Lab Tests Auckland Pathology Service KPI Reporting 2015

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

item	Contract	Indicator	Definition		Target	Unit	Mon 2/11/15	Tue 3/11/15	Wed 4/11/15	Thu 5/11/15	Fri 6/11/15	Mon 9/11/15	Tue 10/11/15	Wed 11/11/15	Thu 12/11/15	Fri 13/11/15	Mon 16/11/15	Tue 17/11/15	Wed 18/11/15	Thu 19/11/15	Fri 20/11/15	Mon 23/11/15	Tue 24/11/15	Wed 25/11/15	Thu 26/11/15	Fri 27/11/15	Mon 30/11/15
		1. CALL CENTRE																									
1.1a		Total inbound calls	Number of calls placed / received			number	1,649	1510	1558	1542	1560	1720	1565	1546	1,488	1494	1630	1551	1526	1,577	1453	1570	1602	1493	1,421	1485	1659
1.1b		Total inbound calls - results line	Number of calls placed / received on results line			number	777	705	737	723	747	737	705	710	734	683	699	717	708	792	678	728	721	725	691	737	719
1.2		Total calls answered	Number of calls answered			number	1,611	1,500	1,545	1,527	1,521	1,695	1,561	1,521	1,469	1,479	1,601	1,524	1,513	1,550	1,438	1,537	1,586	1,464	1,408	1,453	1,633
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	2.3%	0.7%	0.8%	1.0%	2.5%	1.5%	0.3%	1.6%	1.3%	1.0%	1.8%	1.7%	0.9%	1.7%	1.0%	2.1%	1.0%	1.9%	0.8%	2.2%	1.6%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	1.3%	0.3%	0.3%	0.3%	0.8%	0.5%	0.0%	0.4%	0.5%	0.7%	0.6%	1.1%	0.0%	1.1%	0.3%	0.8%	0.6%	0.8%	0.4%	0.8%	0.3%
1.4		Results calls	Number of calls requesting test results			number	777	705	737	723	747	737	705	710	734	683	699	717	708	792	678	728	721	725	691	737	719
1.5		% results calls	1.4 divided by 1.2			percent	47.1%	46.7%	47.3%	46.9%	47.9%	42.9%	45.1%	45.9%	49.3%	45.7%	42.9%	46.2%	46.4%	50.2%	46.7%	46.4%	45.0%	48.6%	48.6%	49.6%	43.3%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	36	18	15	14	34	27	15	32	27	22	27	30	24	35	26	33	28	32	24	29	19
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	75	20	28	15	71	56	20	71	48	22	85	43	40	76	39	123	67	47	29	45	77
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	4.6%	1.3%	1.8%	1.0%	4.6%	3.3%	1.3%	4.6%	3.2%	1.5%	5.2%	2.8%	2.6%	4.8%	2.7%	7.8%	4.2%	3.2%	2.0%	3.0%	4.6%
		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	13	15	8	10	10	15	15	12	8	11	11	11	8	7	11	16	14	11	11	12	14
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	10	7	9	9	10	9	8	8	11	9	10	8	8	8	10	10	8	8	9	13
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	13	13	8	9	10	14	11	9	9	10	9	11	9	10	9	12	12	10	11	9	13
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number	2,909	2,812	2,462	2,678	2,805	2,982	2,933	2,667	2,607	2,766	2,864	2,926	2,686	2,561	2,705	2,995	2,749	2,717	2,614	2,764	3,059
2.5		Long waits	Number of people waiting over 30 minutes			number	214	243	51	107	93	261	216	128	97	201	109	133	86	85	149	252	255	140	124	189	327
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	7.4%	8.6%	2.1%	4.0%	3.3%	8.8%	7.4%	4.8%	3.7%	7.3%	3.8%	4.5%	3.2%	3.3%	5.5%	8.4%	9.3%	5.2%	4.7%	6.8%	10.7%
2.7		Long waits	Maximum wait time (incl GTT's)			minutes	124	97	75	89	120	111	90	153	130	83	128	124	84	85	108	110	142	84	115	75	77
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	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	539	490	578	551	495	540	544	568	479	492	563	553	516	487	504	547	501	527	509	469	509
3.2		Home visits attended	Number of home visits attended for the day			number	536	488	575	547	490	536	542	564	475	482	557	549	513	484	503	541	499	527	504	466	506
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater then	90%	percent	99.4%	99.6%	99.5%	99.3%	99.0%	99.3%	99.6%	99.3%	99.2%	98.0%	98.9%	99.3%	99.4%	99.4%	99.8%	98.9%	99.6%	100.0%	99.0%	99.4%	99.4%
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	34	34	36	37	29	31	24	40	39	23	33	38	24	30	22	27	17	26	39	33	17
3.5		Urgent home visits completed	Number of urgent home visits completed for the day			number	34	34	36	37	29	31	24	40	39	23	33	38	24	30	22	27	17	26	39	33	17
3.6	yes	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	greater then	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%	100.0%	100.0%
		4. LAB																									
4.1		Patient episodes	Total number of patient episodes			number	11,686	11,469	10,487	10,848	10,296	11,822	11,926	10,542	10,164	10,074	11,426	11,885	10,822	10,374	10,420	11,702	11,012	10,590	10,085	9,922	11,795
4.2		Patient tests	Total number of patient tests performed			number	45,567	45,731	41,861	42,990	41,308	45,373	45,343	41,301	39,720	39,672	44,075	45,022	42,726	40,324	41,260	45,011	43,042	41,991	40,105	39,417	46,370
4.3		Urgent tests	Total number of urgent tests			number	408	483	401	379	413	488	406	358	353	415	401	426	384	389	406	402	405	365	380	420	445
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%	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%	100%
4.6		Critical results	Number of critical test results			number	67	53	54	55	41	53	52	37	42	46	73	38	62	36	40	52	62	56	54	53	59
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	67	53	54	55	41	53	52	37	42	46	73	37	62	36	40	52	62	56	54	53	59
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	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97%	100%	100%	100%	100%	100%	100%	100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer			number	37	27	24	34	32	41	27	22	29	19	25	15	30	26	33	35	18	47	34	34	39
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%	0.0%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%	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																					

							Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon
item	Contract	Indicator	Definition		Target	Unit	2/11/15	3/11/15	4/11/15	5/11/15	6/11/15	9/11/15	10/11/15	11/11/15	12/11/15	13/11/15	16/11/15	17/11/15	18/11/15	19/11/15	20/11/15	23/11/15	24/11/15	25/11/15	26/11/15	27/11/15	30/11/15
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	5:39	5:29	5:13	5:08	5:25	5:11	5:13	5:04	4:38	4:38	5:23	5:21	5:03	4:55	5:10	5:20	4:47	4:54	4:41	5:05	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	1:00	0:53	0:51	0:51	0:55	1:00	0:53	0:58	0:43	0:47	0:51	0:51	0:45	0:52	0:50	1:00	0:49	1:00	0:50	0:55	0:58
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	9:00	8:00	9:00	9:00	8:00	8:00	8:00	7:00	7:00	9:00	9:00	7:00	7:00	7:00	9:00	7:00	7:00	8:00	7:00	9:00
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:01	6:24	5:46	5:44	6:08	6:06	5:39	6:13	5:18	5:45	6:25	6:07	5:35	5:43	5:41	6:04	5:28	5:42	5:21	5:33	6:10
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:18	1:43	1:22	1:24	1:36	1:53	1:19	2:03	1:23	1:49	1:47	1:32	1:14	1:37	1:19	1:43	3:37	1:45	1:27	1:20	1:32
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	10:00	10:00	9:00	9:00	9:00	10:00	9:00	11:00	7:00	9:00	10:00	10:00	7:00	9:00	9:00	10:00	7:00	9:00	8:00	7:00	10:00
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:59	6:16	5:16	6:06	5:28	5:53	6:00	6:14	5:44	5:33	7:10	6:06	5:35	5:43	5:29	5:50	5:11	6:48	6:00	6:08	7:11
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:52	2:01	1:21	2:14	1:44	2:12	2:10	2:19	2:09	2:33	3:26	2:04	2:02	2:08	1:51	1:56	1:37	2:53	1:54	2:06	2:40
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	5:00	6:00	6:00	6:00	6:00	5:00	5:00	6:00	5:00	6:00	7:00	6:00	8:00	6:00	5:00	6:00	5:00	9:00	8:00	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	6:04	6:32	5:51	5:38	6:11	6:12	5:42	6:15	5:25	5:49	6:27	6:12	5:37	5:44	5:45	6:17	5:35	5:47	5:26	5:34	6:14
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:24	1:52	1:26	1:23	1:38	1:59	1:23	2:07	1:30	1:56	1:54	1:39	1:17	1:40	1:24	1:52	1:33	1:48	1:31	1:24	1:38
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	10:00	10:00	9:00	9:00	9:00	10:00	9:00	11:00	7:00	9:00	10:00	10:00	7:00	9:00	9:00	10:00	7:00	9:00	8:00	8:00	10:00
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		14:00	14:52	16:41	16:58		14:52	15:24	16:30	15:34		14:57	16:08	16:39	14:57		15:45	16:26	16:10	15:18	
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		10:49	11:51	13:05	12:46		10:56	12:16	13:26	12:18		10:51	12:56	13:07	11:53		12:20	13:29	13:11	12:43	
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		1.0	1.3	1.3	1.3		1.0	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.3	1.3	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 then	90%	percent	99.8%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	100.0%	100.0%	99.8%	99.9%	100.0%	99.9%	99.9%	99.9%
		URGENT																									
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:47	3:45	3:52	3:51	3:54	3:46	3:46	3:41	3:43	3:42	3:41	3:45	3:46	3:45	3:50	3:43	3:47	3:43	3:44	3:56	3:50
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:40	0:38	0:55	0:48	0:46	0:38	0:39	0:38	0:36	0:37	0:38	0:37	0:37	0:41	0:39	0:36	0:37	0:38	0:42	0:41	0:41
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	5:00	5:00	6:00	6:00	6:00	5:00	5:00	5:00	5:00	5:00	5:00	6:00	5:00	6:00	5:00	5:00	6:00	6:00	5:00	5:00	6:00
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:35	3:55	3:35	3:56	3:29	3:44	3:46	3:57	3:33	3:40	3:51	4:06	3:38	3:57	3:41	3:46	3:31	5:13	5:07	4:13	3:45
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:59	0:55	0:58	0:56	1:01	0:57	0:55	1:09	1:01	0:58	1:03	1:14	0:55	1:01	0:59	0:57	1:01	1:40	1:02	1:21	1:01
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	4:00	6:00	6:00	6:00	4:00	6:00	4:00	6:00	4:00	4:00	5:00	6:00	6:00	5:00	4:00	5:00	4:00	8:00	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	99.4%	98.2%	99.4%	98.4%	98.1%	98.2%	99.4%	97.6%	100.0%	98.5%	98.4%	98.6%	99.3%	98.4%	98.2%	98.1%	98.8%	97.2%	98.4%	99.7%	98.6%
		6. RECOLLECTS																									
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	7,079	6,792	6,109	6,509	6,375	7,199	6,893	6,324	6,145	6,186	6,920	6,923	6,372	6,139	6,328	7,158	6,526	6,375	6,157	6,262	7,290
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	19	21	17	9	22	26	21	18	12	14	16	15	16	22	20	15	20	8	19	22	9
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.3%	0.3%	0.1%	0.3%	0.4%	0.3%	0.3%	0.2%	0.2%	0.2%	0.2%	0.3%	0.4%	0.3%	0.2%	0.3%	0.1%	0.3%	0.4%	0.1%
		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																					
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					39					39					40					40	
7.5		Complaints closed	Number of complaints closed year to date			number					39					39					40					40	
7.6		New complaints	Number of new complaints received this week			number					1					-					1					-	

							Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon
item	Contract	Indicator	Definition		Target	Unit	2/11/15	3/11/15	4/11/15	5/11/15	6/11/15	9/11/15	10/11/15	11/11/15	12/11/15	13/11/15	16/11/15	17/11/15	18/11/15	19/11/15	20/11/15	23/11/15	24/11/15	25/11/15	26/11/15	27/11/15	30/11/15
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number					1					-					1					-	
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days			number					39					39					40					40	
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%					100.0%					100.0%					100.0%	