Lab Tests Auckland Pathology Service KPI Reporting 2018

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
item	Contract	Indicator	Definition		Target	Unit	Public Holiday	Public Holiday	3/01/18	4/01/18	5/01/18	8/01/18	9/01/18	10/01/18	11/01/18	12/01/18	15/01/18	16/01/18	17/01/18	18/01/18	19/01/18	22/01/18	23/01/18	24/01/18	25/01/18	26/01/18	Public Holiday	30/01/18	31/01/18
		1. CALL CENTRE																										
1.1a		Total inbound calls	Number of calls placed / received			number			1397	1,383	1349	1575	1463	1529	1,524	1415	1,524	1567	1600	1,513	1587	1625	1544	1519	1,483	1526		1565	1515
1.1b		Total inbound calls - results line	Number of calls placed / received on results line			number			401	498	525	598	602	663	664	590	572	690	686	644	678	672	665	653	629	690		624	669
1.2		Total calls answered	Number of calls answered			number			1,341	1,343	1,317	1,546	1,440	1,512	1,503	1,389	1,498	1,548	1,561	1,478	1,550	1,579	1,508	1,499	1,459	666		1,485	1,488
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent			4.0%	2.9%	2.4%	1.8%	1.6%	1.1%	1.4%	1.8%	1.7%	1.2%	2.4%	2.3%	2.3%	2.8%	2.3%	1.3%	1.6%	1.6%		5.1%	1.8%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent			3.0%	1.0%	0.4%	0.8%	1.5%	0.0%	0.8%	1.0%	0.5%	0.7%	0.6%	0.6%	0.7%	1.9%	0.8%	0.0%	0.5%	0.4%		2.9%	0.8%
1.4		Results calls	Number of calls requesting test results			number			401	498	525	598	602	663	664	590	572	690	686	644	678	672	665	653	629	690		624	669
1.5		% results calls	1.4 divided by 1.2			percent			28.7%	36.0%	38.9%	38.0%	41.2%	43.4%	43.6%	41.7%	37.5%	44.0%	42.9%	42.6%	42.7%	41.4%	42.4%	43.0%	42.4%	45.2%		39.9%	44.2%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds			49	42	47	44	39	30	40	35	38	34	45	39	47	42	36	27	29	32		58	36
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number			67	64	65	75	64	25	42	42	41	51	77	66	73	78	48	33	44	50		75	49
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent			4.8%	4.6%	4.8%	4.8%	4.4%	1.6%	2.8%	3.0%	2.7%	3.3%	4.8%	4.4%	4.6%	4.8%	3.1%	2.2%	3.0%	3.3%		4.8%	3.2%
		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			12	7	5	11	9	11	10	8	11	10	8	7	7	9	8	10	7	7		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			8	6	4	8	7	8	7	6	8	9	6	5	6	6	7	6	7	5		8	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			12	8	5	11	9	11	12	9	11	9	11	9	8	11	8	7	8	8		9	9
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number			2,897	2,571	2,109	2,993	3,042	2,994	2,901	2,895	3,250	3,152	2,902	2,781	2,906	3,013	2,988	3,017	2,939	2,947		3,313	3,033
2.5		Long waits	Number of people waiting over 30 minutes			number			278	64	14	252	187	252	282	188	273	175	152	85	102	224	97	138	118	75		208	228
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	#DIV/0!	#DIV/0!	9.6%	2.5%	0.7%	8.4%	6.1%	8.4%	9.7%	6.5%	8.4%	5.6%	5.2%	3.1%	3.5%	7.4%	3.2%	4.6%	4.0%	2.5%	#DIV/0!	6.3%	7.5%
2.7		Long waits	Maximum wait time (incl GTT's)			minutes			58	50	53	59	58	59	59	54	59	57	59	49	55	60	59	60	60	56		55	60
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
		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			605	520	474	436	376	522	507	471	454	416	479	514	496	474	401	479	465	509		485	529
3.2		Home visits attended	Number of home visits attended for the day			number			592	506	466	429	366	514	494	457	439	402	468	501	485	463	390	470	457	498		474	512
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater then	90%	percent	#DIV/0!	#DIV/0!	97.9%	97.3%	98.3%	98.4%	97.3%	98.5%	97.4%	97.0%	96.7%	96.6%	97.7%	97.5%	97.8%	97.7%	97.3%	98.1%	98.3%	97.8%	#DIV/0!	97.7%	96.8%
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			44	25	28	35	39	40	46	36	42	42	43	32	43	30	23	34	28	43		33	34
3.5		Urgent home visits completed	Number of urgent home visits completed for the day			number			44	25	28	35	39	40	46	36	42	42	43	32	43	30	23	34	28	43		33	34
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!	#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%	100.0%	100.0%	100.0%	100.0%	#DIV/0!	100.0%	100.0%
		4. LAB																										
4.1		Patient episodes	Total number of patient episodes			number			9,470	8,506	7,897	10,442	10,495	10,044	9,891	9,808	10,860	10,614	10,296	9,848	10,109	10,798	10,573	10,316	9,898	10,128		11,121	10,728
4.2		Patient tests	Total number of patient tests performed			number			36,504	34,022	32,809	44,337	45,574	43,270	42,533	41,989	46,302	46,069	44,036	41,531	42,620	44,703	44,498	44,178	41,184	42,667		45,489	44,824
4.3		Urgent tests	Total number of urgent tests			number			376	249	277	369	316	293	332	319	394	280	377	292	363	339	299	370	305	354		395	370
4.4		% urgent tests	4.3 divided by 4.2			percent	#DIV/0!	#DIV/0!	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	#DIV/0!	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%
4.6		Critical results	Number of critical test results			number			58	50	38	54	48	46	43	32	60	47	46	44	50	36	44	33	46	50		69	41
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			58	50	38	54	48	46	43	32	60	47	46	44	50	36	44	33	46	50		69	41
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!	#DIV/0!	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	#DIV/0!	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer			number			10	5	10	24	13	33	24	32	33	30	37	28	27	19	17	37	12	15		13	18
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!	#DIV/0!	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	#DIV/0!	0.0%	0.0%
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 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			5:15	4:46	4:37	4:29	4:18	4:32	4:35	4:27	4:43	4:38	4:54	4:47	4:33	4:45	4:34	4:59	4:41	4:57		4:41	4:29
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			1:43	1:19	1:04	1:03	0:49	1:04	1:08	0:55	1:01	0:55	1:02	1:05	0:55	1:00	0:52	1:01	1:02	1:08		0:59	0:51

							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	Public Holiday	Public Holiday	3/01/18	4/01/18	5/01/18	8/01/18	9/01/18	10/01/18	11/01/18	12/01/18	15/01/18	16/01/18	17/01/18	18/01/18	19/01/18	22/01/18	23/01/18	24/01/18	25/01/18	26/01/18	Public Holiday	30/01/18	31/01/18
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			9:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00	7:00	8:00	7:00	7:00	8:00	8:00	7:00	7:00	8:00		9:00	7:00
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes			5:12	4:44	4:45	4:49	4:59	4:48	4:38	4:34	5:26	5:11	5:06	5:45	5:16	5:06	5:24	5:07	4:37	5:29		5:04	5:14
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes			1:35	1:14	1:10	1:23	1:28	1:18	1:08	1:03	1:43	1:29	1:15	2:04	1:35	1:20	1:43	1:06	0:58	1:39		1:20	1:35
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			8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	9:00	8:00	8:00	10:00	8:00	8:00	9:00	7:00	7:00	9:00		9:00	8:00
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes			5:22	4:53	5:10	5:23	5:26	5:33	6:30	5:06	6:19	5:27	4:57	5:43	5:29	5:36	5:44	5:21	5:06	5:52		5:07	5:30
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes			2:05	1:45	1:40	2:10	2:11	2:40	3:06	1:46	2:53	2:00	1:34	2:27	2:26	2:04	2:11	1:56	1:38	2:15		1:47	2:08
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			7:00	5:00	5:00	5:00	5:00	5:00	7:00	6:00	6:00	6:00	5:00	5:00	6:00	6:00	6:00	5:00	5:00	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			5:19	4:52	4:52	4:51	5:00	4:50	4:43	4:42	5:32	5:18	5:10	5:54	5:22	5:11	5:30	4:56	4:35	5:31		5:08	5:19
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes			1:40	1:23	1:15	1:25	1:31	1:20	1:15	1:09	1:50	1:33	1:15	2:12	1:41	1:26	1:46	1:11	0:58	1:42		1:22	1:39
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			8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	9:00	8:00	8:00	10:00	8:00	8:00	9:00	7:00	7:00	9:00		9:00	8:00
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				13:59	15:58		14:29	14:27	15:44	14:48		13:03	15:01	15:28	15:39		14:32	15:02	14:41	15:21			13:01
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				11:09	12:55		10:39	12:23	12:56	12:24		9:40	11:33	12:27	12:21		11:06	12:37	12:23	12:09			9:25
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				1.3	1.0		1.0	1.3	1.5	1.3		1.0	1.3	1.3	1.3		1.3	1.3	1.3	1.3			1.0
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			100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	99.9%	100.0%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%		99.8%	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			4:06	3:58	4:03	3:43	3:46	3:54	3:48	3:54	3:57	3:51	4:11	4:08	3:50	4:18	4:01	3:53	3:21	4:00		3:58	3:53
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes			0:47	0:44	0:39	0:31	0:29	0:40	0:32	0:35	0:39	0:31	0:42	0:38	0:32	0:45	0:39	0:27	0:41	0:40		0:37	0:34
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	5:00	6:00	4:00	5:00	5:00	6:00	5:00	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			3:56	3:38	3:40	3:43	3:58	3:43	3:42	3:54	4:04	4:24	3:53	4:00	4:14	3:49	4:33	3:56	3:59	4:39		3:48	4:10
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes			1:04	0:59	0:59	1:05	1:07	1:01	0:59	0:59	1:00	1:04	0:58	1:05	0:57	1:00	1:29	1:01	0:58	1:11		1:06	1:05
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	6:00	6:00	6:00	6:00	5:00	5:00	6:00	6:00	6:00	5:00	6:00	6:00	5:00	6:00	5:00	6:00	6:00		6:00	6:00
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			96.3%	97.9%	99.6%	98.3%	98.8%	97.4%	97.6%	99.2%	96.8%	99.6%	97.4%	95.6%	98.9%	98.5%	97.8%	98.7%	96.6%	99.6%		96.8%	98.6%
		6. RECOLLECTS																											
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number			6,384	5,602	4,979	6,990	6,930	6,480	6,379	6,359	7,387	7,006	6,644	6,265	6,478	7,062	6825	6679	6484	6464		7,326	6,812
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number			16	16	21	24	19	20	22	19	18	24	28	16	23	21	17	19	17	18		22	24
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	#DIV/0!	#DIV/0!	0.3%	0.3%	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	0.2%	0.3%	0.4%	0.3%	0.4%	0.3%	0.2%	0.3%	0.3%	0.3%	#DIV/0!	0.3%	0.4%
		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					-					2					4					6			
7.2		Events / issues closed	Number of issues / events closed year to date			number					-					2					2					4			
7.3		Timely closure	Number of events closed by due date (within six months)			number					-					2					2					2			
7.4		Total Complaints	Number of complaints received year to date			number					-					2					4					6			
7.5		Complaints closed	Number of complaints closed year to date			number					-					2					2					4			
7.6		New complaints	Number of new complaints received this week			number					-					2					2					2			
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			
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days			number					-					2					2					4			
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%					50.0%					66.7%			