

Diagnostic MedLab KPI Reporting

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	4/01/10	5/01/10	6/01/10	7/01/10	8/01/10	11/01/10	12/01/10	13/01/10	14/01/10	15/01/10	18/01/10	19/01/10	20/01/10	21/01/10	22/01/10	25/01/10	26/01/10	27/01/10	28/01/10	29/01/10				
1. CALL CENTRE																											
Total inbound calls	Number of calls placed / received		number		364	368	310	352		484	438	432	436	456		519	492	435	459	466		520	501	465	465	488	
Total inbound calls - results line	Number of calls placed / received on results line		number		201	225	191	223		281	264	262	253	277		327	318	287	303	293		312	321	297	312	306	
Total calls answered	Number of calls answered		number		364	368	310	352		484	438	432	435	455		519	492	435	459	466		520	501	465	465	488	
% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent		0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.2%	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%	0.0%	0.0%	0.4%	0.4%		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		6	10	8	7		7	7	7	8	9		6	7	6	6	8		6	7	6	11	7
Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			seconds		-	-	-	-		-	-	-	-	-		1	-	-	1	-		-	-	-	-	-
% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent		0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%		0.2%	0.0%	0.0%	0.2%	0.0%		0.0%	0.0%	0.0%	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	1	2	1		1	1	2	2	2		2	2	1	1	1		1	2	1	2	4
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	0	1	1		1	1	1	0	1		0	1	1	1	1		1	1	0	0	1
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		2	2	1	1		2	2	1	1	3		5	2	2	3	1		2	1	1	1	4
Long waits	Number of people waiting over 30 minutes			minutes		-	-	-	-		-	-	-	-	-		-	-	-	-	-		-	-	-	-	-
% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent		0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	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		61	76	48	26		53	51	39	50	38		37	61	59	49	35		39	54	49	50	30
% 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%	100.0%		98.0%	100.0%	97.0%	96.0%	100.0%		100.0%	100.0%	100.0%	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%
4. LAB																											
Patient episodes	Total number of patient episodes			number		790	649	577	701		862	815	788	853	857		929	939	966	885	891		990	988	909	890	965
Patient tests	Total number of patient tests performed			number		3,455	3,659	3,161	3,552		4,642	4,311	3,751	4,337	4,409		4,908	4,787	4,764	4,493	4,289		5,117	4,837	4,876	4,543	4,830
Urgent tests	Total number of urgent tests			number		407	247	161	149		416	334	197	188	239		330	270	306	324	320		346	507	299	273	305
% urgent tests	4.3 divided by 4.2			percent		11	6	5	4		8	7	5	4	5		6	5	6	7	7		6	10	6	6	6
Critical results	Number of critical test results			number		11	5	6	4		6	11	5	5	5		2	6	6	8	6		10	5	5	5	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		11	5	6	4		6	11	5	5	5		2	6	6	8	6		10	5	4	5	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%	80.0%	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%
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																							

					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri			
Indicator	Definition	Target	Unit		4/01/10	5/01/10	6/01/10	7/01/10	8/01/10	11/01/10	12/01/10	13/01/10	14/01/10	15/01/10	18/01/10	19/01/10	20/01/10	21/01/10	22/01/10	25/01/10	26/01/10	27/01/10	28/01/10	29/01/10			
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%	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		2:33	2:35	2:33	2:32		2:26	2:34	2:22	2:30	2:32		2:22	2:32	2:49	2:39	2:32		2:30	2:41	2:34	2:37	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		1:02	0:49	0:52	0:46		0:57	0:56	0:44	0:46	0:43		0:44	0:49	1:08	1:03	0:53		0:50	1:04	0:55	0:52	1:01
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		4:24	4:34	4:19	4:19		4:10	4:11	4:14	4:30	4:23		3:49	4:35	5:09	4:29	4:24		4:25	4:49	4:19	4:31	4:40
Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes		2:48	3:00	2:59	3:04		2:54	2:55	2:54	2:53	2:54		3:00	3:40	3:32	3:04	3:01		3:08	3:12	2:56	3:04	3:07
Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		1:02	1:13	1:03	1:12		1:17	1:18	0:58	1:00	1:09		1:29	2:52	2:12	1:23	1:19		1:27	1:20	1:19	1:01	1:15
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		5:08	4:53	4:40	4:28		4:40	4:24	4:49	4:42	4:48		4:17	6:22	5:23	4:43	4:51		5:15	5:17	4:36	5:00	4:54
Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes		2:24	2:48	2:41	2:34		2:40	2:33	2:54	2:58	2:46		3:03	2:40	3:08	3:29	2:58		2:52	3:01	3:18	3:39	3:16
Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		1:14	1:26	1:37	1:21		1:40	1:22	1:31	1:35	1:14		1:54	1:32	1:51	2:09	1:22		1:11	1:50	1:30	2:48	1:16
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		3:35	3:50	3:44	3:48		3:58	3:33	4:04	3:48	3:40		3:57	3:12	4:35	4:48	3:31		4:08	3:52	4:06	4:42	4:14
Total TAT Potassium	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes		2:48	3:00	2:59	3:04		2:54	2:55	2:54	2:53	2:54		3:00	3:40	3:32	3:04	3:01		3:08	3:12	2:56	3:04	3:07
Total TAT Potassium	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		1:02	1:13	1:03	1:12		1:17	1:18	0:58	1:00	1:09		1:29	2:52	2:12	1:23	1:19		1:27	1:20	1:19	1:01	1:15
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		5:08	4:53	4:40	4:28		4:40	4:24	4:49	4:42	4:48		4:17	6:22	5:23	4:43	4:51		5:15	5:17	4:36	5:00	4:54
Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes		2:40	2:49	2:55	2:52		2:44	2:52	2:43	2:50	2:50		2:55	3:39	3:28	3:01	2:55		3:01	3:04	3:00	3:00	3:01
Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes		1:02	1:19	1:04	1:11		1:17	1:14	1:02	1:10	1:12		1:30	2:55	2:09	1:25	1:15		1:27	1:26	1:20	1:05	1:16
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		4:16	4:53	4:45	4:29		4:23	4:23	4:40	4:44	4:51		4:12	6:10	5:06	4:40	4:30		4:37	5:02	4:38	4:54	4:40
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			1.1	1.1	1.2		1.2	2.1	1.2	2.0	2.1		2.1	2.2	3.0	2.3	2.9		3.2	2.1	3.0	3.9	3.1
Total TAT Histology 98% percentile	Turnaround time for 98th centile from collection to report, expressed in working days	less than	10.0	working days			5.1	2.1	2.0		2.1	3.1	3.2	3.0	3.2		3.2	4.2	4.3	3.9	4.1		4.2	5.2	4.1	7.0	5.0
Total TAT - Urine Micro & Culture - non-urgent	Average turnaround time from collection to report, expressed in hour:minutes	less than	48:00	hours: minutes		26:26	23:31	25:45	39:02		26:12	24:04	27:01	29:10		42:02	28:35	24:12	32:24	28:33			28:21	24:46	28:58	29:19	
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		25:38	21:11	40:16	47:03		64:02	22:29	22:27	44:50		45:37	24:09	22:49	44:55	44:54			45:32	38:51	43:13	46:52	
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		1.1	1.1	1.8	3.0		1.1	1.6	2.0	2.0		2.9	1.6	1.1	2.7	2.3			2.1	1.7	2.0	2.1	
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		98.0%	99.0%	99.0%	96.0%		97.0%	98.0%	99.0%	99.0%	96.0%		97.0%	98.0%	99.0%	99.0%	97.0%		96.0%	99.0%	99.0%	99.0%	98.0%
URGENT																											
Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes		3:20	2:57	3:07	2:41		3:04	3:05	2:56	3:11	2:58		3:16	3:02	2:59	2:52	2:44		3:02	6:05	3:00	3:41	3:14
Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes		0:59	0:48	1:05	0:45		0:55	0:46	0:45	0:54	0:44		0:47	0:43	0:49	0:32	0:48		0:50	0:46	1:38	1:08	1:13
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		4:40	4:36	4:53	4:06		5:25	4:50	4:28	4:56	4:40		5:00	4:46	4:39	4:32	4:48		4:39	5:10	4:33	4:48	5:01
Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes		2:23	2:24	2:51	2:33		3:05	2:53	2:47	3:27	2:50		2:45	3:49	3:55	2:53	2:46		2:58	3:54	2:06	2:56	2:49

					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Indicator	Definition	Target	Unit		4/01/10	5/01/10	6/01/10	7/01/10	8/01/10	11/01/10	12/01/10	13/01/10	14/01/10	15/01/10	18/01/10	19/01/10	20/01/10	21/01/10	22/01/10	25/01/10	26/01/10	27/01/10	28/01/10	29/01/10
Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours: minutes			0:42	0:53	2:09	1:58	0:58	1:08	1:14	1:13	1:00	1:01	2:06	2:37	1:02	0:44	1:06	1:10	1:16	1:02	1:08
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			2:34	3:28	3:30	3:01	3:47	4:10	4:33	5:49	4:42	3:46	6:22	6:08	5:27	3:28	3:46	5:15	3:42	5:20	4:57
6. RECOLLECTS																								
Total specimens	Total number of patient episodes (excluding self collects)		number			790	649	577	701	862	815	788	853	857	929	939	966	885	891	990	988	909	890	965
% recollects	6.2 divided by 6.1	less than 1.0%	percent			0.4%	0.5%	0.0%	0.1%	0.6%	0.5%	0.3%	0.1%	0.4%	0.4%	0.1%	0.2%	0.2%	0.3%	0.2%	0.0%	0.3%	0.1%	0.2%
% 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%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
% unsuitable samples	6.4 divided by 6.1	less than 1.0%	percent			0.1%	0.2%	0.0%	0.0%	0.2%	0.1%	0.3%	0.1%	0.0%	0.1%	0.1%	0.1%	0.2%	0.2%	0.2%	0.0%	0.1%	0.0%	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																					