

ADHB LabPLUS Community Anatomic Pathology Service

KPI Reporting

KPI definition - Template version 4

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

item	Indicator	Definition	Target	Unit	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
					4/02/19	5/02/19	6/02/19	7/02/19	8/02/19	11/02/19	12/02/19	13/02/19	14/02/19	15/02/19	18/02/19	19/02/19	20/02/19	21/02/19	22/02/19	25/02/19	26/02/19	27/02/19	28/02/19	1/03/19	
4. LAB																									
4.1	Patient episodes	Total number of patient episodes		number	362	410	Public	460	370	387	469	447	427	395	429	437	442	467	362	360	410	399	433	322	
4.2	Patient tests	Total number of patient tests performed		number	376	352		417	396	282	466	344	605	521	359	480	361	416	413	218	342	392	345	369	
4.3	Urgent tests	Total number of urgent tests		number																					
4.4	% urgent tests	4.3 divided by 4.2		percent																					
4.12	% Amended Results	Percentage of results changed after original result was reported to referrer. 4.11 divided by 4.2	less than	1%	percent																				
4.14	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%	
5. TURNAROUND TIME NON-URGENT																									
5.6a	Total TAT Histology - Biopsies	Turnaround time for 80th centile from collection to report, expressed in working days	less than	3.0	working days																				
5.6b	Total TAT Histology - major resections	Turnaround time for 80th centile from collection to report, expressed in working days	less than	5.0	working days	6.2	7.0		7.0	6.9	6.2	7.1	7.2	6.8	6.0	6.9	6.2	6.1	6.1	6.9	6.1	6.1	7.1	7.2	7.9
5.6c	Total TAT Histology 98% percentile	Turnaround time for 98th centile from collection to report, expressed in working days	less than	10.0	working days	8.0	9.0		9.9	9.2	8.0	8.1	9.2	10.9	9.0	9.2	10.1	8.0	8.2	8.0	8.0	9.0	11.1	10.9	11.9
7. QUALITY IMPROVEMENT																									
note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"																									
7.1	Total issues / events	Number of issues / events / corrective actions year to date, entered into Riskman		number																					
7.4	Total Complaints	Number of complaints received year to date		number																					
7.6	New complaints	Number of new complaints received this week		number																					
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number																					