

Diagnostic MedLab KPI Reporting 2011

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

Indicator	Definition	Target	Unit	Mon					Tues					Wed					Thurs					Fri				
				31/10/11	1/11/11	2/11/11	3/11/11	4/11/11	7/11/11	8/11/11	9/11/11	10/11/11	11/11/11	14/11/11	15/11/11	16/11/11	17/11/11	18/11/11	21/11/11	22/11/11	23/11/11	24/11/11	25/11/11	28/11/11	29/11/11	30/11/11	1/12/11	2/12/11
<b>1. CALL CENTRE</b>																												
Total inbound calls	Number of calls placed / received		number	265	310	275	292	254	305	295	272	278	265	302	311	286	306	275	305	317	281	272	265	301	290	277	283	268
Total inbound calls - results line	Number of calls placed / received on results line		number	265	310	275	292	254	305	295	272	278	265	302	311	286	306	275	305	317	281	272	265	301	290	277	283	268
Total calls answered	Number of calls answered		number	265	305	275	291	250	300	290	269	278	264	298	311	286	305	275	305	317	280	271	265	301	290	277	281	268
% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1)	less than 7.0%	percent	0.0%	1.6%	0.0%	0.3%	1.6%	1.6%	1.7%	1.1%	0.0%	0.4%	1.3%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.4%	0.4%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%
% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1)	less than 3.0%	percent	0.0%	1.6%	0.0%	0.3%	1.6%	1.6%	1.7%	1.1%	0.0%	0.4%	1.3%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.4%	0.4%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%
Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	15	50	16	34	22	21	36	22	20	20	26	17	20	24	14	18	29	20	19	18	13	22	28	21	16
Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		seconds	2	25	5	16	5	5	8	7	2	2	4	-	4	6	1	3	6	2	-	6	-	5	2	3	2
% of calls with wait time >150 seconds		less than	percent	0.8%	8.1%	1.8%	5.5%	2.0%	1.6%	2.7%	2.6%	0.7%	0.8%	1.3%	0.0%	1.4%	2.0%	0.4%	1.0%	1.9%	0.7%	0.0%	2.3%	0.0%	1.7%	0.7%	1.1%	0.7%
<b>2. COLLECTION CENTRES</b>																												
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	2	1	2	1	2	0	1	1	1	0	3	2	3	0	5	2	3	3	1	2	5	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	2	4	1	2	1	3	2	1	2	2	2	2	2	1	1	2	3	4	3	3	2	1	3	1	3
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	8	3	2	4	2	2	2	3	3	3	2	2	1	2	2	3	3	4	6	4	3	2	6	4	3
Long waits	Number of people waiting over 30 minutes		minutes	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	6	-	-
<b>3. HOME VISITS</b>																												
Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not home)		number	45	45	42	48	14	32	43	52	27	26	53	67	47	44	27	57	41	45	47	26	53	52	48	40	19
% Home visit timeliness	% home visits completed for the day. 3.2 divided by 3.1	greater than 90%	percent	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	92%	100%	96%	100%	100%	100%
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%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>4. LAB</b>																												
Patient episodes	Total number of patient episodes		number	1,074	1,024	1,008	985	1,020	1,085	1,093	1,050	1,016	1,089	1,147	1,110	1,014	989	1,021	1,093	1,099	1,089	1,009	1,146	1,077	1,079	1,122	1,035	1,063
Patient tests	Total number of patient tests performed		number	3,330	3,283	3,442	3,318	3,087	3,447	3,697	3,156	3,351	3,279	3,780	3,427	3,282	3,192	3,115	3,351	3,495	3,307	3,152	3,688	3,223	3,484	3,490	3,292	3,368
Urgent tests	Total number of urgent tests		number	237	245	241	233	220	235	242	197	211	205	248	238	190	229	227	251	256	217	212	246	205	306	252	249	266
% urgent tests	4.3 divided by 4.2		percent	7	7	7	7	7	6	6	6	6	6	6	6	5	7	7	7	7	6	6	6	6	6	8	7	7
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																									
Critical results	Number of critical test results		number	3	10	5	1	5	15	10	4	6	6	7	6	4	7	8	9	9	6	6	8	6	9	4	4	8
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	3	10	5	1	5	15	10	4	6	6	7	6	4	7	8	9	9	6	6	8	6	9	4	4	8
% 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%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Amended Results	Number of results changed after original result was reported to referer		number	2	-	2	-	3	-	1	-	-	-	-	-	-	-	3	-	1	-	1	4	-	-	5	1	
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%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Indicator	Definition	Target	Unit	Mon					Tues					Wed					Thurs					Fri					Mon					Tues					Wed					Thurs					Fri				
				31/10/11	1/11/11	2/11/11	3/11/11	4/11/11	7/11/11	8/11/11	9/11/11	10/11/11	11/11/11	14/11/11	15/11/11	16/11/11	17/11/11	18/11/11	21/11/11	22/11/11	23/11/11	24/11/11	25/11/11	28/11/11	29/11/11	30/11/11	1/12/11	2/12/11																									
<b>5. TURNAROUND TIME</b>																																																					
<b>NON-URGENT</b>																																																					
Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	2:57	3:21	2:57	2:55	2:54	3:26	3:05	3:03	3:03	3:14	3:09	3:42	3:00	3:08	3:18	2:59	3:06	2:51	3:08	3:16	3:03	2:57	3:00	3:08	3:05																								
Lab TAT Complete blood count	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:09	1:54	1:05	1:06	1:09	1:41	1:31	1:19	1:15	1:09	1:32	1:47	1:13	1:28	1:22	1:17	1:26	1:01	1:05	1:12	1:14	1:07	1:16	1:19	1:10																								
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	5:23	5:59	5:14	5:14	5:09	5:22	5:30	5:09	5:19	5:19	5:22	6:09	4:56	5:29	5:22	5:20	5:29	4:29	5:44	5:44	5:19	5:09	5:20	5:29	5:15																								
Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:31	3:52	3:54	4:05	3:19	3:38	3:13	3:10	3:19	3:17	3:44	3:59	3:09	3:26	4:31	3:34	3:53	3:18	3:29	3:39	3:43	3:28	3:14	3:19	3:36																								
Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:27	1:40	2:36	2:27	1:14	1:08	1:07	0:58	1:12	1:07	1:30	1:15	0:55	1:08	2:49	1:27	1:57	1:05	1:11	1:09	1:35	1:17	1:17	1:09	1:37																								
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	5:54	5:48	5:59	6:56	5:22	5:30	5:16	5:32	5:24	5:17	6:09	5:48	5:11	5:24	6:34	5:50	6:10	5:20	5:42	5:57	6:07	5:13	5:16	5:34	5:36																								
Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:34	3:40	4:19	3:40	4:06	3:31	3:17	3:28	4:20	3:22	3:38	3:31	3:00	3:40	3:48	3:43	3:46	3:57	3:17	3:47	3:20	3:35	3:25	3:43	3:22																								
Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:48	2:22	2:54	2:18	3:01	1:41	1:39	1:46	2:36	1:48	1:56	2:15	1:08	1:54	1:59	1:52	2:12	1:39	1:33	2:11	1:43	2:32	1:35	2:08	1:41																								
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	4:58	5:17	5:32	5:54	5:40	4:38	4:20	4:54	5:50	4:12	5:03	4:44	3:52	5:14	4:40	4:59	6:45	6:30	4:13	5:26	4:38	5:23	4:34	5:18	5:18																								
Total TAT Potassium	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:31	3:52	3:57	4:05	3:19	3:38	3:13	3:10	3:19	3:18	3:44	4:01	3:09	3:26	4:30	3:36	3:54	3:18	3:29	3:40	3:42	3:27	3:14	3:19	3:36																								
Total TAT Potassium	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:27	1:40	2:36	2:27	1:14	1:08	1:07	0:59	1:12	1:07	1:30	1:15	0:55	1:08	2:49	1:27	1:57	1:06	1:11	1:09	1:35	1:16	1:17	1:09	1:37																								
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	5:54	5:48	6:07	6:56	5:22	5:30	5:16	5:32	5:24	5:18	6:01	5:59	5:11	5:24	6:34	6:02	6:10	5:21	5:42	5:58	6:07	5:13	5:16	5:34	5:44																								
Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:23	3:55	3:56	3:55	3:09	3:32	3:07	3:07	3:23	3:31	3:43	3:28	3:03	3:12	3:51	3:24	3:51	3:11	3:26	3:19	3:29	3:18	3:06	3:13	3:34																								
Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:29	1:46	2:37	2:25	1:15	1:15	1:07	0:58	1:08	1:07	1:30	1:24	1:01	1:07	2:09	1:27	1:58	1:02	1:13	1:10	1:37	1:15	1:14	1:08	1:48																								
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	5:26	5:45	5:59	6:38	5:15	5:17	5:00	5:02	5:24	5:13	5:42	5:32	4:45	5:03	5:56	5:16	6:05	5:00	5:35	5:17	5:42	5:11	5:06	5:08	5:33																								
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	2.9	3.0	3.2	3.1	3.2	3.1	3.2	3.3	3.8	4.1	4.1	4.2	5.1	4.3	6.2	5.8	5.3	5.9	5.8	5.2	4.3	5.2	4.2	4.1	4.3																								
Total TAT Histology 98% percentile	Turnaround time for 98th centile from collection to report, expressed in working days	less than	10.0	working days	4.1	4.1	5.9	4.1	6.9	4.2	6.9	6.0	4.2	4.3	5.1	6.9	7.0	7.0	7.2	7.0	7.0	7.9	7.0	7.0	7.0	7.0	8.0	7.0	5.8	7.0																							
Total TAT - Urine Micro & Culture - non-urgent	Average turnaround time from collection to report, expressed in hour:minutes	less than	48:00	hours:minutes		25:55	26:56	25:21	28:41		23:27	25:14	27:44	35:42		25:28	26:23	26:37	26:26		22:44	26:47	29:36	28:35		25:06	27:04	26:57	28:29																								
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		22:17	39:27	40:14	43:05		21:32	21:53	43:52	45:08		21:43	43:02	40:59	43:07		21:45	39:38	42:58	44:13		22:10	41:02	39:37	43:18																								
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		1.2	1.8	1.7	2.1		1.0	1.8	2.0	2.2		1.1	1.9	1.8	1.9		1.0	1.8	2.0	2.1		1.1	1.9	2.0	2.0																								
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%	95%	98%	98%	94%	95%	96%	98%	99%	97%	95%	96%	98%	99%	93%	96%	96%	99%	99%	97%	94%	96%	98%	99%	96%																								
<b>URGENT</b>																																																					
Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:28	3:55	3:56	3:58	4:05	3:44	4:31	3:39	3:34	3:29	3:29	3:53	3:39	3:27	3:51	3:35	3:33	3:34	3:37	3:22	3:47	3:47	3:21	3:33	3:42																								
Lab TAT INR	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:11	1:38	1:01	1:03	1:54	1:19	1:28	1:23	1:16	1:04	1:32	2:23	2:40	1:12	1:32	0:50	0:47	1:11	1:39	1:00	1:08	0:53	0:54	1:16	2:26																								
Total TAT INR 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - IN ZONE	less than	6:00	hours:minutes	5:35	5:49	6:04	5:33	5:27	5:17	5:55	5:38	5:56	6:05	5:42	5:49	5:58	5:24	5:26	5:16	5:27	5:51	5:36	5:24	5:36	5:15	5:35	5:43	6:47																								
Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:05	3:20	2:51	3:34	2:45	4:11	2:23	2:42	3:03	3:07	4:19	2:44	4:40	3:53	3:07	3:30	4:25	3:38	3:02	3:10	4:57	3:01	3:52	1:52	4:52																								
Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:18	1:13	1:36	1:46	1:00	2:57	1:09	0:45	1:11	1:07	1:39	0:48	0:55	1:24	1:24	1:33	1:12	0:51	1:27	1:44	0:45	1:16	1:20	1:02	2:30																								
Total TAT Troponin 98% centile in zone	Turnaround time from 98th centile from collection to report, expressed in hour:minutes - IN ZONE	less than	6:00	hours:minutes	4:44	5:24	4:16	4:22	2:46	6:15	3:32	3:45	4:18	5:27	5:13	2:44	5:18	5:18	5:04	5:05	6:06	5:43	4:25	5:25	5:01	4:47	5:51	2:04	5:49																								
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 than	95%	percent	99%	98%	97%	97%	98%	100%	99%	96%	99%	98%	98%	99%	97%	99%	97%	97%	98%	99%	98%	99%	98%	100%	98%	99%	99%																								

				Mon	Tues	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs	Fri	Mon	Tues	Wed	Thurs	Fri	
Indicator	Definition	Target	Unit	31/10/11	1/11/11	2/11/11	3/11/11	4/11/11	7/11/11	8/11/11	9/11/11	10/11/11	11/11/11	14/11/11	15/11/11	16/11/11	17/11/11	18/11/11	21/11/11	22/11/11	23/11/11	24/11/11	25/11/11	28/11/11	29/11/11	30/11/11	1/12/11	2/12/11	
<b>6. RECOLLECTS</b>																													
Total specimens	Total number of patient episodes (excluding self collects)		number	1,074	1,024	1,008	985	1,020	1,085	1,093	1,050	1,016	1,089	1,147	1,110	1,014	989	1,021	1,093	1,099	1,089	1,009	1,146	1,077	1,079	1,122	1,035	1,063	
% recollects	6.2 divided by 6.1	less than 1.0%	percent	0.3%	0.3%	0.3%	0.3%	0.1%	0.4%	0.5%	0.2%	0.1%	0.3%	0.3%	0.0%	0.2%	0.1%	0.0%	0.2%	0.2%	0.0%	0.0%	0.0%	0.0%	0.1%	0.2%	0.1%	0.3%	
% incorrectly identified specimens	6.3 divided by 6.1	less than 1.0%	percent	0.2%	0.1%	0.2%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	
% unsuitable samples	6.4 divided by 6.1	less than 1.0%	percent	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.2%	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%	0.0%	0.0%	0.0%	0.0%	0.0%	
<b>7. QUALITY IMPROVEMENT</b>																													
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					104					108					109					113					117	
Total Complaints	Number of complaints received year to date		number					53					56					57					61					64	
New complaints	Number of new complaints received this week		number					5					3					1					4					3	
Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number					5					3					1					4					3	