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 blue cells indicate contracted KPIs

			blue cells indicate contracted KPIs																								
							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	2/09/19	3/09/19	4/09/19	5/09/19	6/09/19	9/09/19	10/09/19	11/09/19	12/09/19	13/09/19	16/09/19	17/09/19	18/09/19	19/09/19	20/09/18	23/09/19	24/09/19	25/09/19	26/09/19	27/09/19	30/09/19
		1. CALL CENTRE																									
1.1a		Total inbound calls	Number of calls placed / received			number	1574	1532	1514	1,417	1449	1600	1472	1419	1,490	1443	1504	1481	1381	1,455	1391	1532	1442	1380	1,345	1423	1415
1.1b		Total inbound calls - results	Number of calls placed / received on results			number	603	696	676	600	599	687	651	642	694	634	631	687	634	614	614	632	662	643	627	664	583
1.2		Total calls answered	Number of calls answered	-		number	1,522	1,480	1,456	1,374	1,422	1,526	1,429	1,396	1,455	1,408	1,444	1,422	1,343	1,418	1,364	1,485	1,411	1,361	1,300	1,389	1,329
1.3a		% calls unanswered	Also known as "abandonment".	less	7.0%	percent	3.3%	3.4%	3.8%	3.0%	1.9%	4.6%	2.9%	1.6%	2.4%	2.4%	4.0%	4.0%	2.8%	2.5%	1.9%	3.1%	2.2%	1.4%	3.4%	2.4%	6.1%
1.00			1- (1.2 divided by 1.1a)	than	1.070		5.575									=				,							
1.3b		% calls unanswered for	Also known as "abandonment".	less	3.0%	percent	1.7%	2.9%	2.7%	2.2%	1.3%	2.3%	1.4%	0.5%	0.4%	1.1%	1.9%	2.0%	0.8%	1.5%	1.5%	2.1%	0.6%	0.3%	1.3%	1.4%	2.2%
		results line Results calls	1 - (1.4 divided by 1.1b) Number of calls requesting test results	than		number	603	696	676	600	599	687	651	642	694	634	631	687	634	614	614	632	662	643	627	664	583
1.4		% results calls	1.4 divided by 1.2			percent	38.3%	45.4%	44.7%	42.3%	41.3%	42.9%	44.2%	45.2%	46.6%	43.9%	42.0%	46.4%	45.9%	42.2%	44.1%	41.3%	45.9%	46.6%	46.6%	46.7%	72.0%
1.6		Average wait time	Average wait time on the phone for results.	less	150	seconds	30.370	40.476	55	42.370	41.370	63	44.2 /0	45.276	40.076	43.9%	42.0%	40.476 54	43.570	38	37	41.376	43.5 /6	40.070	63	40.7 /o 41	72.076
1.0		Avoidgo wait timo	measured in seconds ("Lab Results" figure)	than	130	SCOOLIGS	33	31	33	55	72	0.5	55	30	34	30	30	54	71	30	31	37	4.	37	0.5	-71	12
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	78	85	84	70	71	122	86	69	44	39	83	86	82	71	69	97	72	54	65	68	95
1.8		% of calls with wait time >150		less		percent	5.0%	5.6%	5.6%	4.9%	4.9%	7.6%	5.8%	4.9%	3.0%	2.7%	5.5%	5.8%	5.9%	4.9%	5.0%	6.3%	4.9%	3.9%	4.8%	4.8%	6.7%
1.0		seconds	in areas by in	than		porocin	3.070	3.070	3.070	4.370	4.570	7.070	3.070	4.570	3.070	2.1 /0	3.576	3.070	3.370	4.570	5.070	0.570	4.570	3.370	4.070	4.070	0.7 70
		2. COLLECTION CENTRES																									
2.1		Wait time Manukau DHB	Average waiting time in minutes for a sample of patients attending Manukau DHB collection	less	30	minutes	10	8	5	8	7	10	9	8	6	6	9	9	7	8	6	9	7	6	6	6	5
			centres between 7am and 11am (peak	ulan																							
			collection time)																								
2.2		Wait time Auckland DHB	Average waiting time in minutes for a sample	less	30	minutes	8	7	5	6	6	7	6	7	5	8	8	8	6	6	6	9	5	6	5	6	5
			of patients attending Auckland collection	than																							
			centres between 7am and 11am (peak collection time)																								
2.3	\vdash	Wait time Waitemata DHB	Average waiting time in minutes for a sample	less	30	minutes	8	7	۵	9	6	7	7	6	6	6	R	6	5	6	7	7	5	5	5	6	6
2.5		Wat time Waterland Drib	of patients attending Waitemata collection	than	30	minutoo	Ü	,	7	Ů	ŭ	1	,	Ů	Ü	ŭ	ı	Ü	J	ŭ	- 1	1	J	J	J	ŭ	
			centres between 7am and 11am (peak																								
			collection time)																								
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres			number	3,632	3,664	3,462	3,256	3,440	3,692	3,511	3,412	3,400	3,400	3,804	3,610	3,367	3,427	3,529	3,632	3,364	3,366	3,287	3,341	3,363
			between 7am and 11am																								
2.5		Long waits	Number of people waiting over 30 minutes			number	268	134	37	161	116	195	194	149	46	116	202	191	93	79	91	188	76	52	63	47	52
2.6		% wait over 30 mins	2.5 divided by 2.4	less	10%	percent	7.4%	3.7%	1.1%	4.9%	3.4%	# 5.3%	5.5%	4.4%	1.4%	3.4% #	5.3%	5.3%	2.8%	2.3%	2.6%	# 5.2%	2.3%	1.5%	1.9%	1.4% #	1.5%
				than																							
2.7		Long waits	Maximum wait time (incl GTT's)			minutes	60	57	58	59	59	59	59	59	59	58	59	56	54	59	57	57	57	46	47	57	56
2.8		Time from collection to lab	80th percentile for time from collection to lab (hrs:minutes)	less	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 -	Maximum time from collection to lab	uidii		hours:	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
2.5		max	(hrs:minutes)			minutes															02.00	0					0
		3. HOME VISITS																									
3.1		Home visits booked	Number of home visits booked for the day			number	501	479	469	506	441	515	454	484	429	450	490	466	473	462	431	486	444	450	449	435	494
			(exclude home visits where the patient was not home)																								
3.2		Home visits attended	Number of home visits attended for the day			number	483	462	458	492	428	500	442	474	422	434	472	452	459	454	415	468	430	440	436	424	476
3.2		Tionic violo alterioca	realized of figure visits alteriated for the day			Hambai	403	402	430	432	420	300	442	7,7	722	454	4,2	402	400	404	415	400	430	440	450	727	470
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2	greater	90%	percent	96.4%	96.5%	97.7%	97.2%	97.1%	97.1%	97.4%	97.9%	98.4%	96.4%	96.3%	97.0%	97.0%	98.3%	96.3%	96.3%	96.8%	97.8%	97.1%	97.5%	96.4%
			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 was			number	48	42	38	30	38	42	35	39	40	41	44	44	44	52	33	39	35	40	47	32	42
			not home)																								
3.5		Urgent home visits completed	Number of urgent home visits completed for			number	48	42	38	30	38	42	35	39	40	41	44	44	44	52	33	39	35	40	47	32	42
			the day								. 1																
3.6	yes	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	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%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
		4. LAB	o.o divided by 5.4	ulen																							
4.1		Patient episodes	Total number of patient episodes			number	12.976	12.468	11.985	11.707	11,128	12.732	12.327	11.616	11.484	11,204	12.824	12,397	11.337	11.564	11,194	12,401	11,279	10.702	10.512	10.546	11.394
4.2		Patient tests	Total number of patient tests performed			number	48,043	45,998	45,377	43,802	43,992	47,731	46,607	44,902	43,464	43,977	48,331	47,859	45,128	44,688	44,278	47,521	44,188	42,838	41,721	43,296	46,728
4.3		Urgent tests	Total number of urgent tests			number	452	439	481	365	424		396	396	404	419	561	507	386	469	449	492	453	382	410	474	472
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	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%
			provided to HealthPac within agreed 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			number	37	37	49	35	28	56	43	51	53	52	55	42	63	49	48		41	37	28	47	52
4.7		Critical results phoned	Number of critical test results phoned through			number	37	37	49	35	28	56	43	51	53	52	55	42	63	49	48	55	41	37	28	47	52
1			to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)	1																							
			(a.rvererrer, b. patierit, c. police)	1																							
4.8	ves	% of critical results phoned	Percentage of critical test results phoned	greater	98%	percent	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	,00	within 1 hour	through to appropriate contact person within 1	then	0070			70			70		. 2370				.2370	70		,0		.5570	70				15576
			hour (a.Referrer; b. patient; c. police)																								
4.44		Amended Results	Number of results changed after original result			number	40	40	20	20	40	4-		4.5	40	26	40	20	4~	4.0	45	4,1	45	04	40	40	04
4.11		Amerided ResultS	Number of results changed after original result was reported to referrer	1		HUIHOEF	16	16	29	33	18	15	22	15	19	26	18	20	17	14	15	14	15	21	10	19	21
4.12		% Amended Results	Percentage of results changed after original	less	1%	percent	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
1			result was reported to referrer. 4.11 divided by	than																		11					1
1.10	V	Timeliana of Oandani	4.2	less	00.07	h								\vdash													
4.13	Yes	Timeliness of Send aways	90th centile for collection to receipt by LabPlus measured in hours:minutes (Excludes frozen	less than	20:00	hours: minutes																					
			samples)																								
_																											

							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	2/09/19	3/09/19	4/09/19	5/09/19	6/09/19	9/09/19	10/09/19	11/09/19	12/09/19	13/09/19	16/09/19	17/09/19	18/09/19	19/09/19	20/09/18	23/09/19	24/09/19	25/09/19	26/09/19	27/09/19	30/09/19
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																									
5.1a		Total TAT Complete blood	Average turnaround time from collection to	less	8:00	hours:	4:18	4:20	4:14	4:05	4:18	4:21	4:18	4:38	4:44	4:40	4:27	4:14	4:17	4:17	4:43	4:03	4:15	4:12	4:42	4:24	4:15
5.1b		Lab TAT Complete blood	report, expressed in hour:minutes Turnaround time from 90th centile receipt to	than	4:00	minutes hours:	0:43	0:44	0:36	0:35	0:36	0:40	0:37	0:54	0:51	0:43	0:50	0:37	0:39	0:40	0:41	0:39	0:41	0:43	0:39	0:55	0:52
5.1c	yes	count Complete blood count 95% percentile - in zone	report, expressed in hour:minutes Turnaround time for 95th centile from	less than	12:00	hours:	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	8:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00	7:00
5.0			collection to report, expressed in hour:minutes IN ZONE		0.00	minutes	5:56	5:42	5.02	5.02	F-4.4	5:32	5:47	5:40	5:40	5:40	5:48	6:00	5:08	5.20	6:16	5.40	5.40	6:16	5:43	5,54	6.40
5.2a		Total TAT Electrolytes Lab TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes Turnaround time from 90th centile receipt to	less than		hours: minutes hours:		2:05	5:03	5:03	5:14	1:49		5:42 1:56	5:19	1:40	2:10		1:29	5:38		5:40	5:12 1:38	2:46	1:26	5:54	6:12
5.2b 5.2c	ves	Total TAT Electrolytes 95%	report, expressed in hour:minutes Turnaround time for 95th centile from	than	4:00 12:00	minutes hours:	2:22	10:00	8:00	7:00	8:00	10:00	2:06	10:00	9:00	10:00	10:00	2:22	8:00	10:00	2:11	2:12	8:00	11:00	7:00	2:15	2:45
5.20	yes	percentile in zone	collection to report, expressed in hour:minutes IN ZONE	- than	12.00	minutes	10.00	10.00	8.00	7.00	8.00	10.00	10.00	10.00	9.00	10.00	10.00	11.00	8.00	10.00	11.00	10.00	8.00	11.00	7.00	10.00	11.00
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:22	6:28	5:24	5:31	5:15	5:50	5:55	6:27	5:39	5:07	6:40	6:13	5:06	6:15	6:06	5:56	5:10	6:16	6:01	5:47	7:07
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	3:13	3:10	2:04	2:19	1:53	2:26	2:47	2:52	2:14	1:39	3:17	2:53	1:47	2:45	2:37	3:14	2:06	3:02	2:24	2:34	3:45
5.3c	yes	Total TAT HCG 95% percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes	less than	12:00	hours: minutes	5:00	6:00	5:00	5:00	5:00	5:00	5:00	8:00	6:00	5:00	7:00	8:00	5:00	6:00	6:00	5:00	5:00	5:00	7:00	5:00	4:00
5.5a		Total TAT Liver functions	IN ZONE Average turnaround time from collection to report, expressed in hour:minutes	less	8:00	hours:	5:58	5:49	5:05	5:05	5:19	5:40	5:52	5:44	5:28	5:54	5:59	6:07	5:15	5:50	6:21	5:45	5:23	6:24	5:55	5:52	6:29
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour;minutes	less	4:00	hours:	2:23	2:14	1:26	1:32	1:35	1:56	2:12	1:57	1:29	1:55	2:18	2:28	1:33	2:13	2:14	2:18	1:46	2:54	1:35	2:20	3:00
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	12:00	hours: minutes	10:00	10:00	7:00	7:00	9:00	10:00	10:00	10:00	10:00	10:00	11:00	11:00	9:00	10:00	11:00	10:00	9:00	11:00	7:00	10:00	11:00
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		14:15	15:13	14:35	15:27		14:40	16:31	14:53	15:01		13:09	13:55	14:25	17:00		15:50	15:31	15:45	14:03	
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		11:23	12:23	11:27	12:35		10:51	12:22	12:00	11:06		9:50	11:36	11:03	15:01		10:57	13:30	12:39	11:31	
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		1.3	1.3	1.3	1.3		1.3	1.3	1.3	1.3		1.0	1.3	1.3	1.3		1.0	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%	99.9%	100.0%	100.0%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	96.4%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%
5.9a		URGENT Total TAT INR	Average turnaround time from collection to	less	6:00	hours:	3:50	3:48	3:59	3:45	3:44	3:57	4:02	4:05	3:56	3:58	4:06	3:59	4:07	3:44	3:30	3:46	3:54	3:39	3:47	3:49	3:55
5.9b		Lab TAT INR	report, expressed in hour:minutes Turnaround time from 95th centile receipt to	than	3:00	minutes hours:	0:29	0:27	0:29	0:32	0:28	0:42	0:32	0:40	0:34	0:28	0:40	0:40	0:45	0:20	0:18	0:26	0:29	0:31	0:28	0:36	0:31
5.9c	yes	Total TAT INR 95%	report, expressed in hour:minutes Turnaround time from 95th centile collection to	than	6:00	minutes hours:	3:15	4:15	4:00	5:00	5:15	3:15	3:15	3:15	3:45	4:45	3:15	4:00	4:15	4:15	8:00	5:45	6:15	3:15	6:00	3:15	4:00
		percentile in zone	report, expressed in hour:minutes in zone	than		minutes																					
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:42	3:22	3:25	3:48	3:59	3:50	3:40	3:38	4:04	4:05	3:44	3:35	3:59	3:28	3:41	3:42	3:35	3:50	3:42	3:59	3:53
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:02	0:56	0:57	0:55	1:11	1:02	0:57	0:56	1:16	1:01	1:03	0:53	0:56	0:55	1:00	1:01	0:57	0:59	0:59	1:07	1:23
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	minutes	5:00	5:00	4:45	5:00	6:00	6:00	5:00	5:00	5:45	5:45	6:00	4:15	5:45	5:00	5:45	6:00	5:00	6:00	6:00	5:45	5:45
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	97.3%	99.2%	99.2%	97.6%	98.2%	98.5%	97.8%	100.0%	97.9%	99.1%	97.8%	95.6%	98.0%	95.6%	99.9%	96.6%	99.7%	98.0%	98.8%	98.7%	96.7%
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	7,798	7,174	7,055	6,722	6,857	7,604	7,163	6,856	6,639	6,790	7,745	7,222	6,852	6,853	6,882	7,736	6,849	6,682	6,675	6,708	7,511
6.2		6.2. Recollects	self collects) Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	29	15	22	26	20	25	23	19	18	15	20	24	23	18	19	20	28	14	13	19	16
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.4%	0.2%	0.3%	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	0.2%	0.3%	0.3%	0.3%	0.3%	0.3%	0.3%	0.4%	0.2%	0.2%	0.3%	0.2%
		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)	1		number																					
7.4		Total Complaints	Number of complaints received year to date	1		number					7					7					7					7	
Ь	1		I	1																							

							Mon	Tue	Wed	Thu	Fri	Mo	n Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon
item	Contract	Indicator	Definition		Target	Unit	2/09/19	3/09/19	4/09/19	5/09/19	6/09/19	9/09/1	9 10/09/19	11/09/19	12/09/19	13/09/19		17/09/19	18/09/19	19/09/19	20/09/18	23/09/19	24/09/19	25/09/19	26/09/19	27/09/19	
7.5		Complaints closed	Number of complaints closed year to date			number					7					7					7					7	
7.6		New complaints	Number of new complaints received this week			number										-											
7.7		acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number					-																
7.8			Number of complaints (year to date) that have received a final response (letter) within 35 working days			number					7					7					7					7	
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%	