

Diagnostic MedLab KPI Reporting 2009

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

					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Indicator	Definition	Target	Unit		23/11/09	24/11/09	25/11/09	26/11/09	27/11/09	30/11/09	1/12/09	2/12/09	3/12/09	4/12/09	7/12/09	8/12/09	9/12/09	10/12/09	11/12/09	14/12/09	15/12/09	16/12/09	17/12/09	18/12/09
1. CALL CENTRE																								
Total inbound calls	Number of calls placed / received		number		632	612	630	586	576	645	595	592	504	530	620	586	560	589	524	598	567	560	549	541
Total inbound calls - results line	Number of calls placed / received on results line		number		370	367	333	346	319	370	348	342	311	341	362	357	322	352	307	363	355	351	318	311
Total calls answered	Number of calls answered		number		632	611	630	586	576	644	595	592	504	529	620	586	560	589	524	598	567	560	549	541
% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	0.0%	0.2%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
% calls unanswered for results line	Also known as "abandonment". 1- (1.4 divided by 1.1b)	less than	3.0%	percent	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	11	7	8	9	6	9	7	7	9	9	7	7	7	7	7	7	8	6	7	9
Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		seconds		1	1	1	-	-	3	-	-	-	-	-	-	-	1	-	-	-	1	-	-
% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	0.2%	0.2%	0.2%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%
2. COLLECTION CENTRES																								
Wait time Manukau DHB	Average waiting time in minutes for each patient attending Manukau collection centres between 7am and 11am (peak collection time)	less than	30	minutes	1	0	1	1	1	1	1	1	1	1	1	0	2	1	1	1	1	1	1	0
Wait time Auckland DHB	Average waiting time in minutes for each patient attending Auckland collection centres between 7am and 11am (peak collection time)	less than	30	minutes	1	1	2	1	1	2	1	2	2	3	1	1	1	1	1	1	0	0	1	0
Wait time Waitemata DHB	Average waiting time in minutes for each patient attending Waitemata collection centres between 7am and 11am (peak collection time)	less than	30	minutes	3	2	2	2	3	9	2	1	2	4	3	2	3	2	5	4	2	1	3	3
Long waits	Number of people waiting over 30 minutes		minutes		-	-	-	-	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-
% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
3. HOME VISITS																								
Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not home)		number		52	66	57	36	50	59	56	47	36	40	45	49	41	43	37	56	56	53	48	50
% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	100.0%	100.0%	100.0%	97.0%	100.0%	100.0%	100.0%	97.0%	100.0%	100.0%	100.0%	100.0%	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Urgent home visits booked	Number of urgent home visits booked for the day (exclude home visits where the patient was not home)		number																					
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%
4. LAB																								
Patient episodes	Total number of patient episodes		number		1,032	1,077	1,032	931	1,077	1,044	1,051	1,088	1,020	1,105	1,121	1,001	1,029	1,039	1,057	1,042	977	1,007	933	949
Patient tests	Total number of patient tests performed		number		4,920	5,340	5,047	4,614	5,589	5,136	5,234	5,473	5,292	5,593	5,763	4,749	5,490	5,510	5,338	5,182	4,550	5,269	4,777	4,646
Urgent tests	Total number of urgent tests		number		396	426	355	373	387	281	334	425	401	342	290	284	311	306	344	314	314	391	380	345
% urgent tests	4.3 divided by 4.2		percent		8	7	7	8	6	5	6	7	7	6	5	5	5	5	6	6	6	7	7	7
Critical results	Number of critical test results		number		7	6	7	7	11	7	3	14	4	15	7	6	6	8	9	10	8	7	4	7
Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour of result becoming available from analyser (a.Referer; b. patient; c. police)		number		7	6	7	7	11	7	3	14	4	15	7	6	6	8	9	10	8	7	4	7
% of critical results phoned within 1 hour	Percentage of critical test results phoned through to appropriate contact person within 1 hour of result becoming available from analyser (a.Referer; b. patient; c. police)	greater than	98%	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%
% 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%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Indicator	Definition	Target	Unit		23/11/09	24/11/09	25/11/09	26/11/09	27/11/09	30/11/09	1/12/09	2/12/09	3/12/09	4/12/09	7/12/09	8/12/09	9/12/09	10/12/09	11/12/09	14/12/09	15/12/09	16/12/09	17/12/09	18/12/09
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																				
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		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%
5. TURNAROUND TIME																								
NON-URGENT																								
Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	2:31	2:40	2:45	2:33	2:46	2:42	2:31	2:47	2:36	2:46	2:37	2:32	2:35	2:35	2:34	2:48	2:41	2:50	2:44	2:41
Lab TAT Complete blood count	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	0:54	0:54	0:56	0:53	1:00	0:51	0:53	0:51	0:53	0:48	0:56	0:58	0:46	0:50	0:50	1:19	0:47	0:53	0:53	0:51
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	4:53	4:29	4:34	4:14	4:34	4:19	4:19	4:34	4:19	4:44	4:24	4:09	4:28	4:19	4:14	4:34	4:34	4:44	4:39	4:19
Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	3:09	3:03	3:12	2:59	3:18	3:12	2:54	3:19	3:05	3:14	3:14	3:09	3:12	2:58	3:07	3:30	3:27	3:12	3:11	3:14
Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:24	1:33	1:13	1:17	1:44	1:13	1:17	1:33	1:26	1:12	1:40	1:46	1:28	1:11	1:29	1:56	1:59	1:31	1:26	1:30
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	5:19	4:48	5:10	4:46	5:20	4:55	4:41	5:24	4:45	4:59	5:01	4:55	5:05	4:46	4:51	5:23	4:49	5:06	5:18	4:51
Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	3:10	2:48	2:59	3:36	3:23	3:06	2:34	3:10	3:09	3:19	3:10	2:51	3:39	2:50	2:55	3:11	2:45	2:45	2:59	2:50
Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:43	1:05	1:37	1:30	1:45	2:00	1:25	2:02	1:33	1:39	1:36	1:18	2:38	1:15	1:13	1:35	2:00	1:35	1:28	1:23
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	4:10	3:45	3:48	4:19	4:07	4:05	3:43	4:01	4:09	4:25	4:13	3:43	4:29	3:58	4:14	4:05	3:35	3:46	3:50	3:46
Total TAT Potassium	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	3:09	3:03	3:12	2:59	3:18	3:12	2:54	3:19	3:05	3:14	3:14	3:09	3:12	2:58	3:07	3:30	3:27	3:12	3:11	3:14
Total TAT Potassium	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:24	1:33	1:13	1:17	1:44	1:13	1:17	1:33	1:26	1:12	1:40	1:46	1:28	1:11	1:29	1:56	1:59	1:31	1:26	1:30
Total TAT Potassium 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	5:19	4:48	5:10	4:46	5:20	4:55	4:41	5:24	4:45	4:59	5:01	4:55	5:05	4:46	4:51	5:23	4:49	5:06	5:18	4:51
Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	2:55	3:03	3:08	2:54	3:12	3:06	2:54	3:16	3:54	3:12	3:08	3:07	3:08	2:59	3:04	3:17	3:25	3:14	3:10	3:08
Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	1:25	1:40	1:20	1:28	1:47	1:28	1:22	1:39	1:30	1:28	1:44	1:38	1:31	1:15	1:30	2:04	1:59	1:31	1:32	1:34
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	4:33	4:51	5:03	4:44	5:10	4:44	4:36	5:10	4:42	4:39	4:43	4:55	5:03	4:41	4:49	4:33	4:50	5:02	4:40	4:31
Total TAT Histology - Biopsies	Turnaround time for 80th centile from collection to report, expressed in working days	less than	3.0	working days																				
Total TAT Histology - major resections	Turnaround time for 80th centile from collection to report, expressed in working days	less than	5.0	working days	2.2	2.3	2.3	2.2	3.1	3.3	2.3	3.0	3.2	2.9	3.0	3.3	3.2	4.3	3.2	3.3	4.1	4.0	4.2	3.3
Total TAT Histology 98% percentile	Turnaround time for 98th centile from collection to report, expressed in working days	less than	10.0	working days	4.2	4.3	4.4	6.2	4.1	6.9	4.3	5.2	6.2	5.3	4.2	5.4	6.0	5.3	4.2	6.9	6.2	6.3	6.3	6.0
Total TAT - Urine Micro & Culture - non-urgent	Average turnaround time from collection to report, expressed in hour:minutes	less than	48:00	hours: minutes	40:54	23:03	23:59	24:27	25:23		22:55	30:47	25:32	25:28		24:16	25:30	25:04	23:16		22:30	22:54	25:02	25:15
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	47:21	21:28	42:10	21:22	22:13		22:03	42:48	38:40	43:59		21:59	39:59	22:38	23:02		21:09	22:04	39:47	43:15
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	2.2	1.0	1.0	1.5	1.2		1.0	1.9	1.7	1.9		1.1	1.8	1.6	1.0		1.0	1.1	1.8	1.8
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 than	90%	percent	95.0%	98.0%	99.0%	99.0%	97.0%	96.0%	99.0%	99.0%	99.0%	98.0%	96.0%	98.0%	99.0%	99.0%	99.0%	9500.0%	9800.0%	9900.0%	9900.0%	9400.0%
URGENT																								
Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	2:55	3:13	3:07	3:06	2:58	3:07	3:16	3:12	2:50	3:08	3:10	2:56	2:55	3:21	2:52	3:02	3:14	2:54	3:06	2:38
Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:46	0:41	0:41	0:37	0:48	0:37	0:42	0:49	0:49	1:04	0:51	0:56	0:57	0:55	0:49	0:53	0:45	0:53	0:50	0:57
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	5:05	4:57	4:42	4:41	5:36	4:47	4:51	5:00	4:26	4:38	4:53	4:41	4:36	5:07	4:50	4:52	4:54	4:35	4:55	4:09

					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Indicator	Definition	Target	Unit		23/11/09	24/11/09	25/11/09	26/11/09	27/11/09	30/11/09	1/12/09	2/12/09	3/12/09	4/12/09	7/12/09	8/12/09	9/12/09	10/12/09	11/12/09	14/12/09	15/12/09	16/12/09	17/12/09	18/12/09
Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	2:40	3:20	2:44	2:23	3:05	2:40	2:57	3:20	3:14	2:58	2:54	2:57	2:38	3:10	3:15	3:11	3:52	3:15	2:45	3:56
Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:03	1:24	1:14	1:03	1:22	1:11	1:12	1:16	0:53	1:05	1:22	2:04	1:10	1:18	1:46	1:55	1:23	1:37	1:15	1:17
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	4:33	6:54	3:40	3:31	5:25	3:32	4:29	5:20	5:49	4:31	4:50	4:26	5:16	4:57	5:31	4:01	5:13	5:03	3:55	5:29
6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	1,032	1,077	1,032	931	1,077	1,044	1,051	1,088	1,020	1,105	1,121	1,001	1,029	1,039	1,057	1,042	977	1,007	933	949
6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.6%	0.5%	0.0%	0.2%	0.5%	0.2%	0.2%	0.6%	0.5%	0.1%	0.4%	0.3%	0.3%	0.4%	0.3%	0.0%	0.1%	0.3%	0.4%	0.4%
6.6 % incorrectly identified specimens	6.3 divided by 6.1	less than	1.0%	percent	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.1%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%
6.7 % unsuitable samples	6.4 divided by 6.1	less than	1.0%	percent	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.0%	0.2%	0.0%
7. QUALITY IMPROVEMENT	note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"																							
Total issues / events	Number of issues / events / corrective actions year to date, entered into Riskman			number																				
Total Complaints	Number of complaints received year to date			number																				
New complaints	Number of new complaints received this week			number																				
Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number																				