

Lab Tests Auckland Pathology Service KPI Reporting 2014
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	2014					2013					2012									
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri					
						3/02/14	4/02/14	5/02/14	Public Holiday	7/02/14	10/02/14	11/02/14	12/02/14	13/02/14	14/02/14	17/02/14	18/02/14	19/02/14	20/02/14	21/02/14	24/02/14	25/02/14	26/02/14	27/02/14	28/02/14
1. CALL CENTRE																									
1.1a		Total inbound calls	Number of calls placed / received		number	1815	1729	1792		1991	1887	1769	1677	1,745	1703	1796	1702	1619	1,696	1588	1750	1737	1674	1,762	1695
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	834	827	844		913	839	860	846	840	841	813	813	771	836	715	774	806	788	839	739
1.2		Total calls answered	Number of calls answered		number	1,725	1,666	1,738		1,866	1,835	1,702	1,629	1,671	1,650	1,735	1,602	1,570	1,611	1,539	1,691	1,640	1,604	1,655	1,597
1.3a		% calls unanswered	Also known as "abandonment". 1: (1.2 divided by 1.1a)	less than	7.0% percent	5.0%	3.6%	3.0%		6.3%	2.8%	3.8%	2.9%	4.2%	3.1%	3.4%	6.1%	3.0%	5.0%	3.1%	3.4%	5.6%	4.2%	6.1%	5.8%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1: (1.4 divided by 1.1b)	less than	3.0% percent	2.9%	2.8%	2.4%		5.5%	2.0%	4.2%	2.5%	2.9%	3.0%	2.6%	2.8%	2.0%	2.9%	2.2%	2.1%	2.9%	2.8%	2.6%	2.8%
1.4		Results calls	Number of calls requesting test results		number	834	827	844		913	839	860	846	840	841	813	813	771	836	715	774	806	788	839	739
1.5		% results calls	1.4 divided by 1.2		percent	46.0%	47.8%	47.1%		45.9%	44.5%	48.6%	50.5%	48.1%	49.8%	45.3%	47.8%	47.6%	49.3%	45.0%	44.2%	46.4%	47.1%	47.6%	43.6%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds	56	43	41		125	33	17	45	50	50	38	55	43	26	37	40	21	18	23	21
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	170	114	70		208	83	119	108	114	98	107	137	96	138	71	100	144	102	191	173
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	9.4%	6.6%	3.9%		10.5%	4.4%	6.7%	6.4%	6.5%	5.8%	6.0%	8.1%	5.9%	8.1%	4.5%	5.7%	8.3%	6.1%	10.5%	10.2%
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	8	8		14	14	12	10	8	13	12	12	7	10	11	15	12	8	8	10
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	9	8	9		10	8	7	8	8	8	9	9	7	7	9	8	8	6	6	8
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	12	10		13	11	10	9	8	8	11	13	8	9	9	11	9	9	8	10
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	4,021	3,752	3,769		4,212	4,188	4,006	3,630	3,361	3,552	3,859	3,678	3,360	3,337	3,614	3,816	3,760	3,462	3,369	3,600
2.5		Long waits	Number of people waiting over 30 minutes		number	178	85	105		277	248	107	89	110	82	216	199	55	82	110	177	86	46	53	93
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10% percent	4.4%	2.3%	2.8%		6.6%	5.9%	2.6%	2.5%	3.3%	2.3%	5.6%	5.4%	1.6%	2.5%	3.0%	4.6%	2.3%	1.3%	1.6%	2.6%
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	180	170	103		220	189	140	134	160	121	125	135	135	127	116	167	133	142	97	184
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	558	571	576		611	573	502	556	472	535	385	562	521	476	493	539	483	546	486	520
3.2		Home visits attended	Number of home visits attended for the day		number	548	560	570		600	565	490	546	465	529	374	558	515	473	487	530	476	537	478	512
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90% percent	98.2%	98.1%	99.0%		98.2%	98.6%	97.6%	98.2%	98.5%	98.9%	97.1%	99.3%	98.8%	99.4%	98.8%	98.3%	98.6%	98.4%	98.4%	98.5%
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	35	33	53		30	41	23	43	39	36	21	27	47	45	28	50	29	43	52	59
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	35	33	53		30	41	23	43	39	36	21	27	47	45	28	50	29	43	52	59
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%	100.0%	100.0%	100.0%
4. LAB																									
4.1		Patient episodes	Total number of patient episodes		number	11,173	10,584	10,717		11,367	11,827	11,420	10,487	10,111	10,109	11,609	11,061	10,387	10,254	10,425	11,662	11,156	10,668	10,232	10,457
4.2		Patient tests	Total number of patient tests performed		number	44,306	43,918	43,701		46,435	47,347	46,191	43,309	41,676	40,751	44,459	44,008	41,487	40,296	41,221	44,675	44,690	42,485	40,765	41,535
4.3		Urgent tests	Total number of urgent tests		number	445	459	454		484	394	437	415	367	443	414	487	408	500	474	471	433	360	393	438
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%	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	32	28	33		25	38	58	66	59	54	65	62	74	59	56	79	66	59	37	62
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	32	28	33		25	38	58	65	59	53	65	61	74	58	55	79	65	59	37	62
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% percent	100%	100%	100%		100%	100%	100%	98%	100%	98%	100%	98%	100%	98%	98%	100%	99%	100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	48	52	36		41	46	40	37	27	45	45	43	41	44	22	52	43	49	56	65
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%	0.1%		0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	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	Comment	Indicator	Definition	Target	Unit	2014					2015					2016					2017																		
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri														
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	100.0%	100.0%	100.0%	Public Holiday	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%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
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	6:20	5:59	5:26		5:57	5:40	5:57	5:13	5:04	5:26	5:30	5:17	5:18	4:49	4:58	5:11	5:13	5:09	5:49	5:26														
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	2:32	1:47	1:13		1:28	1:49	1:51	1:25	1:09	1:32	1:36	1:25	1:24	0:58	1:01	1:25	1:22	1:13	1:53	1:29														
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	10:00	10:00		10:00	10:00	10:00	10:00	7:00	10:00	10:00	10:00	10:00	7:00	7:00	7:00	8:00	9:00	9:00	10:00	9:00													
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours: minutes	6:14	6:04	6:44		6:27	6:10	6:08	6:31	5:51	5:28	5:37	6:23	5:51	5:36	5:23	5:25	5:29	5:31	5:01	5:21														
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes	2:21	1:46	2:24		1:52	2:17	1:56	2:38	1:51	1:28	1:38	2:25	1:51	1:38	1:22	1:34	1:33	1:33	1:06	1:24														
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	10:00	10:00	10:00		10:00	10:00	10:00	10:00	10:00	10:00	9:00	10:00	9:00	9:00	9:00	9:00	8:00	9:00	9:00	7:00	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	6:21	6:13	6:40		6:41	6:01	6:04	6:54	5:49	6:00	6:03	6:46	5:37	6:10	5:47	6:35	5:44	5:26	5:33	5:18														
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes	3:12	2:18	2:57		2:21	2:28	2:14	3:28	2:25	2:30	3:36	3:00	2:11	2:39	2:15	2:56	1:57	1:55	1:50	1:54														
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	5:00	7:00	5:00		5:00	5:00	6:00	4:00	3:00	7:00	5:00	3:00	4:00	3:00	5:00	5:00	4:00	3:00	4:00	5:00														
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours: minutes	6:21	6:05	6:49		6:29	6:13	6:16	6:31	5:58	5:34	5:41	6:25	5:54	5:36	5:26	5:24	5:30	5:35	5:05	5:23														
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes	2:38	1:47	2:32		1:57	2:20	2:01	2:41	1:59	1:35	1:42	2:29	1:57	1:41	1:27	1:35	1:37	1:37	1:11	1:26														
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	10:00	10:00	10:00		10:00	10:00	10:00	10:00	8:00	9:00	10:00	9:00	9:00	9:00	9:00	9:00	9:00	9:00	7:00	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	2.0	2.0	2.0		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0														
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	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0													
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	6.0	6.0	9.0		8.0	10.0	8.0	10.0	8.0	9.0	7.0	6.0	6.0	7.0	4.0	7.0	7.0	7.0	7.0	5.0														
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		24:46	26:49				10:53	13:02	13:30	13:38		15:08	18:16	18:29	16:59		16:22	19:00	17:06	17:17														
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		20:27	22:46				8:22	11:05	11:16	11:46		12:28	15:27	15:03	14:21		13:04	15:35	14:41	14:35														
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	1.5	1.5	1.3		1.3	1.6	1.7	1.5		1.3	1.7	1.5	1.5														
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	98.3%	100.0%	100.0%		100.0%	99.8%	100.0%	99.9%	99.9%	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	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	3:26	3:26	3:29		3:31	3:27	3:26	3:18	3:28	3:41	3:35	3:22	3:21	3:21	3:16	3:20	3:18	3:14	3:40	3:31														
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	0:34	0:40		0:38	0:37	0:36	0:38	0:43	0:45	0:44	0:33	0:36	0:37	0:35	0:39	0:36	0:35	0:35	0:36														
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	5:00	5:00	5:00		6:00	5:00	5:00	5:00	5:00	6:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00	5:00														
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours: minutes	3:37	3:11	3:25		4:37	3:58	3:25	4:17	3:46	3:49	3:29	3:33	3:46	4:32	3:10	4:02	3:30	3:47	3:11	3:28														
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	0:51	0:52		1:49	1:05	1:00	1:44	1:00	1:02	0:59	1:13	1:01	1:59	0:57	1:29	0:54	0:55	0:55	1:11														
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	6:00	3:00	5:00		6:00	4:00	6:00	6:00	6:00	5:00	5:00	4:00	6:00	8:00	4:00	6:00	4:00	6:00	3:00	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	98.3%	98.9%	97.7%		97.1%	97.7%	97.4%	98.2%	98.4%	98.1%	98.8%	97.3%	99.7%	99.0%	99.0%	99.5%	98.6%	97.3%	98.4%	96.9%														
6. RECOLLECTS																																							
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	7,537	6,979	6,983		7,749	7,758	7,287	6,765	6,445	6,504	7,434	6,914	6,443	6,243	6,612	7,265	6,990	6,352	6,206	6,534														
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	20	28	16		17	25	21	16	23	13	29	13	26	23	32	21	24	17	16	18														
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than 1.0%	percent	0.3%	0.4%	0.2%		0.2%	0.3%	0.2%	0.2%	0.4%	0.2%	0.4%	0.2%	0.4%	0.4%	0.5%	0.3%	0.3%	0.3%	0.3%	0.3%														
7. QUALITY IMPROVEMENT																																							
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					4																7													10

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
						3/02/14	4/02/14	5/02/14	Public Holiday	7/02/14	10/02/14	11/02/14	12/02/14	13/02/14	14/02/14	17/02/14	18/02/14	19/02/14	20/02/14	21/02/14	24/02/14	25/02/14	26/02/14	27/02/14	28/02/14
7.5		Complaints closed	Number of complaints closed year to date		number					2					4						4				9
7.6		New complaints	Number of new complaints received this week		number					0					3						3				0
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					-					3						3				-
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number					2					4						4				9
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%					50.0%					60.0%						40.0%				90.0%