

# Lab Tests Auckland KPI Reporting 2009

KPI definition - Template version 2

## 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      |
|--|---|--------------|--------|---------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Indicator                              | Definition  | x            | Target | Unit    | 2/11/09 | 3/11/09 | 4/11/09 | 5/11/09 | 6/11/09 | 9/11/09 | 10/11/09 | 11/11/09 | 12/11/09 | 13/11/09 | 16/11/09 | 17/11/09 | 18/11/09 | 19/11/09 | 20/11/09 |
| <b>1. CALL CENTRE</b>                  |   |              |        |         |         |         |         |         |         |         |          |          |          |          |          |          |          |          |          |
| Total inbound calls                    | Number of calls placed / received   |              |        | number  | 2,113   | 1,761   | 1,916   | 1,814   | 1,905   | 2,153   | 2,007    | 1,930    | 1,907    | 1,774    | 1,944    | 1,863    | 1,738    | 1,835    | 1,706    |
| Total inbound calls - results line     | Number of calls placed / received on results line   |              |        | number  | 758     | 687     | 801     | 767     | 736     | 763     | 749      | 714      | 712      | 625      | 698      | 693      | 620      | 725      | 638      |
| Total calls answered                   | Number of calls answered  |              |        | number  | 2,071   | 1,761   | 1,880   | 1,781   | 1,841   | 2,089   | 1,963    | 1,870    | 1,825    | 1,737    | 1,900    | 1,834    | 1,693    | 1,830    | 1,672    |
| % calls unanswered                     | Also known as "abandonment".<br>1 - (1.2 divided by 1.1a)   | less than    | 7.0%   | percent | 2.0%    | 0.0%    | 1.9%    | 1.8%    | 3.4%    | 3.0%    | 2.2%     | 3.1%     | 4.3%     | 2.1%     | 2.3%     | 1.6%     | 2.6%     | 1.5%     | 2.0%     |
| % calls unanswered for results line    | Also known as "abandonment".<br>1 - (1.4 divided by 1.1b)   | less than    | 3.0%   | percent | 0.4%    | 0.0%    | 1.1%    | 1.4%    | 0.7%    | 0.4%    | 1.5%     | 0.1%     | 1.1%     | 0.6%     | 0.7%     | 1.3%     | 0.8%     | 0.7%     | 0.6%     |
| Average wait time                      | Average wait time on the phone for results, measured in seconds ("Lab Results" figure)  | less than    | 150    | seconds | 18      | 17      | 18      | 21      | 18      | 16      | 18       | 18       | 20       | 14       | 16       | 17       | 15       | 16       | 14       |
| Wait time >150 seconds                 | Number of calls with a wait time of more than 150 seconds   |              |        | number  | 32      | 9       | 23      | 13      | 12      | 18      | 11       | 18       | 10       | 6        | 12       | 6        | 8        | 11       | 8        |
| % of calls with wait time >150 seconds | 1.7 divided by 1.1  | less than    |        | percent | 1.5%    | 0.5%    | 1.2%    | 0.7%    | 0.6%    | 0.8%    | 0.6%     | 0.8%     | 0.5%     | 0.3%     | 0.6%     | 0.3%     | 0.5%     | 0.6%     | 0.5%     |
| <b>2. COLLECTION CENTRES</b>           |   |              |        |         |         |         |         |         |         |         |          |          |          |          |          |          |          |          |          |
| Wait time Manukau DHB                  | Average waiting time in minutes for each patient attending Manukau DHB collection centres between 7am and 11am (peak collection time) | less than    | 30     | minutes | 10      | 7       | 7       | 6       | 7       | 13      | 13       | 13       | 13       | 14       | 16       | 13       | 11       | 12       | 13       |
| 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 | 6       | 6       | 7       | 6       | 7       | 15      | 14       | 16       | 14       | 17       | 13       | 14       | 12       | 13       | 17       |
| 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 | 12      | 9       | 7       | 8       | 10      | 14      | 15       | 14       | 12       | 13       | 12       | 13       | 15       | 13       | 13       |
| Long waits                             | Number of people waiting over 30 minutes  |              |        | minutes | 126     | 32      | 15      | 20      | 33      | 73      | 70       | 70       | 57       | 71       | 61       | 70       | 47       | 47       | 64       |
| % wait over 30 mins                    | 2.5 divided by 2.4  | less than    | 10%    | percent | 4.0%    | 0.9%    | 0.5%    | 0.7%    | 1.2%    | 2.2%    | 2.1%     | 2.3%     | 1.9%     | 2.3%     | 1.9%     | 2.1%     | 1.5%     | 1.5%     | 2.1%     |
| <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  | 228     | 245     | 235     | 231     | 184     | 270     | 262      | 245      | 239      | 172      | 311      | 235      | 233      | 228      | 157      |
| % Home visit timeliness                | % home visits completed for the day 3.2 divided by 3.1  | greater than | 90%    | percent | 98.0%   | 97.0%   | 98.0%   | 94.0%   | 99.0%   | 97.0%   | 97.0%    | 97.6%    | 94.6%    | 97.1%    | 98.1%    | 97.4%    | 97.4%    | 98.7%    | 94.3%    |
| Urgent home visits booked              | Number of urgent home visits booked for the day (exclude home visits where the patient was not home)                                  |              |        | number  | 15      | 4       | 10      | 22      | 16      | 17      | 6        | 10       | 10       | 17       | 13       | 3        | 10       | 8        | 6        |
| 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%   |
| <b>4. LAB</b>                          |   |              |        |         |         |         |         |         |         |         |          |          |          |          |          |          |          |          |          |
| Patient episodes                       | Total number of patient episodes  |              |        | number  | 8,479   | 8,168   | 7,749   | 7,485   | 7,575   | 8,355   | 8,248    | 7,732    | 7,573    | 7,578    | 8,445    | 8,132    | 7,492    | 7,704    | 7,530    |
| Patient tests                          | Total number of patient tests performed   |              |        | number  | 26,792  | 27,176  | 26,097  | 24,542  | 25,458  | 26,297  | 27,214   | 25,944   | 24,970   | 25,130   | 26,441   | 27,300   | 24,950   | 25,150   | 25,286   |
| Urgent tests                           | Total number of urgent tests  |              |        | number  | 2,288   | 1,888   | 1,724   | 1,564   | 1,221   | 1,359   | 1,149    | 963      | 905      | 909      | 1,066    | 943      | 727      | 962      | 895      |
| % urgent tests                         | 4.3 divided by 4.2  |              |        | percent | 9%      | 7%      | 7%      | 6%      | 5%      | 5%      | 4%       | 4%       | 4%       | 4%       | 4%       | 4%       | 3%       | 4%       | 4%       |
| Critical results                       | Number of critical test results   |              |        | number  | 21      | 31      | 15      | 26      | 15      | 24      | 17       | 17       | 20       | 23       | 32       | 28       | 17       | 25       | 23       |

|  |   |              |        |               | Mon     | Tue     | Wed     | Thu     | Fri     | Mon     | Tue      | Wed      | Thu      | Fri      | Mon      | Tue      | Wed      | Thu      | Fri      |
|--|---|--------------|--------|---------------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Indicator  | Definition  | x            | Target | Unit          | 2/11/09 | 3/11/09 | 4/11/09 | 5/11/09 | 6/11/09 | 9/11/09 | 10/11/09 | 11/11/09 | 12/11/09 | 13/11/09 | 16/11/09 | 17/11/09 | 18/11/09 | 19/11/09 | 20/11/09 |
| Critical results phoned  | Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referer; b. patient; c. police)   |              |        | number        | 20      | 26      | 14      | 25      | 12      | 22      | 15       | 17       | 18       | 21       | 32       | 28       | 15       | 25       | 22       |
| % of critical results phoned within 1 hour                     | Percentage of critical test results phoned through to appropriate contact person within 1 hour (a.Referer; b. patient; c. police)   | greater than | 98%    | percent       | 95%     | 84%     | 93%     | 96%     | 80%     | 92%     | 88%      | 100%     | 90%      | 91%      | 100%     | 100%     | 88%      | 100%     | 96%      |
| % Amended Results  | Percentage of results changed after original result was reported to referrer. 4.11 divided by 4.2   | less than    | 1%     | percent       |         |         |         |         |         |         |          |          |          |          |          |          |          |          |          |
| 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       |         |         |         |         |         |         |          |          |          |          |          |          |          |          |          |
| <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 | 5:22    | 5:04    | 5:39    | 5:12    | 5:32    | 5:22    | 6:18     | 5:20     | 5:00     | 4:51     | 5:16     | 4:52     | 5:10     | 4:44     | 5:03     |
| Lab TAT Complete blood count                                   | Turnaround time from 90th centile receipt to report, expressed in hour:minutes  | less than    | 4:00   | hours:minutes | 1:41    | 1:39    | 1:28    | 1:39    | 1:38    | 1:35    | 1:41     | 1:37     | 1:52     | 1:25     | 1:30     | 1:32     | 1:56     | 1:19     | 1:37     |
| 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 | 10:00   | 11:00   | 10:00   | 10:00   | 10:00   | 11:00   | 11:00    | 10:00    | 8:00     | 10:00    | 11:00    | 9:00     | 10:00    | 8:00     | 10:00    |
| Total TAT Electrolytes   | Average turnaround time from collection to report, expressed in hour:minutes  | less than    | 8:00   | hours:minutes | 5:34    | 5:39    | 6:57    | 6:37    | 7:25    | 6:56    | 7:51     | 6:02     | 6:25     | 7:39     | 5:27     | 5:09     | 5:48     | 5:45     | 5:13     |
| Lab TAT Electrolytes   | Turnaround time from 90th centile receipt to report, expressed in hour:minutes  | less than    | 4:00   | hours:minutes | 1:48    | 2:10    | 2:26    | 3:02    | 3:27    | 3:01    | 2:42     | 2:10     | 2:33     | 4:00     | 1:45     | 1:44     | 2:26     | 2:10     | 1:43     |
| 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   | 12:00   | 11:00   | 11:00   | 12:00   | 11:00   | 11:00    | 11:00    | 11:00    | 14:00    | 10:00    | 10:00    | 11:00    | 11:00    | 10:00    |
| Total TAT HCG Quantification                                   | Average turnaround time from collection to report, expressed in hour:minutes  | less than    | 8:00   | hours:minutes | 8:08    | 7:08    | 6:44    | 5:40    | 5:50    | 6:45    | 6:16     | 5:58     | 7:52     | 6:22     | 6:46     | 6:11     | 6:55     | 6:25     | 5:25     |
| Total TAT HCG Quantification                                   | Turnaround time from 90th centile receipt to report, expressed in hour:minutes  | less than    | 4:00   | hours:minutes | 4:36    | 3:49    | 4:24    | 2:58    | 2:55    | 3:36    | 3:09     | 2:46     | 4:28     | 3:16     | 3:45     | 2:51     | 3:34     | 2:54     | 2:33     |
| 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 | 8:00    | 8:00    | 8:00    | 8:00    | 7:00    | 6:00    | 8:00     | 6:00     | 12:00    | 5:00     | 12:00    | 20:00    | 11:00    | 19:00    | 12:00    |
| Total TAT Potassium  | Average turnaround time from collection to report, expressed in hour:minutes  | less than    | 8:00   | hours:minutes | 5:27    | 5:54    | 6:30    | 6:47    | 7:31    | 6:54    | 6:20     | 6:42     | 6:04     | 7:45     | 5:29     | 5:09     | 5:40     | 5:33     | 4:29     |
| Total TAT Potassium  | Turnaround time from 90th centile receipt to report, expressed in hour:minutes  | less than    | 4:00   | hours:minutes | 1:48    | 2:20    | 2:36    | 3:13    | 3:36    | 2:59    | 2:30     | 2:38     | 2:39     | 4:01     | 1:40     | 1:48     | 2:15     | 1:57     | 1:22     |
| 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 | 10:00   | 12:00   | 11:00   | 12:00   | 12:00   | 11:00   | 11:00    | 11:00    | 11:00    | 16:00    | 10:00    | 7:00     | 10:00    | 11:00    | 8:00     |
| Total TAT Liver functions                                      | Average turnaround time from collection to report, expressed in hour:minutes  | less than    | 8:00   | hours:minutes | 5:33    | 5:30    | 6:45    | 6:41    | 7:25    | 6:52    | 7:38     | 5:43     | 6:08     | 6:41     | 7:14     | 5:05     | 5:39     | 5:42     | 5:08     |
| Total TAT Liver functions                                      | Turnaround time from 90th centile receipt to report, expressed in hour:minutes  | less than    | 4:00   | hours:minutes | 1:46    | 2:02    | 2:24    | 3:03    | 3:28    | 2:59    | 2:33     | 1:54     | 3:10     | 3:06     | 3:19     | 1:42     | 2:20     | 2:11     | 1:39     |
| 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 | 10:00   | 11:00   | 11:00   | 11:00   | 12:00   | 11:00   | 11:00    | 11:00    | 11:00    | 10:00    | 10:00    | 8:00     | 10:00    | 10:00    | 9:00     |
| Total TAT Histology - Biopsies                                 | Turnaround time for 80th centile from collection to report, expressed in working days   | less than    | 3.0    | working days  |         |         |         |         |         |         |          |          |          |          |          |          |          |          |          |

|   |  |              |        |               | Mon     | Tue     | Wed     | Thu     | Fri     | Mon     | Tue      | Wed      | Thu      | Fri      | Mon      | Tue      | Wed      | Thu      | Fri      |
|---|--|--------------|--------|---------------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| Indicator   | Definition   | x            | Target | Unit          | 2/11/09 | 3/11/09 | 4/11/09 | 5/11/09 | 6/11/09 | 9/11/09 | 10/11/09 | 11/11/09 | 12/11/09 | 13/11/09 | 16/11/09 | 17/11/09 | 18/11/09 | 19/11/09 | 20/11/09 |
| Total TAT Histology - major resections  | Turnaround time for 80th centile from collection to report, expressed in working days                                      | less than    | 5.0    | working days  |         |         |         |         |         |         |          |          |          |          |          |          |          |          |          |
| Total TAT Histology 98% percentile  | Turnaround time for 98th centile from collection to report, expressed in working days                                      | less than    | 10.0   | working days  | 3.7     | 2.9     | 2.4     | 2.8     | 1.5     | 3.1     | 3.4      | 1.2      | 1.3      | 1.6      | 3.0      | 3.6      | 2.7      | 1.3      | 1.8      |
| Total TAT - Urine Micro & Culture - non-urgent  | Average turnaround time from collection to report, expressed in hour:minutes   | less than    | 48:00  | hours:minutes | 51:57   | 23:29   | 23:56   | 23:49   | 23:15   | 46:33   | 22:49    | 24:57    | 23:41    | 22:50    | 44:26    | 22:15    | 22:34    | 23:33    | 23:19    |
| 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 | 36:28   | 19:38   | 21:22   | 20:32   | 20:14   | 31:33   | 18:52    | 21:52    | 21:06    | 19:49    | 30:36    | 17:43    | 19:50    | 20:20    | 20:39    |
| 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     | 1.0     | 1.0     | 1.9     | 1.0      | 1.0      | 1.0      | 1.0      | 1.8      | 1.0      | 1.0      | 1.0      | 1.0      |
| 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       | 99.9%   | 99.9%   | 99.9%   | 99.9%   | 99.9%   | 99.7%   | 99.8%    | 99.9%    | 99.8%    | 99.9%    | 99.8%    | 99.9%    | 99.9%    | 99.8%    | 99.9%    |
| <b>URGENT</b>   |  |              |        |               |         |         |         |         |         |         |          |          |          |          |          |          |          |          |          |
| Total TAT INR   | Average turnaround time from collection to report, expressed in hour:minutes   | less than    | 6:00   | hours:minutes | 3:30    | 3:24    | 3:15    | 3:23    | 3:33    | 3:27    | 3:26     | 3:22     | 3:34     | 3:18     | 3:34     | 3:23     | 3:24     | 3:13     | 3:15     |
| Lab TAT INR   | Turnaround time from 95th centile receipt to report, expressed in hour:minutes   | less than    | 3:00   | hours:minutes | 0:45    | 1:09    | 0:38    | 0:40    | 0:37    | 0:43    | 0:41     | 0:40     | 0:45     | 0:36     | 0:41     | 0:41     | 0:43     | 0:41     | 0:40     |
| 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 | 6:00    | 5:00    | 5:00    | 5:00    | 6:00    | 5:00    | 5:00     | 5:00     | 6:00     | 5:00     | 5:00     | 5:00     | 5:00     | 5:00     | 5:00     |
| Total TAT - Troponin  | Average turnaround time from collection to report, expressed in hour:minutes   | less than    | 6:00   | hours:minutes | 3:58    | 4:00    | 3:56    | 6:55    | 3:46    | 3:43    | 3:40     | 3:32     | 3:56     | 3:09     | 3:15     | 2:55     | 3:34     | 6:24     | 2:52     |
| Lab TAT - Troponin  | Turnaround time from 95th centile receipt to report, expressed in hour:minutes   | less than    | 3:00   | hours:minutes | 1:26    | 1:58    | 1:58    | 4:19    | 1:39    | 1:39    | 1:28     | 1:48     | 5:06     | 1:34     | 0:41     | 1:15     | 1:42     | 4:24     | 1:25     |
| 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 | 4:00    | 5:00    | 6:00    | 5:00    | 5:00    | 5:00    | 5:00     | 6:00     | 5:00     | 3:00     | 6:00     | 4:00     | 3:00     | 4:00     | 4:00     |
| 6.1. Total specimens  | Total number of patient episodes (excluding self collects)   |              |        | number        | 8,479   | 8,168   | 7,749   | 7,485   | 7,575   | 8,355   | 8,248    | 7,732    | 7,573    | 7,578    | 8,445    | 8,137    | 7,492    | 7,704    | 7,530    |
| 6.5 % recollects  | 6.2 divided by 6.1   | less than    | 1.0%   | percent       | 0.4%    | 0.4%    | 0.3%    | 0.3%    | 0.3%    | 0.7%    | 0.3%     | 0.2%     | 0.4%     | 0.3%     | 0.3%     | 0.5%     | 0.4%     | 0.2%     | 0.3%     |
| 6.6 % incorrectly identified specimens  | 6.3 divided by 6.1   | less than    | 1.0%   | percent       | 0.1%    | 0.0%    | 0.0%    | 0.1%    | 0.1%    | 0.5%    | 0.3%     | 0.3%     | 0.4%     | 0.3%     | 0.4%     | 0.5%     | 0.4%     | 0.2%     | 0.3%     |
| 6.7 % unsuitable samples  | 6.4 divided by 6.1   | less than    | 1.0%   | percent       | 0.1%    | 0.0%    | 0.1%    | 0.1%    | 0.1%    | 0.1%    | 0.1%     | 0.1%     | 0.1%     | 0.1%     | 0.1%     | 0.1%     | 0.1%     | 0.1%     | 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        |         |         |         |         |         |         |          |          |          |          |          |          |          |          |          |
| Total Complaints  | Number of complaints received year to date   |              |        | number        |         |         |         |         | 3,413   |         |          |          |          | 3,508    |          |          |          |          | 3,566    |
| New complaints  | Number of new complaints received this week  |              |        | number        |         |         |         |         | 91      |         |          |          |          | 95       |          |          |          |          | 58       |
| Complaints acknowledgement  | Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week               |              |        | number        |         |         |         |         | 62      |         |          |          |          | 75       |          |          |          |          | 37       |