

# Wellington SCL Performance Against Contractual KPIs, May – Oct 2019

## QUARTERLY PERFORMANCE SUMMARY

The table below summarizes Wellington SCL's performance against contractual KPIs over the last quarter (1 August – 31 October 2019).

Contractual KPI	Target	1 August – 31 October 2019 Performance
<b>Blood Test Turnaround Times (All labs)</b>		
Troponin-T Urgent Hospital	90% in 60 mins	KPI target met this quarter
FBC Urgent Hospital	90% in 45 mins	KPI target met this quarter
FBC Routine Hospital	90% in 120 mins	KPI target met this quarter
FBC Urgent Community	80% in 180 mins	KPI target met this quarter
FBC Routine Community	90% in 1440 mins	KPI target met this quarter
Electrolytes Urgent Hospital	90% in 60 mins	KPI target met this quarter
Electrolytes Routine Hospital	90% in 120 mins	KPI target met this quarter
Electrolytes Urgent Community	80% in 180 mins	KPI target met this quarter
Electrolytes Routine Community	90% in 1440 mins	KPI target met this quarter
Coagulation Urgent Hospital	90% in 60 mins	KPI target met this quarter
Coagulation Routine Hospital	90% in 120 mins	KPI target met this quarter
Coagulation Urgent Community	80% in 180 mins	KPI target met this quarter
<b>Histology Turnaround Times (Wellington Hospital)</b>		
Hospital histology	80% in less than 5 working days	<b>KPI target NOT met this quarter</b>
Hospital histology	90% in less than 10 working days	KPI target met this quarter
Hospital histology	98% in less than 15 working days	KPI target met this quarter
<b>Real Time Access to Hospital &amp; Community Results</b>		
DHB HL7 Concerto Transmission	99.5% within 2 mins	KPI target met this quarter
Community results (Healthlink/GP)	95% within 30 mins	KPI target met this quarter
<b>Critical Phoning of Results</b>		
Positive Meningococcal PCR	Phone within 1 hour of result	KPI target met this quarter
Positive CSF Gram Stain	Phone within 1 hour of result	KPI target met this quarter
Positive Surgical Tissue Gram Stain	Phone within 1 hour of result	KPI target met this quarter
Potassium <3.0 or > 6.0 mmol/L	Phone within 1 hour of result	KPI target met this quarter
Glucose < 2.5 mmol/L	Phone within 1 hour of result	KPI target met this quarter
D-Dimer > 500ng/mL (age adjusted)	Phone within 1 hour of result	KPI target met this quarter
INR > 5.0	Phone within 1 hour of result	KPI target met this quarter
Positive Community Troponin T	Phone within 1 hour of result	KPI target met this quarter

Contractual KPI	Target	1 August – 31 October 2019 Performance
<b>Phone Access to Results</b>		
Unanswered calls to Call Centre	Less than 3% of lab test results calls are unanswered	KPI target met this quarter
Caller wait times	Less than 5% of answered result calls have a wait time greater than 150 seconds	KPI target met this quarter
<b>Collection Centre Wait Times</b>	Less than 5% of all patients wait for more than 30 minutes for their blood test at a WSCL collection centre	KPI target met this quarter
<b>Attendance at MDT meetings</b>	90% pathologist attendance at MDT meetings	KPI target met this quarter
<b>Reportable events</b>	KPI that greater than 80% of complaints are resolved within 20 working days	KPI target met this quarter
<b>IANZ Accreditation</b>	Adequate performance in IANZ accreditation assessment	KPI target met this quarter

## HALF YEAR KPI SUMMARY

The table below summarizes Wellington SCL's performance against quality payment KPIs over the last 6 months (1 May – 31 October 2019).

Quality Payment KPI	Target	1 May – 31 October 2019 Performance
<b>Blood Test Turnaround Times (All labs)</b>		
Electrolytes Urgent Hospital	90% in 60 mins	Quality payment target met
Electrolytes Routine Hospital	90% in 120 mins	Quality payment target met
Troponin-T Urgent Hospital	90% in 60 mins	Quality payment target met
Blood Gas Urgent Hospital	90% in 15 mins	Quality payment target met
Blood Gas Routine Hospital	90% in 15 mins	Quality payment target met
FBC Urgent Hospital	90% in 45 mins	Quality payment target met
FBC Routine Hospital	90% in 120 mins	Quality payment target met
Coagulation Urgent Hospital	90% in 60 mins	Quality payment target met
Coagulation Routine Hospital	90% in 120 mins	Quality payment target met
Community Urgent (Elec, FBC, Coag)	80% in 180 mins	Quality payment target met
Community Routine (Elec, FBC, Coag)	90% in 1440 mins	Quality payment target met
FBC Urgent Community	80% in 180 mins	Target met
FBC Routine Community	90% in 1440 mins	Target met
Electrolytes Urgent Community	80% in 180 mins	Target met
Electrolytes Routine Community	90% in 1440 mins	Target met
Coagulation Urgent Community	80% in 180 mins	Target met
<b>Histology Turnaround Times (Wellington Hospital)</b>		
Hospital histology	80% in less than 5 working days	Quality payment NOT target met
Hospital histology	90% in less than 10 working days	Quality payment target met
Hospital histology	98% in less than 15 working days	Quality payment target met
<b>Real Time Access to Hospital &amp; Community Results</b>		
DHB HL7 Concerto Transmission	99.5% within 2 mins	Quality payment target met
Community results (Healthlink/GP)	95% within 30 mins	Quality payment target met
<b>Critical Phoning of Results</b>		
List of critical results requiring phone calls to referrers	98% phoned within 1 hour of result	Quality payment target met
<b>Collection Centre Wait Times</b>	Less than 5% of all patients wait for more than 30 minutes for their blood test at a WSCL collection centre	Quality payment target met

Quality Payment KPI	Target	1 May – 31 October 2019 Performance
Attendance at MDT meetings	90% pathologist attendance at MDT meetings	Quality payment target met
Reportable events	KPI that greater than 80% of complaints are resolved within 20 working days	Quality payment target met
IANZ Accreditation	Adequate performance in IANZ accreditation assessment	Quality payment target met
Patient Survey	90% patient satisfaction	Quality payment target met
Referrer Survey	90% referrer satisfaction	Quality payment target met