

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
Indicator	Definition	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
1. CALL CENTRE																		
Total inbound calls	Number of calls placed / received		number	690	738	746	738	633	720	711	711	653	585	567	702	687	638	624
Total inbound calls - results line	Number of calls placed / received on results line		number	338	378	385	366	295	348	343	347	371	299	310	366	329	359	345
Total calls answered	Number of calls answered		number	690	738	746	737	632	720	711	711	653	585	567	702	686	637	623
% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	0.0%	0.0%	0.0%	0.1%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	0.2%
% 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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	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	6	10	9	7	8	6	5	8	8	7	8	11	10	7
Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		seconds	-	-	-	-	-	-	-	-	-	-	-	-	-	-	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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%
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						2	1	0	1	2	1	1	2	1	2
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	2	1	1	1	5	2	1	2	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						3	2	3	2	2	4	3	4	2	2
Long waits	Number of people waiting over 30 minutes		minutes						-	-	-	-	-	7	-	-	-	-
% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent						0.0%	0.0%	0.0%	0.0%	0.0%	2.7%	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						46	46	42	60	30	65	68	50	40	40
% 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%	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%
4. LAB																		
Patient episodes	Total number of patient episodes		number	1,020	1,070	1,082	958	1,074	1,072	1,022	972	1,031	1,031	1,053	1,058	994	974	1,039
Patient tests	Total number of patient tests performed		number	5,265	5,384	5,797	4,747	5,542	5,102	5,073	5,432	5,057	5,705	5,193	4,965	4,895	4,641	5,403
Urgent tests	Total number of urgent tests		number	350	559	423	402	526	416	417	379	435	313	340	514	342	248	404
% urgent tests	4.3 divided by 4.2		percent	7	11	8	9	10	8	9	7	9	6	6	10	6	5	7
Critical results	Number of critical test results		number	12	8	10			6	6	8		13		12	8	5	5

					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
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Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour of result becoming available from analyser (a.Referrer; b. patient; c. police)		number		12	8	9			6	6	8		13		12	8	5	5
% 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.Referrer; 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%
% 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%
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%
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	2:38	2:33	2:32	2:45	2:43	2:37	2:34	2:38	2:43	2:35	2:42	2:34	2:43	2:29	2:38
Lab TAT Complete blood count	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	0:51	0:54	0:52	1:04	0:54	0:54	0:58	0:55	0:51	0:44	1:06	0:52	0:50	0:54	0:55
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	4:38	4:19	4:13	4:33	4:37	4:23	4:18	4:14	4:29	4:32	4:43	4:24	4:38	4:13	4:19
Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:05	3:02	3:44	3:37	3:26	3:03	3:02	3:17	3:03	3:15	3:16	2:55	3:06	2:58	3:00
Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:15	1:21	2:10	2:26	1:32	1:18	1:22	1:51	1:19	1:32	1:42	1:12	1:31	1:32	1:26
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	4:58	4:40	5:25	5:34	5:03	4:51	4:44	5:08	4:46	5:06	5:16	4:42	4:58	4:42	4:43
Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:02	3:07	3:57	3:01	2:50	3:05	3:02	3:42	3:00	2:42	3:06	2:51	2:40	2:48	3:21
Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:35	2:21	1:40	1:17	1:32	1:23	1:58	1:59	1:48	1:26	1:27	1:17	1:15	1:25	2:20
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	4:17	4:05	3:46	3:59	3:55	4:06	3:59	4:59	3:57	4:00	4:05	3:56	3:55	3:39	4:22
Total TAT Potassium	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	3:05	3:02	3:44	3:37	3:26	3:03	3:02	3:17	3:03	3:15	3:16	2:55	3:06	2:58	3:00
Total TAT Potassium	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:15	1:21	2:10	2:26	1:32	1:18	1:22	1:51	1:19	1:32	1:42	1:12	1:31	1:32	1:26
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	4:58	4:40	5:25	5:34	5:03	4:51	4:44	5:08	4:46	5:06	5:16	4:42	4:58	4:42	4:43
Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	2:49	2:57	3:32	3:27	3:15	3:02	2:58	3:19	3:06	3:13	3:09	2:51	3:04	3:00	3:03
Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	1:13	1:23	2:12	2:39	1:29	1:25	1:31	2:12	1:22	1:39	1:48	1:21	1:36	1:36	1:29
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	4:31	4:17	5:16	5:19	5:01	4:56	4:37	5:22	4:47	5:02	4:47	4:33	4:51	4:39	4:43

					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Indicator	Definition	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 - Biopsies	Turnaround time for 80th centile from collection to report, expressed in working days	less than	3.0	working days											1.9	2.2	2.2	2.2	3.0
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	4.1	2.9	3.2	2.9	2.1	2.3	2.9	3.2	2.9					
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	4.1	4.3	4.2	3.9	4.1	5.3	5.2	5.2	5.9	4.2	5.2	4.2	5.2	4.3
Total TAT - Urine Micro & Culture - non-urgent	Average turnaround time from collection to report, expressed in hour:minutes	less than	48:00	hours: minutes	30:22	23:10	24:49	24:59	29:57	42:35	21:21	24:50	29:36	23:40	30:39	25:36	25:53	26:37	24:45
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		22:12	22:36	40:45	46:10		21:14	21:46	39:52	23:16	44:47	24:59	21:42	44:12	39:17
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	2.0	1.0	1.8	1.8	2.1	2.9	1.0	1.7	2.0	1.1	2.0	1.1	1.5	1.9	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%	97.0%	98.0%	99.0%	95.0%	94.0%	99.0%	99.0%	99.0%	95.0%	97.0%	99.0%	99.0%	99.0%	97.0%
URGENT																			
Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	2:57	2:55	2:44	3:07	2:54	3:04	3:01	3:25	3:23	3:34	3:13	3:07	2:47	3:02	3:01
Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:47	0:48	0:54	0:51	0:51	0:47	0:58	0:50	0:50	1:20	0:54	0:52	0:59	1:01	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	4:56	4:31	4:49	4:37	4:27	5:10	4:52	5:13	4:59	5:24	4:58	4:58	5:07	4:45	4:49
Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	2:53	2:58	4:00	4:01	3:15	2:43	3:07	2:45	2:53	4:41	3:16	2:45	3:07	2:50	3:21
Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:05	1:16	2:41	2:33	1:09	0:46	1:09	1:12	1:23	1:37	1:17	1:00	1:18	1:08	2:01
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											4:41	3:38	5:39	3:40	4:55
6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	1,020	1,070	1,082	958	1,074	1,072	1,022	972	1,031	1,031	1,053	1,058	994	974	1,039
6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.1%	0.0%	0.2%	0.0%	0.2%	0.1%	0.2%	0.2%	0.0%	0.1%	0.2%	0.0%	0.2%	0.1%
6.6 % incorrectly identified specimens	6.3 divided by 6.1	less than	1.0%	percent	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
6.7 % unsuitable samples	6.4 divided by 6.1	less than	1.0%	percent	0.0%	0.0%	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%
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					293					296					298
Total Complaints	Number of complaints received year to date			number															
New complaints	Number of new complaints received this week			number					2					3					1
Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number					2					3					1