Lab Tests Auckland Pathology Service KPI Reporting 2019
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

					orange cells contain a value that does do not meet target blue cells indicate contracted KPIs																							
							Tue	Wed Th	u Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu
item	Contract	Indicator	Definition		Target Uni	it Public Ho	liday Public Ho	oliday 3/01/1	9 4/01/19	7/01/19	8/01/19	9/01/19	10/01/19	11/01/19	14/01/19	15/01/19	16/01/19	17/01/19	18/01/19	21/01/19	22/01/19	23/01/19	24/01/19	25/01/19 P	UBLIC HOLIDAY	29/01/19	30/01/19	31/01/19
		1. CALL CENTRE			· mgar						0.0		100110				100010		10.0110	2.00.0.0			2.000.00	200000				
1.1a			Number of calls placed / received		numb			1,37		1490	1410	1400	1,485	1347	1,545	1378	1442	1,456	1452	1539	1479	1382	1,416	1410		1592	1477	1,430
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		numb	ber		37	5 357	514	572	558	571	554	547	568	623	615	566	584	587	594	652	597		670	661	658
1.2		Total calls answered	Number of calls answered		numb	ber		1,30	3 1,204	1,455	1,379	1,374	1,439	1,304	1,502	1,343	1,409	1,414	1,421	1,500	1,455	1,343	1,392	1,362		1,550	1,463	1,419
1.3a		% calls unanswered	Also known as "abandonment".	less	7.0% perce	ent		4.59	6 2.7%	2.4%	2.2%	1.9%	3.1%	3.2%	2.8%	2.5%	2.3%	2.9%	2.1%	2.5%	1.6%	2.8%	1.7%	3.4%		2.6%	1.0%	0.8%
1.3b		% calls unanswered for	1- (1.2 divided by 1.1a) Also known as "abandonment".	than	3.0% perce	ent		1.39	6 1.1%	1.0%	1.2%	0.2%	1.1%	2.2%	2.6%	0.5%	1.8%	2.3%	1.8%	2.6%	0.5%	2.2%	0.8%	1.0%		1.5%	0.3%	0.5%
		results line		than														2.576		***								
1.4		Results calls	Number of calls requesting test results		numb			37	5 357	514	572	558	571	554	547	568	623	615	566	584	587	594	652	597		670	661	658
1.5		% results calls Average wait time	1.4 divided by 1.2 Average wait time on the phone for results,	less	perce 150 secon			27.49		34.5%	40.6%	39.9%	38.5%	41.1%	35.4% 45	41.2%	43.2%	42.2%	39.0%	38.0%	39.7%	43.0%	46.1%	42.3%		42.1%	44.8%	46.0%
1.6		Average wait time	measured in seconds ("Lab Results" figure)	than	150 secon	rius		3	32	28	38	23	38	53	45	3/	3/	31	48	44	29	47	34	46		3/	20	31
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		numb	ber		6	57	38	63	39	64	55	74	68	69	71	70	74	63	65	58	68		65	25	52
1.8		% of calls with wait time	1.7 divided by 1.1	less	perce	ent		5.09	6 4.6%	2.6%	4.5%	2.8%	4.3%	4.1%	4.8%	4.9%	4.8%	4.9%	4.8%	4.8%	4.3%	4.7%	4.1%	4.8%		4.1%	1.7%	3.6%
		>150 seconds 2. COLLECTION CENTRES		than																								
		2. COLLECTION CENTRES																										
2.1		Wait time Manukau DHB		less	30 minu	ites			7 7	11	8	6	7	8	8	9	6	8	9	10	6	5	7	10		13	6	7
			of patients attending Manukau DHB collection centres between 7am and 11am (peak	than																								
			collection time)																									
2.2		Wait time Auckland DHB	Average waiting time in minutes for a sample	less	30 minu	ites			5 4	7	7	6	6	5	7	7	7	6	7	7	6	6	5	6		7	6	5
			of patients attending Auckland collection centres between 7am and 11am (peak	than																								
			collection time)																									
2.3		Wait time Waitemata DHB		less than	30 minu	ites			5 5	7	5	5	6	6	7	5	5	6	7	7	5	4	5	5		9	6	5
			centres between 7am and 11am (peak	uran																								
			collection time)																									
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres		numb	ber		2,41	1 2,367	3,588	3,559	3,292	3,273	3,208	3,473	3,457	3,319	3,267	3,340	3,577	3,350	3,258	3,134	3,319		3,826	3,367	3,383
			between 7am and 11am																									
2.5		Long waits	Number of people waiting over 30 minutes		numb			4				46	96		190	95	52	110	125	209	58	31	54	116		322	77	64
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10% perce	ent #Di	V/0! #D	0IV/0! 2.09	6 2.1%	6.7%	2.6%	1.4%	2.9%	3.2%	5.5%	2.7%	1.6%	3.4%	3.7%	5.8%	1.7%	1.0%	1.7%	3.5%	#DIV/0!	8.4%	2.3%	1.9%
2.7		Long waits	Maximum wait time (incl GTT's)	uiuii	minu	ites		4	57	58	59	46	60	59	60	55	53	56	55	59	50	52	54	57		59	52	50
2.8		Time from collection to lab	80th percentile for time from collection to lab	less	4:00 hour	rs:		4:0	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 -	(hrs:minutes) Maximum time from collection to lab	than	minut			32:0	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
2.9		max	(hrs:minutes)		minut			32.0	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																										إجسا
3.1		Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was		numb	ber		59	515	555	443	496	491	538	455	416	479	514	496	474	401	479	465	484		562	585	465
			not home)																									
3.2		Home visits attended	Number of home visits attended for the day		numb	ber		58	3 499	539	436	490	484	526	440	402	468	501	485	463	390	470	457	472		549	562	456
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2	greater	90% perce	ent #D	V/0! #D	0IV/0! 97.39	6 96.9%	97.1%	98.4%	98.8%	98.6%	97.8%	96.7%	96.6%	97.7%	97.5%	97.8%	97.7%	97.3%	98.1%	98.3%	97.5%	#DIV/0!	97.7%	96.1%	98.1%
			divided by 3.1	then																								
3.4		Urgent home visits booked	Number of urgent home visits booked for the day (exclude home visits where the patient		numb	ber		3	2 26	30	22	26	16	30	42	42	43	32	43	30	23	34	28	35		39	39	43
			was not home)																									
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		numb	ber		3	2 26	30	22	26	16	30	42	42	43	32	43	30	23	34	28	35		39	39	43
3.6	ves	Urgent home visit timeliness		greater	99% perce	ent #D	V/0! #D	IV/0! 100.09	6 100.0%	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%	100.0%
0.0	,00		3.5 divided by 3.4	then																								
		4. LAB Patient episodes	Total number of patient episodes		numb	bor		7.94	7,495	11,423	10,708	10,046	10,178	9,917	11,166	10,873	10,538	10,381	10,546	11,423	10,825	10,212	10,226	10,112		11,784	10,753	10,576
4.1		Patient tests	Total number of patient tests performed		numb	_		29.90	, , , , ,			43 697	42 851	42 097	46.523	46.115	44 760	44 303	44 560	47 992	45 839	43 955	42 914	43 188		48.042	45.572	44,780
4.3		Urgent tests	Total number of urgent tests		numb			36			397	337	409	385	400	362	354	330	373	493	398	353	374	380		518	381	378
4.4		% urgent tests	4.3 divided by 4.2		perce		V/0! #D	IV/0! 19		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	#DIV/0!	1%	1%	1%
4.5		Data for HealthPac	Percentage of completed test episodes provided to HealthPac within agreed	equal to	100% perce	ent		1009	6 100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%
			timeframes (kpi to be reported once a month																									
			only - first day of month for previous month performance)																									
4.6		Critical results	Number of critical test results		numb	her		5	1 43	62	43	43	56	39	38	53	64	66	54	49	41	56	51	54		58	39	64
4.0		Critical results phoned	Number of critical test results phoned through		numb			5			43	43	56	39	38	53	64	66	53	49	41	56	51	54		58	39	64
1			to appropriate contact person within 1 hour					1 -	"								- 1			1								
			(a.Referrer; b. patient; c. police)					1																				
4.8	yes	% of critical results phoned	Percentage of critical test results phoned	greater	98% perce	ent #D	V/0! #D	IV/0! 1009	6 100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	100%	100%	100%	100%	#DIV/0!	100%	100%	100%
		within 1 hour	through to appropriate contact person within 1 hour (a.Referrer: b. patient: c. police)	then																							المواد	
			nour (a.Reierier, b. patient; c. police)																								المواد	
4.11		Amended Results	Number of results changed after original		numb	ber		1:	2 23	40	12	27	23	21	27	17	27	15	18	20	21	11	45	39		18	76	12
4.10		% Amended Results	result was reported to referrer Percentage of results changed after original	less	1% perce	ent #D	V/0! #D	NV/0! 0.09	6 0.1%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	#DIV/0!	0.0%	0.2%	0.0%
4.12				than	1 /0 Perce	#DI	*,o: #D		0.1%	0.1%	0.076	J. 176	0.1%	0.076	U. 176	0.076	U. 176	0.076	0.0%	0.076	0.076	0.076	J. 176	U. 176	#DIV/U!	0.0%	0.276	0.0%
		T	4.2																									
4.13	Yes	Timeliness of Send aways	90th centile for collection to receipt by LabPlus measured in hours:minutes	less than	20:00 hour minut	tes																						
			(Excludes frozen samples)																									
4.14		Timely attendance frozen sections and booked	% of timely attendance for booked frozen sections and booked cytology for FNAs for the	greater	95% perce	ent																				/ /		
		cytology for FNAs	private referrers/hospitals (assumes mutually	uleii																								
			agreed and clinically appropriate booking)																									
		5. TURNAROUND TIME																								_	_	
		NON-URGENT																										
5.1a		Total TAT Complete blood		less	8:00 hour	rs:		4:3	7 3:56	5:03	4:31	4:22	4:28	4:10	4:34	4:19	4:15	4:20	5:26	4:33	4:13	4:04	4:10	4:20		5:30	4:25	4:55
5.1b		Lab TAT Complete blood	report, expressed in hour:minutes Turnaround time from 90th centile receipt to	than	4:00 hour			1:1:	9 0:39	1:15	0:50	0:46	0:46	0:38	1:08	0:47	0:42	0:45	0:41	0:57	0:36	0:42	0:40	0:36		1:07	0:56	1:26
J. 1D		count		than	4:00 nour			1:1:	0.39	1.15	0.50	0.46	0.46	0.36	1.06	0.47	0.42	0.40	0.41	0.57	0.36	0.42	0.40	0.30		1.07	0.56	1.20

					Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu
itom	Contract Indicator	Definition		Target Unit		Public Holiday	3/01/19	4/01/19	7/01/19	8/01/19	9/01/19		11/01/19	14/01/19	15/01/19	16/01/19	17/01/19	18/01/19	21/01/19	22/01/19		24/01/19		UBLIC HOLIDAY	29/01/19	30/01/19	31/01/19
5.1c	yes Complete blood count 95% percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in	less than	12:00 hours: minutes	Public Holiday	Public Holiday	8:00	7:00	10:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	10:00	7:00	7:00	7:00	UBLIC HOLIDAT	7:00	7:00	7:00
5.2a	Total TAT Electrolytes	hour:minutes - IN ZONE Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00 hours: minutes			5:26	4:29	6:16	6:03	6:25	5:10	7:22	5:42	6:02	5:02	5:36	5:56	5:34	5:18	5:09	4:47	5:04		8:11	6:24	6:53
5.2b	Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less	4:00 hours:			2:05	1:10	2:24	2:22	2:48	1:29	2:33	2:15	2:29	1:27	2:00	1:27	1:57	1:40	1:46	1:14	1:19		3:19	2:54	3:23
5.2c	yes Total TAT Electrolytes 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in	less than	12:00 hours: minutes			10:00	7:00	11:00	11:00	11:00	10:00	7:00	10:00	10:00	7:00	9:00	9:00	10:00	7:00	8:00	7:00	7:00		11:00	11:00	11:00
5.3a	Total TAT HCG	Average turnaround time from collection to report, expressed in hour minutes	less	8:00 hours:			5:50	4:51	6:24	6:12	6:26	5:08	5:40	6:06	6:47	5:40	7:15	5:06	6:47	5:14	5:24	4:49	5:26		7:06	5:11	7:12
5.3b	Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less	4:00 hours:			2:45	1:58	3:06	2:44	3:15	1:43	2:20	2:57	3:34	2:05	3:49	1:53	3:43	2:08	2:16	1:32	2:00		3:45	2:02	3:52
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	7:00	11:00	7:00	6:00	6:00	5:00	5:00	6:00	8:00	5:00	5:00	5:00	4:00	5:00	5:00		5:00	14:00	10:00
5.5a	Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00 hours:			5:28	4:30	6:20	6:07	6:31	5:19	7:35	5:51	6:09	5:08	5:41	6:08	5:40	5:27	5:13	4:50	5:10		8:41	6:24	7:01
5.5b	Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00 hours: minutes			2:07	1:11	2:28	2:25	2:53	1:34	2:43	2:25	2:38	1:35	2:05	1:36	2:03	1:48	1:50	1:20	1:25		3:30	2:54	3:31
5.5c	yes Total TAT Liver 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in	less than	12:00 hours: minutes			10:00	7:00	11:00	11:00	11:00	10:00	8:00	10:00	11:00	7:00	10:00	9:00	10:00	8:00	8:00	7:00	7:00		11:00	11:00	11:00
5.6a	Yes Total TAT Histology - Biopsies	hour:minutes IN Zone Turnaround time for 80th centile from collection to report, expressed in working	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	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	less than	10.0 working days																							
5.7a	Total TAT - Urine Micro &	days Average turnaround time from collection to	less	48:00 hours:				14:38		14:42	16:44	16:25	16:08		13:30	14:00	15:32	15:30		13:51	15:13	14:28	15:22			13:58	16:02
5.7b	Culture - non-urgent Total TAT - Urine Micro &	report, expressed in hour:minutes Turnaround time from 90th centile receipt to	than less	minutes 48:00 hours:				10:45		10:36	12:52	13:17	12:15		10:40	11:35	12:05	12:21		11:12	12:41	11:04	11:36			9:48	12:25
5.7c	Culture - non-urgent ves Total TAT Urine Micro &	report, expressed in hour:minutes Turnaround time for 90th centile from	than less	2.0 working				1.3		1.3	1.3	1.3	1.3		0.8	1.3	1.3	1.3		1.0	1.3	1.3	1.3			0.8	1.3
5.0	Culture - non-urgent 90% percentile	collection to report, expressed in working days Percentage of biochem & haem reports with	than	days 90% percent			99.9%	100.0%	99.9%	100.0%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%		99.9%	100.0%	100.0%
5.8	and Haem	TAT (from receipt of test in lab to communication of results) less than 48 hours	then	90% percent			99.9%	100.0%	99.9%	100.0%	100.0%	99.9%	99.9%	99.0%	99.9%	100.0%	99.9%	99.9%	99.0%	99.9%	100.0%	99.976	99.9%		99.9%	100.0%	100.0%
5.9a	URGENT Total TAT INR	Average turnaround time from collection to	less	6:00 hours:			4:00	6:00	3:53	5:58	3:50	3:48	3:31	3:46	3:39	3:39	3:40	3:44	3:49	3:37	3:38	3:44	3:45		3:47	3:59	3:47
5.9b	Lab TAT INR	report, expressed in hour:minutes Turnaround time from 95th centile receipt to	than less	minutes 3:00 hours:			0:46	0:41	0:33	0:31	0:39	0:27	0:21	0:23	0:25	0:23	0:24	0:19	0:28	0:20	0:26	0:30	0:22		0:30	0:40	0:34
5.9c	yes Total TAT INR 95%	report, expressed in hour:minutes Turnaround time from 95th centile collection to report, expressed in hour:minutes in zone	than less than	6:00 hours:			6:00	4:45	4:45	4:45	4:00	4:00	3:45	4:15	4:15	4:45	4:00	4:00	4:15	3:15	3:45	4:00	3:45		4:15	4:15	3:45
5.10a	Total TAT - Troponin	Average turnaround time from collection to	less	6:00 hours:			3:44	3:22	3:46	3:41	3:45	3:44	3:58	4:05	3:29	3:34	3:31	3:31	3:35	3:37	3:23	3:19	3:24		3:34	3:55	3:54
5.10b	Lab TAT - Troponin	report, expressed in hour:minutes Turnaround time from 95th centile receipt to	than less	3:00 hours:			1:05	0:52	1:01	0:59	0:55	0:58	1:06	1:04	1:15	1:01	0:59	0:55	1:00	1:04	1:00	0:57	0:55		1:03	0:59	1:10
5.10c	yes Total TAT Troponin 98%	report, expressed in hour:minutes Turnaround time from 98th centile collection	than less than	6:00 hours:			5:15	4:00	5:45	5:15	6:00	5:00	5:15	5:15	5:15	4:45	4:45	5:00	5:45	5:45	5:15	5:15	5:15		5:00	5:15	6:00
5.11	centile in zone	to report, expressed in hour:minutes in zone Percentage of biochem & haem (as		minutes 95% percent			96.5%	98.9%	93.5%	99.0%	97.0%	97.8%	98.0%	96.3%	97.7%	97.8%	97.8%	100.0%	96.0%	99.7%	98.2%	97.7%	99.0%		97.2%	98.7%	93.2%
5.11	and Haem	nominated clinically urgent by the referrer) with TAT (from receipt of test in lab to communication of results) less than 3 hours	greater then	3570 P			30.070	56.570	33.070	00.070	37.070	57.570	30.070	30.070	57.770	57.570	07.070	100.0%	55.578	00.770	50.270	31.170	55.570		07.1270	36.776	55.270
6.1	6.1. Total specimens	Total number of patient episodes (excluding self collects)		number			5,021	4,676	7,828	7,230	6,664	6,703	6,453	7,556	7,315	6,823	6,790	6,932	7,693	7079	6796	6671	6646		7,997	6,942	6,866
6.2	6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary)		number			7	10	22	11	20	12	20	18	19	18	21	15	19	17	22	14	17		24	29	14
6.5	yes 6.5 % recollects	(excluding self collects) 6.2 divided by 6.1	less than	1.0% percent	#DIV/0	#DIV/0!	0.1%	0.2%	0.3%	0.2%	0.3%	0.2%	0.3%	0.2%	0.3%	0.3%	0.3%	0.2%	0.2%	0.2%	0.3%	0.2%	0.3%	#DIV/0!	0.3%	0.4%	0.2%
	7. QUALITY IMPROVEMENT	T 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				-					-					-					1				
7.5 7.6	Complaints closed New complaints	Number of complaints closed year to date Number of new complaints received this week		number number																			1				
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within		number				-					-					-					1				
7.8	Complaints response	48 hours) this week Number of complaints (year to date) that have received a final response (letter) within 35		number									-					-					1				
7.9	% events/issues closed	working days 7.2 divided by 7.1	greater	75% percent																							
7.10	% timely closure	7.3 divided by 7.1	then greater	95% percent																							
7.11	% complaints closed	7.5 divided by 7.4	then greater	75% percent																							
7.12	% complaints	7.7 divided by 7.6	then	80% percent																							
7.12	acknowledgement % complaints response	7.8 divided by 7.4	then	80% percent																			100.0%				
1.13			then	OO /o porcent																			.00.076				