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

						blue cells	indicate contracte	U KFIS	Wed	Thu	Eril	Mon	Tue	Wed	Thu	Eril	Mon	Tue	Wed	Thu	Eril	Mon	Tue	Wed	Thu	Eri	Mon	Tue
item	Contract	Indicator	Definition		Target	Unit	1/04/19	2/04/19	3/04/19	4/04/19	5/04/19	8/04/19	9/04/19	10/04/19	11/04/19	12/04/19	15/04/19	16/04/19	17/04/19	18/04/19 J	C HOLIDAY	BLIC HOLIDAY	23/04/19	24/04/19	IC HOLIDAY	26/04/19	29/04/19	30/04/19
		1. CALL CENTRE																										
1.1a 1.1b		Total inbound calls Total inbound calls - results	Number of calls placed / received Number of calls placed / received on results			number	1584 653	1525 670	1432 652	1,440 672	1389 618	1493 599	1373 637	1358 671	1,400 623	1368 620	1457 564	1342 591	1446 635	1,663 727			1536 561	1648 645		1598 631	1542 601	1309 611
		line	line																									
1.2 1.3a		Total calls answered % calls unanswered	Number of calls answered Also known as "abandonment".	less	7.0%	number	1,542 2.7%	1,493 2.1%	1,411 1.5%	1,413 1.9%	1,354 2.5%	1,469 1.6%	1,339 2.5%	1,327 2.3%	1,372 2.0%	1,347 1.5%	1,422 2.4%	1,302	1,393	1,566 5.8%			1,459 5.0%	1,604 2.7%		1,554 2.8%	1,492 3.2%	1,276 2.5%
1.3b		% calls unanswered for	1- (1.2 divided by 1.1a) Also known as "abandonment".	than	3.0%	percent	1.1%	0.2%	0.5%	0.3%	1.0%	0.3%	1.4%	0.8%	1.0%	1.0%	1.2%	0.5%	1.3%	3.3%			1.8%	0.5%		0.8%	2.2%	1.8%
		results line	1 - (1.4 divided by 1.1b)	than	3.0%	1.									- 11													
1.4		Results calls % results calls	Number of calls requesting test results 1.4 divided by 1.2			number	653 41.2%	670 43.9%	652 45.5%	672 46.7%	618 44.5%	599 40.1%	637 46.4%	671 49.4%	623 44.5%	620 45.3%	564 38.7%	591 44.0%	635 43.9%	727 43.7%			561 36.5%	645 39.1%		631 39.5%	601 39.0%	611 46.7%
1.6		Average wait time	Average wait time on the phone for results,	less	150	seconds	32	22	30	34	32	29	29	42	39	32	46	48	47	68			58	34		35	49	46
1.7	1	Wait time >150 seconds	measured in seconds ("Lab Results" figure) Number of calls with a wait time of more than	than		number	46	28	48	62	63	52	27	63	62	58	63	51	66	80			72	80		70	76	64
1.8		% of calls with wait time	1.7 divided by 1.1	less		percent	2.9%	1.8%	3.4%	4.3%	4.5%	3.5%	2.0%	4.6%	4.4%	4.2%	4.3%	3.8%	4.6%	4.8%			4.7%	4.9%		4.4%	4.9%	4.9%
1.0		>150 seconds		than								0.070										_	,.					
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	8	10	6	6	7	9	12	9	6	10	14	10	9	9			12	12		13	12	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	less than	30	minutes	9	8	7	7	9	10	8	8	8	9	12	9	8	10			12	10		10	10	9
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	less than	30) minutes	9	10	6	6	6	9	6	7	6	7	12	7	7	8			12	9		13	9	10
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres			number	3,318	3,410	3,309	3,304	3,408	3,719	3,664	3,453	3,278	3,314	3,459	3,481	3,294	3,386			3,516	3,561		3,523	3,699	3,632
2.5		Long waits	hetween 7am and 11am Number of people waiting over 30 minutes			number	275	203	93	121	143	321	248	223	219	185		262	169	303			436	368		522	364	310
2.6	<u>L</u>	% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	8.3%	6.0%	2.8%	3.7%	4.2%	8.6%	6.8%	6.5%	6.7%	5.6%	14.0%	7.5%	5.1%	8.9%	#DIV/0!	#DIV/0!	12.4%	10.3%	#DIV/0!	14.8%	9.8%	8.5%
2.7		Long waits Time from collection to lab	Maximum wait time (incl GTT's) 80th percentile for time from collection to lab	less	4,00	minutes hours:	59	58	58	58	57	59	59	58	55	60	59	59	57	59			60	59		59	59	60
2.8	1		(hrs:minutes)	than	4:00	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
3.1		3. HOME VISITS Home visits booked	Number of home visits booked for the day			number	502	441	481	455	449	517	455	448	438	481	554	452	518	557			568	623		554	455	447
3.1		Home visits booked	(exclude home visits where the patient was not	t		number	502	441	401	455	449	517	455	440	430	401	554	452	516	557			200	023		554	455	447
3.2		Home visits attended	Number of home visits attended for the day			number	479	432	464	448	435	506	442	430	427	470	533	434	499	534	-		545	605		537	438	433
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2	greater	90%	percent	95.4%	98.0%	96.5%	98.5%	96.9%	97.9%	97.1%	96.0%	97.5%	97.7%	96.2%	96.0%	96.3%	95.9%	#DIV/0!	#DIV/0!	96.0%	97.1%	#DIV/0!	96.9%	96.3%	96.9%
3.4		Urgent home visits booked	Number of urgent home visits booked for the	then		number	46	30	32	33	41	46	25	40	56	46	60	33	49	54			41	57		63	51	28
			day (exclude home visits where the patient was not home)																									
3.5		Urgent home visits	Number of urgent home visits completed for the day			number	46	30	32	33	41	46	25	40	56	46	60	33	49	54			41	57		63	51	28
3.6	yes	Urgent home visit timeliness	% urgent home visits completed for the day.	greater	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%	#DIV/0!	#DIV/0!	100.0%	100.0%	#DIV/0!	100.0%	100.0%	100.0%
		4. LAB	0.00 0.1100.00 0.1 0.01	tnen																								
4.1		Patient episodes	Total number of patient episodes Total number of patient tests performed			number	12,106 46,763	12,357 48,704	11,528 45,775	11,416	11,170 44,981	12,470 48,884	11,971 47,013	10,979 44,468	10,497 42,114	10,583 43,328	11,515 46,659	10,954 44,005	10,812 43,479	10,534 41,914			11,469 45,441	11,529 47,694		11,564 47,850	12,335 50.128	12,291 49,821
4.2		Patient tests Urgent tests	Total number of patient tests performed Total number of urgent tests			number	46,763	48,704	45,775	44,573 475	44,981	48,884	47,013	44,468	42,114 460	43,328 450	46,659	44,005	43,479	41,914			45,441 533	47,694		47,850 506	50,128	49,821
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%	#DIV/0!	#DIV/0!	1%	1%	#DIV/0!	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 outformance)	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	1	Critical results Critical results phoned	Number of critical test results Number of critical test results phoned through	\vdash	-	number	53	50 50	28 28	40 40	46 46	50	42 42	49 49	56 56	47 47	48	45 45	47 47	53 53		-	62 62	61	 	41	66	54
7.7		promou	to appropriate contact person within 1 hour		l		33	30	20	40	70		72	73	30	7/	**	+5	71	33			02	01		71		54
4.8	yes	% of critical results phoned within 1 hour	(a Referrer b. natient c. nolice) Percentage of critical test results phoned through to appropriate contact person within 1	greater then	98%	percent	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	#DIV/0!	#DIV/0!	100%	100%	#DIV/0!	100%	100%	100%
4.11		Amended Results	Number of results changed after original result			number	24	16	47	12	22	29	21	25	18	18	17	14	23	23	1		29	14		14	13	34
4.12	1	% Amended Results	was reported to referrer Percentage of results changed after original result was reported to referrer. 4.11 divided by	less than	1%	percent	0.1%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	#DIV/0!	#DIV/0!	0.1%	0.0%	#DIV/0!	0.0%	0.0%	0.1%
4.13	Yes	Timeliness of Send aways	4.2 90th centile for collection to receipt by LabPlus		20:00																							
4.14	Yes	Timely attendance frozen	measured in hours:minutes (Excludes frozen samples) % of timely attendance for booked frozen	greater	95%	minutes percent																					\vdash	
		sections and booked cytology for FNAs	sections and booked cytology for FNAs for the private referrers/hospitals (assumes mutually agreed and clinically appropriate booking)	then																								
		5. TURNAROUND TIME NON-URGENT				اورو																						
5.1a		Total TAT Complete blood	Average turnaround time from collection to	less	8:00) hours:	4:24	4:17	4:12	4:11	4:18	4:24	4:16	4:18	4:51	4:38	4:31	4:06	4:08	4:21			4:22	4:24		4:18	4:23	4:27
5.1b	1	count Lab TAT Complete blood	report, expressed in hour:minutes Turnaround time from 90th centile receipt to	than less	4:00	minutes hours:	0:50	0:47	0:42	0:39	0:42	0:49	0:36	0:38	0:48	0:40	1:06	0:38	0:39	0:47			0:49	0:56		0:44	0:42	0:50
5.1c	Vec	count Complete blood count 95%	report, expressed in hour minutes Turnaround time for 95th centile from	than	12:00	minutes hours:	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00			7:00	7:00		7:00	7:00	7:00
3.16	yes	percentile - in zone	collection to report, expressed in hour:minutes	- than	12.00	minutes	7.00	7.00	7.00	7.00	7.00	7.00	7.00	7.00	7.00	7.00	7.50	7.00	7.00	7.00			7.00	7.00		7.00	7.00	7.00
5.2a		Total TAT Electrolytes	Average turnaround time from collection to	less	8:00	hours:	5:55	5:49	5:08	5:20	5:27	5:34	5:42	5:26	4:55	6:03	5:50	5:20	5:00	5:01			5:11	5:29		5:23	5:43	5:43
5.2b	1	Lab TAT Electrolytes	report_expressed in hour minutes Turnaround time from 90th centile receipt to	than less	4:00	minutes) hours:	2:19	2:17	1:37	1:47	1:51	1:57	1:58	1:45	1:15	2:05	2:20	1:51	1:31	1:27			1:36	1:57		1:45	2:00	2:03
5.2c	ves		report, expressed in hour:minutes Turnaround time for 95th centile from	than	12:00	minutes hours:	10:00	10:00	8:00	8:00	8:00	10:00	10:00	8:00	7:00	11:00	11:00	9:00	7:00	7:00			7:00	9:00		9:00	11:00	10:00
0.20	,	percentile in zone	collection to report, expressed in hour:minutes IN ZONF	- than	.2.00	minutes	13.00		5.30	2.00	5.00			2.00	50	00		2.00					50	2.00		2.30		

							Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue
item	Contract	Indicator	Definition	-	Target	Unit	1/04/19	2/04/19	3/04/19	4/04/19	5/04/19	8/04/19	9/04/19	10/04/19	11/04/19	12/04/19	15/04/19	16/04/19	17/04/19	18/04/19		LIC HOLIDAY	23/04/19		IC HOLIDAY	26/04/19	29/04/19	30/04/19
5.3a		Total TAT HCG	Average turnaround time from collection to	less	8:00	hours:	5:58	6:46	5:26	5:40	5:52	5:40	5:38	5:24	5:27	6:43	6:15	5:54	5:35	4:48	IC HOLIDAT D	LICTIOLIDAT	5:02	5:27	IIO TIOLIDAT	5:13	5:48	5:36
5.3b		Quantification Total TAT HCG	report, expressed in hour:minutes Turnaround time from 90th centile receipt to	than less	4:00	minutes hours:	2:46	3:29	2:06	2:32	2:27	2:22	2:11	1:59	1:54	3:00	3:10	2:59	2:38	1:31			1:49	2:17		2:08	2:30	2:12
5.3c	ves	Quantification Total TAT HCG 95%	report, expressed in hour:minutes Turnaround time for 95th centile from	than	12:00	minutes	4:00	7:00	5:00	5:00	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
5.50	ycs	percentile - in zone	collection to report, expressed in hour:minutes	- than	12.00	minutes	4.00	7.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00			0.00	0.00		0.00	0.00	0.00
5.5a		Total TAT Liver functions	Average turnaround time from collection to	less	8:00	hours:	6:03	5:55	5:16	5:34	5:35	5:42	5:46	5:29	5:00	6:10	5:54	5:28	5:04	5:08			5:14	5:29		5:29	5:41	5:48
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour minutes	less	4:00	hours:	2:28	2:22	1:44	1:59	1:58	2:04	2:04	1:50	1:20	2:14	2:28	1:59	1:32	1:33			1:40	1:59		1:52	1:58	2:09
5.5c	yes	Total TAT Liver 95%	Turnaround time for 95th centile from	less	12:00	hours:	10:00	10:00	8:00	9:00	9:00	10:00	10:00	8:00	7:00	11:00	11:00	9:00	7:00	7:00			8:00	9:00		9:00	11:00	10:00
		percentile in zone	collection to report, expressed in hour:minutes	than		minutes																						
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	ves	Total TAT Histology - major	Turnaround time for 80th centile from	less	5.0	working																					-	
	,	resections	collection to report, expressed in working days	than		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 &	Average turnaround time from collection to	less	48:00			15:53	15:44	15:25	15:24		15:03	15:23	15:35	16:16		13:46	14:38	17:03				12:21				15:05
5.7b		Culture - non-urgent Total TAT - Urine Micro &	report, expressed in hour:minutes Turnaround time from 90th centile receipt to	than less	48:00	minutes hours:		11:21	12:15	12:37	12:02		11:00	11:47	12:44	11:47		11:22	11:51	13:11				8:43	1			11:28
5.7c	ves	Culture - non-urgent Total TAT Urine Micro &	report, expressed in hour minutes Turnaround time for 90th centile from	than	2.0	minutes working		1.3	1.3	1.3	1.3		1.3	1.3	1.3	1.3		0.8	1.3	1.3				0.8				1.3
	,	Culture - non-urgent 90% percentile	collection to report, expressed in working days	than		days																						
5.8		Lab TAT - Routine Biochem and Haem	Percentage of biochem & haem reports with TAT (from receipt of test in lab to	greater then	90%	percent	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	100.0%	99.9%	99.9%	100.0%	99.9%	99.9%			100.0%	100.0%		99.9%	99.9%	99.9%
		URGENT	communication of results) less than 48 hours																								_	
5.9a		Total TAT INR	Average turnaround time from collection to	less	6:00	hours:	3:56	3:52	3:38	3:44	3:48	3:49	3:48	3:57	3:52	4:11	3:50	3:44	3:46	3:57			3:47	4:03		3:49	3:52	3:49
5.9b		Lab TAT INR	report expressed in hour minutes Turnaround time from 95th centile receipt to	less	3:00	hours:	0:38	0:38	0:33	0:27	0:32	0:34	0:29	0:25	0:31	0:30	0:36	0:33	0:29	0:36			0:26	0:37		0:25	0:22	0:31
5.9c	ves	Total TAT INR 95%	report, expressed in hour; minutes Turnaround time from 95th centile collection to	than less	6:00	minutes hours:	6:00	5:00	4:15	5:00	3:15	5:00	3:45	5:00	4:45	3:15	5:00	3:15	3:15	5:15			5:00	5:15		4:15	5:00	4:00
5.10a	,	percentile in zone Total TAT - Troponin	report, expressed in hour:minutes in zone Average turnaround time from collection to	than	6:00	minutes	3:43	3:45	3:50	4:00	3:49	3:35	3:50	3:45	3:44	3:37	3:36	3:40	3:49	3:58			3:41	3:40		3:44	3:36	3:34
		Lab TAT - Troponin	report expressed in hour minutes. Turnaround time from 95th centile receipt to	than		minutes																						
5.10b			report, expressed in hour:minutes	than	3:00	hours: minutes	1:02	1:01	0:51	1:04	0:53	0:54	0:56	0:52	0:54	0:55	0:52	0:56	0:57	1:02			1:02	0:56		0:59	0:53	0:50
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	5:00	5:45	5:15	6:00	6:15	5:00	5:45	5:00	5:15	6:00	5:00	5:45	6:00	5:45			5:15	5:15		6:00	6:00	5:15
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	95%	percent	99.1%	98.7%	100.0%	98.4%	100.0%	98.8%	98.2%	98.8%	98.6%	98.6%	97.8%	99.3%	98.7%	97.7%			97.9%	98.9%		99.5%	98.3%	99.0%
6.1		6. RECOLLECTS 6.1. Total specimens	Total number of patient episodes (excluding			number	7,382	7457	6780	6944	6948	7,736	7,308	6,820	6,602	6,656	7,482	7,079	6,790	6,729			7,729	7,596		7,637	8,055	7,761
6.2		6.2. Recollects	self collects) Total number of specimens recollected (total			number	7,302	29	19	16	16	23	17	15	14	14	18	17,073	25	22			35	19		26	26	22
O.L			from rec panel stats error code summary) (excluding self collects)										•										-					
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less	1.0%	percent	0.3%	0.4%	0.3%	0.2%	0.2%	0.3%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.4%	0.3%	#DIV/0!	#DIV/0!	0.5%	0.3%	#DIV/0!	0.3%	0.3%	0.3%
		7. QUALITY IMPROVEMENT	note - only needs to be reported weekly (not daily) - so whole weeks data can be																									
7.1		Total issues / events	filled in against "Friday" Number of issues / events / corrective actions			number																						
7.1		Events / issues closed	vear to date, entered into Riskman Number of issues / events closed year to date		<u> </u>	number																						
7.3		Timely closure	Number of events closed by due date (within			number					-										_							
7.4		Total Complaints	six months). Number of complaints received year to date		<u> </u>	number					4					4					4					4		
7.5		Complaints closed	Number of complaints closed year to date			number					4					4					4					4		
7.6		New complaints	Number of new complaints received this week			number																						
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within			number					1					- 1					1					1		
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35			number					4					4					4					4		
7.9		% events/issues closed	7.2 divided by 7.1	greater	75%	percent																						
7.10		% timely closure	7.3 divided by 7.1	greater	95%	percent																						
7.11		% complaints closed	7.5 divided by 7.4	greater	75%	percent																						
7.12		% complaints	7.7 divided by 7.6	greater	80%	percent																						
7.13	1	% complaints response	7.8 divided by 7.4	greater	80%	percent					100.0%					100.0%					100.0%					100.0%		
ь				then	1																							