

Alicia Quartermain

From: Alicia Quartermain
Sent: Wednesday, 25 November 2020 4:21 PM
To: Cathie Allen
Subject: FW: Email - to follow-up

Good afternoon Cathie,

I hope you had a lovely weekend. [REDACTED]

Also, thank you for your email.

Kind regards,

Alicia

Hi Alicia

Thanks for your email.

The KPI that the QPS are measuring is Receipt of the Item to Cold Link received and the advice they gave was that this had almost doubled. So this metric doesn't include everything – just the ones that have Cold Links on them.

There are some stats that we're able to access in the FR that help to show where the samples are sitting. Below is the 'Current QHSS Auslab Case Status @ 20/11/2020' and this shows as at today, there are 3781 samples that have been started but not finalised. The Table has the old name against it but still captures current data that's outstanding. There could be some 'samples' on that list that we've finalised but the FR doesn't recognise that as a final result line, however I don't anticipate this to be in the hundreds, more likely to be a handful. We have put forward an enhancement to have those result lines recognised as final so that they won't be counted. I provided the list of the outstanding samples to Kylie, but I'm not sure what's become of that list (ie who's working on it etc).

Current QHSS Auslab Case Status @ 20/11/2020

Status	Crime Type	Cases
RECEIVED	MAJOR	3
STARTED	MAJOR	1466
STARTED	VOLUME	509

Also below is the Worklist Summary and it shows that there's 47 items that are with ER, 70 Refs with OO's, 243 samples progressing through Analytical, 429 samples at PDA and 1,528 samples that require a result (of some description). Also on the worklist called 'Awaiting Review' – there's 844 samples that are awaiting a result (of some description, excludes ER and Analytical results). These 3 places add up to 3,247 samples. Which is close to what's outstanding (although there's about 500 unaccounted for and I'm not sure where they are, I haven't had the time to trawl through everything to find that out I'm afraid).

Worklist Summary

Technique	P1	P2	P3	Total	KPI
Received	0	11	12	23	■
Examination	0	7	1	8	■
Examination (SAIK)	0	5	1	6	■
Supernatant Testing	0	8	2	10	■
Direct STR Amp FTA	0	0	70	70	■
DNA Extraction	0	3	40	43	■
DNA Extraction (Pre-Lysis)	0	48	49	97	■
DNA Extraction (Diff Lysis)	0	8	0	8	■
DNA Quantification	0	38	9	47	■
Post-extraction	0	5	3	8	■
STR Amplification	0	17	20	37	■
STRMix	0	2	0	2	■
Capillary Electrophoresis	0	0	1	1	■
Profile Data Analysis (REF)	0	0	1	1	■
Profile Data Analysis (CW)	1	348	80	429	■
NCIDD	0	1	54	55	■
On Hold	0	15	15	30	■
	1	516	358	875	

Pending Review

Process	P1	P2
In-tube check	0	1
Item Exam	0	1
Presumptive	0	1
Microscopic	0	3
Result	1	10
Result - NWQPS	0	1
Profile Review	1	2
NCIDD	0	5
	2	13

Profile Data Analysis

Week	40	41	42	43
Profiles (CW)	597	529	722	555
Interpreted	370	329	485	649
Reviewed	465	366	530	768

The KPIs that reporters put forward to their line managers are the number of lines of results that they've completed (aren't they? They used to be so I could be wrong on this bit). So the number of lines being reported may have increased, but that doesn't necessarily correlate to the number of items being reported. We could issue 4 lines for one item (as it's complex etc). As we're doing 4 person mixtures now, the increase in number of lines reported could be due to that (or other factors).

The metrics that are captured have been set up in the FR so the QPS get their data directly from the FR and as far as I'm aware, they don't have to manually get the numbers. So the figures for the Receipt to Cold Link are mostly likely to be accurate. This is a metric that they have set up to calculate on a regular basis.

We've put in a number of enhancements regarding statistics for our teams (both Forensic DNA Analysis and Forensic Chemistry). At the moment, we haven't been able to get these enhancements done, but we're hoping that once the meetings regarding the operation of the contract for the FR have been done, we'll be able to prioritise those enhancements and move forward with this. We may look at team specific metrics or process specific metrics so that we can see where the bottlenecks are.

For me, I'm really looking forward to getting enhancements that helps both my teams to streamline their processes. I know that staff are working hard, but we don't have visibility of where we might need to put more or less effort. I've had FR enhancements on my monthly report to John Doherty since he started with FSS, so I'm pretty sure he knows how important it is to me and my teams.

Hope you have a great weekend too.

Cheers
Cathie



Cathie Allen
Managing Scientist

Police Services Stream, Forensic & Scientific Services
Health Support Queensland, Queensland Health

[Redacted]
[Redacted]
[Redacted]



Queensland Health acknowledges the Traditional Owners of the land, and pays respect to Elders past, present and future.



From: Alicia Quartermain
Sent: Friday, 20 November 2020 2:34 PM
To: Kylie Rika [Redacted] Claire Gallagher [Redacted]; Deborah Nicolett [Redacted]; Ingrid Moeller [Redacted]; Penelope Taylor [Redacted] Angelina Keller [Redacted] Emma Caunt [Redacted]; Josie Entwistle [Redacted] Tegan Dwyer [Redacted]
Subject: Email - to follow-up

Hi Team,

I just wanted to keep you all informed on where I am at here. I just sent Cathie a follow-up email to ask a few more questions around the figures she provided to me in that last email when I asked about relaxing the 75% attendance down to 50% for Christmas Eve. I will let you know when I hear back.

Have a lovely weekend 😊

Alicia

Good afternoon Cathie,

I have just been having another read over this email from you (I have been so busy – but this afternoon I am giving myself some time to look at a few things that I’ve been meaning to deal with!)

The figures in the graph you have provided seem really high. When you mention outstanding results, what is that referring to specifically? From a reporting perspective, we only ever really seem to have ~500 samples either waiting to be interpreted, or waiting to be reviewed, and we are the last link in the chain to cap the TAT for samples. Is it taking 20 days from receipt at Property Point until result review in reporting? I remember Kylie sending my team an email awhile ago showing how our KPI output (of interpretation and review) has dramatically increased since around April, so I just can’t get my head around where the bottleneck is to cause this TAT increase from 10 to approximately 20 days...

Is it possible to get TAT data that is team specific? This may help us work out what area needs to have some time put into it to resolve this issue. Perhaps QPS need some assistance with their datamining? Is this something we could help them with so that the figures they are looking at to determine TAT are accurate?

I'm just trying to come up with some ideas here... more of a brain dump really! I just know how hard we all work, and I don't like to think our client is dissatisfied with the way we are working. Given it could be as simple as reassessing the way, or type of data that is being collected to generate these figures, it may be worth looking into.

Thank you for your time here. I know reading and addressing things like this can be time-consuming, and I do appreciate you looking into all of this.

I hope you have a lovely weekend. 😊

Kind regards,
Alicia