

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 not meet target
 blue cells indicate contracted KPIs

Item	Contract	Indicator	Definition	Target	Unit	Tue 1/05/18	Wed 2/05/18	Thu 3/05/18	Fri 4/05/18	Mon 7/05/18	Tue 8/05/18	Wed 9/05/18	Thu 10/05/18	Fri 11/05/18	Mon 14/05/18	Tue 15/05/18	Wed 16/05/18	Thu 17/05/18	Fri 18/05/18	Mon 21/05/18	Tue 22/05/18	Wed 23/05/18	Thu 24/05/18	Fri 25/05/18	Mon 28/05/18	Tue 29/05/18	Wed 30/05/18	Thu 31/05/18			
1. CALL CENTRE																															
1.1a		Total inbound calls	Number of calls placed / received		number	1609	1478	1,468	1430	1,591	1,531	1478	1,496	1446	1567	1453	1561	1,476	1437	1522	1586	1465	1,385	1413	1,551	1,494	1396	1,381			
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	710	681	601	639	634	685	665	702	640	624	603	689	674	643	595	697	619	650	572	604	629	608	608			
1.2		Total calls answered	Number of calls answered		number	1,574	1,431	1,443	1,400	1,566	1,510	1,456	1,470	1,408	1,525	1,441	1,537	1,427	1,406	1,511	1,560	1,446	1,373	1,397	1,537	1,465	1,380	1,364			
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	2.2%	3.2%	1.7%	2.1%	1.6%	1.4%	1.5%	1.7%	2.6%	2.7%	0.8%	1.5%	3.3%	2.2%	0.7%	1.6%	1.3%	0.9%	1.1%	0.9%	1.9%	1.2%	1.2%			
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	1.1%	2.1%	0.7%	1.6%	1.0%	0.9%	0.5%	0.4%	2.0%	1.0%	0.7%	1.0%	2.1%	0.9%	0.8%	1.0%	0.3%	0.2%	0.4%	0.3%	0.6%	0.7%	1.2%			
1.4		Results calls	Number of calls requesting test results		number	710	681	601	639	634	685	665	702	640	624	603	689	674	643	595	697	619	650	572	604	629	608	608			
1.5		% results calls	1.4 divided by 1.2		percent	44.1%	46.1%	40.9%	44.7%	39.9%	44.7%	45.0%	46.9%	44.3%	39.8%	41.5%	44.1%	45.7%	44.8%	39.1%	44.0%	42.3%	46.9%	40.5%	38.9%	42.1%	43.6%	44.0%			
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	50	53	37	32	37	44	26	44	42	35	29	39	44	36	29	29	25	26	20	29	28	28	36			
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	76	72	40	37	70	65	19	59	54	46	42	68	62	44	43	46	24	28	13	62	46	27	37			
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	4.7%	4.9%	2.7%	2.6%	4.4%	4.3%	1.3%	3.9%	3.7%	2.9%	2.9%	4.4%	4.2%	3.1%	2.8%	2.9%	1.6%	2.0%	0.9%	4.0%	3.1%	1.9%	2.7%			
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	9	9	8	7	14	9	7	6	7	11	8	7	5	7	8	8	6	5	5	7	5	5	5	6		
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	6	6	8	6	4	4	6	5	6	5	5	5	6	6	3	3	5	5	5	4	5			
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	7	8	6	6	7	6	5	4	4	6	5	5	5	6	5	4	4	4	5	6	5	4	4			
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	3,352	3,108	3,008	3,099	3,469	3,289	3,036	3,004	3,048	3,096	3,160	3,101	2,877	2,977	3,205	3,085	2,608	2,703	2,778	2,977	2,714	2,605	2,666			
2.5		Long waits	Number of people waiting over 30 minutes		number	80	159	89	46	171	81	52	12	69	103	100	32	32	40	54	82	45	8	23	58	18	15	50			
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	2.4%	5.1%	3.0%	1.5%	4.9%	2.5%	1.7%	0.4%	2.3%	3.3%	3.2%	1.0%	1.1%	1.3%	1.7%	2.7%	1.7%	0.3%	0.8%	1.9%	0.7%	0.6%	1.9%			
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	54	59	51	54	54	49	57	42	55	58	58	51	40	43	50	56	54	38	55	47	41	49	49			
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	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	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	446	478	483	505	510	449	473	458	496	489	427	449	470	449	484	436	456	416	450	501	430	501	476			
3.2		Home visits attended	Number of home visits attended for the day		number	434	470	467	499	495	443	462	450	481	475	419	438	462	439	466	425	440	404	433	485	421	486	464			
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	97.3%	98.3%	96.7%	98.8%	97.1%	98.7%	97.7%	98.3%	97.0%	97.1%	98.1%	97.6%	98.3%	97.8%	96.3%	97.5%	96.5%	97.1%	96.2%	96.8%	97.9%	97.0%	97.5%			
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	30	39	46	39	25	33	29	32	44	27	39	32	40	32	31	37	34	25	30	35	44	35	34			
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	30	39	46	39	25	33	29	32	44	27	39	32	40	32	31	37	34	25	30	35	44	35	34			
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%	100.0%	100.0%	100.0%	100.0%			
4. LAB																															
4.1		Patient episodes	Total number of patient episodes		number	12,220	11,420	11,217	11,192	12,524	12,035	11,630	11,378	10,882	12,055	11,585	11,619	11,158	10,978	12,239	11,928	10,753	10,732	10,466	11,674	11,204	10,594	10,132			
4.2		Patient tests	Total number of patient tests performed		number	49,156	46,250	43,709	45,164	48,226	47,715	45,707	43,520	43,548	46,688	46,885	46,404	43,848	43,599	48,022	45,712	41,872	40,454	41,074	44,137	42,395	39,944	39,145			
4.3		Urgent tests	Total number of urgent tests		number	426	360	386	344	427	363	312	388	439	406	416	416	401	356	460	381	370	385	340	406	376	360	338			
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%	1%	1%			
4.5		Data for HealthPac	Percentage of completed test episodes provided to HealthPac within agreed timeframe (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%	100%	100%			
4.6		Critical results	Number of critical test results		number	50	46	43	48	47	54	37	59	45	58	42	47	33	41	49	53	23	44	46	44	44	31	49			
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	50	46	43	48	47	54	37	59	45	58	42	47	33	41	49	53	23	44	46	44	44	31	49			
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%	100%	100%	100%	100%	100%	100%	100%	100%			
4.11		Amended Results	Number of results changed after original result was reported to referer		number	31	25	23	19	36	16	19	25	43	24	25	35	42	23	26	15	18	40	19	43	30	29	20			
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%	0.0%	0.1%	0.0%	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%	0.1%	0.1%	0.1%	0.1%			
4.13	Yes	Timeliness of Send aways	80th centile for collection to receipt by LabPus 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																															

Item	Contract	Indicator	Definition	Target	Unit	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu
						1/05/18	2/05/18	3/05/18	4/05/18	7/05/18	8/05/18	9/05/18	10/05/18	11/05/18	14/05/18	15/05/18	16/05/18	17/05/18	18/05/18	21/05/18	22/05/18	23/05/18	24/05/18	25/05/18	28/05/18	29/05/18	30/05/18	31/05/18
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																						