	28/10/16	31/10/16		
<b>1. CALL CENTRE</b>																												
1.1a		Total inbound calls	Number of calls placed / received		number	1500	1432	1518	1,384	1373	1575	1493	1555	1,456	1451	1523	1534	1465	1,509	1542		1590	1498	1,438	1481		1557	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	662	667	729	637	644	673	686	700	711	702	701	734	676	692	721		661	681	692	668		668	
1.2		Total calls answered	Number of calls answered		number	1,479	1,396	1,478	1,373	1,351	1,551	1,483	1,538	1,448	1,438	1,506	1,531	1,455	1,498	1,523		1,568	1,483	1,421	1,469		1,548	
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	1.4%	2.5%	2.6%	0.8%	1.6%	1.5%	0.7%	1.1%	0.8%	0.9%	1.1%	0.2%	0.7%	1.2%		1.4%	1.0%	1.2%	0.8%		0.6%		
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	0.0%	0.9%	1.2%	0.3%	0.6%	0.3%	0.4%	0.3%	0.3%	0.3%	0.6%	0.1%	0.2%	0.3%	0.4%		0.5%	0.2%	1.0%	0.5%	0.0%		
1.4		Results calls	Number of calls requesting test results		number	662	667	729	637	644	673	686	700	711	702	701	734	676	692	721		661	681	692	668		681	
1.5		% results calls	1.4 divided by 1.2		percent	44.1%	46.9%	48.0%	46.0%	46.9%	42.7%	46.0%	45.0%	48.8%	48.4%	46.0%	47.9%	46.1%	45.9%	46.8%		41.6%	45.5%	48.1%	45.1%		43.7%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	24	30	38	15	31	27	16	17	8	13	21	11	14	14	23		28	21	22	23		20	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	45	66	81	24	43	61	19	31	6	17	24	13	13	12	49		59	17	41	33		24	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	3.0%	4.6%	5.3%	1.7%	3.1%	3.9%	1.3%	2.0%	0.4%	1.2%	1.6%	0.9%	0.9%	0.8%	3.2%		3.7%	1.1%	2.9%	2.2%		1.5%	
<b>2. COLLECTION CENTRES</b>																												
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	13	14	10	11	13	14	12	11	9	9	14	11	11	9	9		17	14	10	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	7	7	7	7	7	8	7	7	7	5	8	7	7	5	9		10	7	8	10		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	8	7	7	11	8	7	7	9	8	7	8	9	10		10	9	9	11		10	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	2,714	2,600	2,557	2,448	2,513	2,789	2,644	2,506	2,348	2,472	2,830	2,740	2,550	2,592	2,731		2,907	2,804	2,660	2,745		2,726	
2.5		Long waits	Number of people waiting over 30 minutes		number	130	152	66	89	123	167	119	88	48	73	171	71	109	77	145		215	151	111	145		128	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	4.8%	5.8%	2.6%	3.6%	4.9%	6.0%	4.5%	3.5%	2.0%	3.0%	6.0%	2.6%	4.3%	3.0%	5.3%	#DIV/0!	7.4%	5.4%	4.2%	5.3%		4.7%	
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	91	109	101	129	148	150	154	118	167	62	80	124	98	137	130		73	110	75	98		67	
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	
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	
<b>3. HOME VISITS</b>																												
3.1		Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not home)		number	576	545	525	531	539	498	537	545	500	494	571	568	578	570	457		612	560	529	516		549	
3.2		Home visits attended	Number of home visits attended for the day		number	570	539	521	527	534	494	530	538	498	496	565	562	570	561	455		602	552	522	509		540	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	99.0%	98.9%	99.2%	99.2%	99.1%	99.2%	98.7%	98.7%	99.6%	98.4%	98.9%	98.9%	98.6%	98.4%	99.6%	#DIV/0!	98.4%	98.6%	98.7%	98.6%		98.4%	
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	14	21	21	12	15	11	16	12	21	14	11	10	22	23	14		28	16	11	31		16	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	14	21	21	12	15	11	16	12	21	14	11	10	22	23	14		28	16	11	31		16	
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%	#DIV/0!	100.0%	100.0%	100.0%	100.0%		100.0%	
<b>4. LAB</b>																												
4.1		Patient episodes	Total number of patient episodes		number	10,572	9,939	9,650	9,038	9,263	11,390	11,160	10,525	10,314	9,831	12,003	11,034	10,845	10,072	9,883		12,001	11,191	11,071	10,525		11,155	
4.2		Patient tests	Total number of patient tests performed		number	44,149	43,091	41,829	37,923	39,937	45,437	43,805	41,815	39,179	39,796	45,192	43,122	42,433	40,203	40,374		45,364	43,869	43,293	42,553		43,896	
4.3		Urgent tests	Total number of urgent tests		number	454	422	393	374	343	472	417	418	314	423	422	396	352	424	361		452	394	405	408		373	
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%	#DIV/0!	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%	#DIV/0!	100%	100%	100%	100%		100%	
4.6		Critical results	Number of critical test results		number	40	34	28	39	38	42	46	33	45	46	46	37	39	45	53		57	52	26	39		47	
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	40	34	28	39	38	42	46	33	45	46	46	37	39	45	53		55	52	26	39		47	
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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	#DIV/0!	98%	100%	100%	100%		100%	
4.11		Amended Results	Number of results changed after original result was reported to referer		number	30	36	24	53	46	30	32	32	45	29	21	14	34	37	26		17	26	25	26		37	
4.12		% Amended Results	Percentage of results changed after original result was reported to referer. 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%	0.0%	0.0%	0.1%	0.1%	0.1%	#DIV/0!	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																							

Item	Contract	Indicator	Definition	Target	Unit	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon
						3/10/16	4/10/16	5/10/16	6/10/16	7/10/16	10/10/16	11/10/16	12/10/16	13/10/16	14/10/16	17/10/16	18/10/16	19/10/16	20/10/16	21/10/16	Public Holiday	25/10/16	26/10/16	27/10/16	28/10/16	31/10/16
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 than 95%	percent																					
<b>5. TURNAROUND TIME</b>																										
<b>NON-URGENT</b>																										
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	4:48	4:49	4:55	4:35	5:25	5:30	4:55	5:04	4:53	5:41	5:06	4:57	4:47	5:08		5:22	5:27	5:48	6:06	5:35
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	0:57	1:00	0:53	0:53	0:45	1:01	0:57	0:55	0:47	0:45	1:25	1:26	0:57	0:49	0:48		1:03	0:59	0:55	0:48	0:58
5.1c	yes	Complete blood count 95th 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	7:00	7:00	9:00	10:00	8:00	10:00	8:00	10:00	8:00	8:00	8:00	7:00		8:00	8:00	10:00	11:00	8:00
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	5:40	5:41	5:27	6:13	6:08	6:32	7:48	8:58	7:56	5:45	6:27	6:05	6:14	5:30	5:27		5:48	5:37	6:05	6:30	6:57
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	0:55	1:50	1:29	2:06	2:15	2:05	3:15	4:46	3:37	1:31	2:06	2:09	2:05	1:29	1:01		1:27	1:12	1:07	1:08	2:16
5.2c	yes	Total TAT Electrolytes 95th 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	8:00	10:00	11:00	11:00	13:00	14:00	12:00	10:00	10:00	10:00	10:00	8:00	7:00		9:00	8:00	10:00	11:00	11:00
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours:minutes	6:06	5:43	5:51	5:40	6:36	6:30	6:03	5:55	5:33	5:51	6:04	6:16	6:02	5:11	6:08		5:43	5:22	6:11	6:33	7:04
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	1:51	2:07	2:07	2:15	3:15	2:35	1:54	2:13	1:42	2:03	2:12	2:27	2:16	1:33	2:29		1:55	1:27	1:42	1:59	2:52
5.3c	yes	Total TAT HCG 95th 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	6:00	6:00	5:00	6:00	6:00	13:00	13:00	12:00	10:00	6:00	6:00	6:00	5:00	6:00		5:00	6:00	7:00	7:00	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	5:39	5:46	5:33	6:12	6:16	6:33	7:50	8:56	8:00	5:49	6:36	6:10	6:18	5:34	5:34		5:49	5:42	6:07	6:33	6:50
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours:minutes	0:59	1:54	1:33	2:09	2:25	1:41	3:18	4:44	3:46	1:38	2:15	2:15	2:12	1:33	1:07		1:31	1:15	1:12	1:16	2:16
5.5c	yes	Total TAT Liver 95th 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	8:00	10:00	11:00	11:00	13:00	14:00	12:00	10:00	10:00	10:00	10:00	8:00	7:00		9:00	9:00	10:00	11:00	11:00
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 98th 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		13:12	15:16	16:41	15:09		15:13	14:35	16:59	15:34		14:16	14:47	14:49	15:17		13:13	15:45	15:10		
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		9:27	12:09	13:56	12:31		11:49	11:25	13:43	11:57		11:58	11:24	12:15	12:57		9:00	11:32	11:48		
5.7c	yes	Total TAT Urine Micro & Culture - non-urgent 90th percentile	Turnaround time for 90th centile from collection to report, expressed in working days	less than 2.0	working days		1.3	1.3	1.3	1.3		1.3	1.3	1.5	1.3		1.0	1.3	1.3	1.3		1.0	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 than 90%	percent	99.8%	100.0%	100.0%	100.0%	99.9%	99.8%	100.0%	100.0%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%		99.9%	100.0%	100.0%	99.9%	99.8%
<b>URGENT</b>																										
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours:minutes	3:59	3:49	3:57	4:02	3:53	3:54	3:59	3:50	3:59	3:52	3:52	3:49	3:52	3:56	3:55		3:55	3:46	3:51	4:03	4:12
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	0:38	0:38	0:40	0:37	0:36	0:41	0:36	0:43	0:40	0:39	0:34	0:40	0:36	0:40		0:35	0:37	0:37	0:42	0:38
5.9c	yes	Total TAT INR 95th 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	5:00	6:00	6:00	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	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	3:41	3:44	4:00	3:48	4:04	4:11	3:56	4:40	4:27	3:52	3:42	3:36	4:05	3:49	3:45		4:05	4:10	3:58	3:53	4:00
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours:minutes	0:49	1:03	0:57	1:06	1:04	1:05	1:15	1:23	1:13	1:07	1:01	0:59	1:04	1:05	0:59		1:02	1:09	0:55	1:05	1:00
5.10c	yes	Total TAT Troponin 98th centile - in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than 6:00	hours:minutes	4:00	5:00	6:00	5:00	6:00	6:00	5:00	6:00	6:00	5:00	4:00	4:00	5:00	5:00	4:00		6:00	6:00	6:00	6:00	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 than 95%	percent	99.7%	95.0%	97.7%	97.6%	98.2%	97.6%	97.3%	95.7%	97.8%	98.1%	98.5%	97.6%	98.9%	98.5%	99.7%		99.2%	96.7%	97.7%	98.1%	96.6%
<b>6. RECOLLECTS</b>																										
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	7,031	6,575	6,393	5,934	6,109	7,060	6,578	6,112	5,950	5,916	7,067	6,511	6,269	6,062	6,278		7,374	6,574	6,424	6,456	6,838
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	16	16	17	24	21	23	20	18	18	25	17	21	25	25	19		12	16	19	25	17
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than 1.0%	percent	0.2%	0.2%	0.3%	0.4%	0.3%	0.3%	0.3%	0.3%	0.4%	0.2%	0.3%	0.4%	0.4%	0.3%		#DIV/0!	0.2%	0.2%	0.3%	0.4%	0.2%
<b>7. QUALITY IMPROVEMENT</b>																										
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					19					19					20					20	
7.5		Complaints closed	Number of complaints closed year to date		number					19					19					19					20	
7.6		New complaints	Number of new complaints received this week		number					-					-					1					-	

Item	Contract	Indicator	Definition	Target	Unit	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	
						3/10/16	4/10/16	5/10/16	6/10/16	7/10/16	10/10/16	11/10/16	12/10/16	13/10/16	14/10/16	17/10/16	18/10/16	19/10/16	20/10/16	21/10/16	Public Holiday	25/10/16	26/10/16	27/10/16	28/10/16	31/10/16	
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number																						
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number					19					19											20	
7.9		% events/issues closed	7.2 divided by 7.1	greater than	75%																						
7.10		% timely closure	7.3 divided by 7.1	greater than	95%																						
7.11		% complaints closed	7.5 divided by 7.4	greater than	75%																						
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater than	80%																						
7.13		% complaints response	7.8 divided by 7.4	greater than	80%					100.0%					100.0%												100.0%