Lab Tests Auckland Pathology Service KPI Reporting 2020

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

							Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
item	Contract	Indicator	Definition		Target	Unit	1/07/20	2/07/20	3/07/20	6/07/20	7/07/20	8/07/20	9/07/20	10/07/20	13/07/20	14/07/20	15/07/20	16/07/20	17/07/20	20/07/20	21/07/20	22/07/20	23/07/20	24/07/20	27/07/20	28/07/20	29/07/20	30/07/20	31/07/20
		1. CALL CENTRE																											
1.1a		Total inbound calls	Number of calls placed / received			number	1298	1,434	1356	1379	1330	1291	1,317	1276	1411	1345	1296	1,306	1318	1472	1452	1301	1,326	1278	1443	1380	1386	1,354	1333
1.1b		Total inbound calls - results line	Number of calls placed / received on results line			number	591	600	588	537	567	572	561	521	540	553	583	586	598	569	668	568	597	564	578	598	620	602	594
1.2		Total calls answered	Number of calls answered			number	1,282	1,398	1,326	1,325	1,276	1,239	1,276	1,233	1,364	1,310	1,253	1,269	556	1,450	1,394	1,276	1,309	1,261	1,414	1,364	1,368	1,335	1,315
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	1.2%	2.5%	2.2%	3.9%	4.1%	4.0%	3.1%	3.4%	3.3%	2.6%	3.3%	2.8%	3.2%	1.5%	4.0%	1.9%	1.3%	1.3%	2.0%	1.2%	1.3%	1.4%	1.4%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	0.5%	2.3%	1.7%	2.8%	2.7%	1.6%	2.0%	2.3%	1.9%	1.3%	2.9%	1.9%	2.5%	1.1%	2.7%	0.7%	1.2%	0.4%	0.5%	0.8%	1.0%	0.8%	0.3%
1.4		Results calls	Number of calls requesting test results			number	591	600	588	537	567	572	561	521	540	553	583	586	598	569	668	568	597	564	578	598	620	602	594
1.5		% results calls	1.4 divided by 1.2			percent	45.5%	41.8%	43.4%	38.9%	42.6%	44.3%	42.6%	40.8%	38.3%	41.1%	45.0%	44.9%	45.4%	38.7%	46.0%	43.7%	45.0%	44.1%	40.1%	43.3%	44.7%	44.5%	44.6%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	38	51	38	66	71	50	55	45	48	48	61	62	43	43	67	38	37	24	26	34	28	27	26
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	52	52	52	112	99	98	87	62	85	83	100	102	88	74	89	48	59	33	42	69	46	42	45
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	4.0%	3.6%	3.8%	8.1%	7.4%	7.6%	6.6%	4.9%	6.0%	6.2%	7.7%	7.8%	6.7%	5.0%	6.1%	3.7%	4.5%	2.6%	2.9%	5.0%	3.3%	3.1%	3.4%
		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	5	5	6	5	5	5	6	5	6	5	5	4	7	7	8	5	6	7	6	5	6	5	7
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	8	5	6	5	5	5	4	5	5	5	4	3	6	6	5	6	6	5	6	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	6	5	6	7	5	4	4	5	6	5	4	5	6	7	7	6	4	7	6	5	6	5	9
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number	3,498	3,314	3,393	3,552	3,505	3,330	3,191	3,365	3,614	3,519	3,435	3,160	3,568	3,805	3,749	3,441	3,464	3,594	3,822	3,617	3,727	3,431	3,611
2.5		Long waits	Number of people waiting over 30 minutes			number	109	84	36	118	58	26	38	23	82	32	46	38	108	118	140	83	112	98	90	53	112	61	118
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	3.1%	2.5%	1.1%	3.3%	1.7%	0.8%	1.2%	0.7%	2.3%	0.9%	1.3%	1.2%	3.0%	3.1%	3.7%	2.4%	3.2%	2.7% #	2.4%	1.5%	3.0%	1.8%	3.3%
2.7		Long waits	Maximum wait time (incl GTT's)			minutes	57	48	42	56	52	45	52	40	58	51	52	49	59	58	46	58	53	55	54	45	56	54	57
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
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	517	453	445	505	469	476	444	462	455	458	515	439	447	481	455	474	465	478	469	410	498	435	457
3.2		Home visits attended	Number of home visits attended for the day			number	509	440	436	486	459	463	430	440	438	451	504	428	436	458	441	460	454	468	450	396	478	423	443
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater then	90%	percent	98.5%	97.1%	98.0%	96.2%	97.9%	97.3%	96.8%	95.2%	96.3%	98.5%	97.9%	97.5%	97.5%	95.2%	96.9%	97.0%	97.6%	97.9%	95.9%	96.6%	96.0%	97.2%	96.9%
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	28	27	48	37	31	28	25	42	36	34	32	25	33	37	34	36	42	39	45	31	41	31	38
3.5		Urgent home visits completed	Number of urgent home visits completed for the day			number	28	27	48	37	31	28	25	42	36	34	32	25	33	37	34	36	42	39	45	31	41	31	38
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%	100.0%	100.0%
		4. LAB																											
4.1		Patient episodes	Total number of patient episodes			number	11,339	10,457	10,456	10,828	10,873	10,134	9,966	10,277	11,042	10,767	10,725	10,438	10,722	11,903	11,952	11,274	11,407	11,597	12,360	12,197	11,978	11,455	11,829
4.2		Patient tests	Total number of patient tests performed			number	49,294	45,309	46,162	47,808	48,689	44,852	43,710	45,854	48,640	48,869	47,393	45,901	48,193	51,741	50,823	47,566	47,605	49,582	51,641	50,107	49,578	47,436	49,194
4.3		Urgent tests	Total number of urgent tests			number	403	384	455	528	466	425	367	358	493	496	360	430	407	470	486	332	413	467	550	454	459	420	488
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 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%	100%	100%
4.6		Critical results	Number of critical test results			number	41	33	37	38	51	35	47	40	58	56	40	43	46	60	52	43	44	52	52	34	38	38	44
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	41	33	37	38	51	35	47	40	58	56	40	43	46	60	52	43	44	52	52	34	38	38	44
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%	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 referrer			number	13	14	27	15	7	14	28	15	25	17	44	22	19	18	26	24	43	20	18	12	22	13	29
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	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	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																							
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	4:17	4:33	4:25	4:36	4:24	4:22	4:30	4:17	4:34	4:32	4:28	4:30	4:33	4:45	4:25	4:16	4:24	4:28	4:42	4:26	4:24	4:18	4:37

							Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
item	Contract	Indicator	Definition		Target	Unit	1/07/20	2/07/20	3/07/20	6/07/20	7/07/20	8/07/20	9/07/20	10/07/20	13/07/20	14/07/20	15/07/20	16/07/20	17/07/20	20/07/20	21/07/20	22/07/20	23/07/20	24/07/20	27/07/20	28/07/20	29/07/20	30/07/20	31/07/20
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	0:41	0:49	0:38	0:56	0:46	0:34	0:50	0:35	0:55	0:51	0:32	0:49	0:44	0:46	0:33	0:35	0:37	0:33	0:47	0:43	0:36	0:33	0:49
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	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	7:00	7:00	7:00	7:00
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:53	5:38	6:01	5:46	5:54	5:55	5:53	6:31	5:52	6:40	6:29	6:50	6:06	6:41	7:07	6:28	6:07	6:49	6:54	6:05	5:51	5:18	5:30
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:16	1:53	2:14	2:06	2:16	2:07	2:12	2:47	2:18	2:59	2:31	3:13	2:18	2:36	3:11	2:41	2:17	2:56	3:00	2:19	2:05	1:31	1:44
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	11:00	9:00	11:00	10:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	10:00	9:00	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	6:09	5:52	5:59	6:02	6:30	6:28	6:22	5:49	6:20	6:24	5:50	6:31	6:34	6:29	5:32	5:35	6:05	6:48	7:15	5:18	6:39	5:40	6:21
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:54	2:23	2:37	2:28	3:11	2:49	2:43	2:30	2:57	3:02	2:18	3:11	2:55	2:57	2:02	2:09	2:43	3:14	3:50	1:47	3:14	2:19	2:47
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	5:00	6:00	5:00	5:00	6:00	5:00	9:00	5:00	8:00	10:00	10:00	10:00	5:00	11:00	11:00	11:00	8:00	5:00	11:00	5:00	5:00	5:00
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:59	5:48	6:14	5:57	6:02	5:55	5:59	6:30	6:03	6:48	6:36	7:01	6:17	6:57	7:16	6:37	6:15	7:02	7:11	6:15	6:01	5:25	5:34
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:20	2:00	2:25	2:17	2:24	2:08	2:17	2:48	2:26	3:06	2:36	3:22	2:28	2:49	3:23	2:48	2:24	3:02	3:17	2:28	2:12	1:38	1:48
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	11:00	10:00	11:00	10:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	11:00	10:00	9:00	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	14:56	14:58	15:55		16:21	14:33	15:39	15:01		16:29	16:57	17:14	16:33		15:22	17:14	18:19	15:40		14:37	16:13	16:26	16:34
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	11:21	11:40	11:48		12:25	11:07	12:23	11:38		12:06	12:38	14:28	12:21		11:45	12:29	13:15	12:23		10:54	11:51	12:19	12:35
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	1.3	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	98.5%	99.9%	99.9%	99.8%	100.0%	99.9%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.7%	99.9%	99.9%	99.9%	99.9%	99.7%	99.9%	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	3:53	3:54	4:05	3:51	3:47	3:56	3:52	3:55	4:11	4:03	3:58	4:04	3:50	3:50	4:11	3:56	3:56	3:56	3:55	3:34	3:50	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	0:30	0:26	0:42	0:29	0:27	0:23	0:25	0:33	0:48	0:39	0:22	0:35	0:26	0:35	0:36	0:26	0:29	0:28	0:29	0:25	0:28	0:27	0:26
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	3:00	4:00	5:30	4:45	5:00	5:00	3:30	5:15	4:30	5:45	6:00	3:45	4:15	4:30	5:00	3:30	5:00	2:30	4:30	3:45	4:30	4:30	4:00
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:54	3:41	3:38	3:37	3:30	3:48	3:51	4:02	3:33	3:33	3:59	3:49	4:05	3:31	3:56	3:51	5:00	5:08	3:59	3:22	3:56	3:53	3:51
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:54	0:58	0:56	0:57	0:53	1:02	0:56	1:00	0:54	0:56	1:02	1:03	0:54	1:02	1:00	0:59	1:03	1:03	1:01	0:52	1:01	1:00	1:03
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	5:30	5:30	5:30	5:00	5:45	5:45	5:30	6:00	5:00	5:30	5:30	4:45	5:15	5:00	5:45	5:30	5:00	5:45	6:00	4:30	6:00	5:45	5:00
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	100.0%	98.3%	97.0%	97.9%	97.3%	98.3%	96.8%	98.6%	98.7%	99.2%	99.0%	97.9%	98.5%	97.6%	98.7%	98.5%	97.8%	98.9%	97.7%	97.8%	99.2%	98.7%	98.2%
		6. RECOLLECTS																											
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	7,195	6,857	6,929	7,356	7,354	6,702	6,706	6,840	7,473	7,344	7,143	6,804	7,255	7,992	7,641	7,041	7,160	7,311	7,863	7,489	7,261	6,937	7,272
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	23	21	34	19	26	14	16	22	24	24	12	18	18	22	22	26	16	23	22	30	35	28	20
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.3%	0.5%	0.3%	0.4%	0.2%	0.2%	0.3%	0.3%	0.3%	0.2%	0.3%	0.2%	0.3%	0.3%	0.4%	0.2%	0.3%	0.3%	0.4%	0.5%	0.4%	0.3%
		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			2					2					2					2					2
7.5		Complaints closed	Number of complaints closed year to date			number			2					2					2					2					2
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 48 hours) this week			number			-					-					-					-					-
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days			number			2					2					2					2					2
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																							

							Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
item	Contract	Indicator	Definition		Target	Unit	1/07/20	2/07/20	3/07/20	6/07/20	7/07/20	8/07/20	9/07/20	10/07/20	13/07/20	14/07/20	15/07/20	16/07/20	17/07/20	20/07/20	21/07/20	22/07/20	23/07/20	24/07/20	27/07/20	28/07/20	29/07/20	30/07/20	31/07/20
7.13		% complaints response	7.8 divided by 7.4	greater then	80%	percent			100.0%					100.0%					100.0%					100.0%					100.0%