

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	
					4/03/19	5/03/19	6/03/19	7/03/19	8/03/19	11/03/19	12/03/19	13/03/19	14/03/19	15/03/19	18/03/19	19/03/19	20/03/19	21/03/19	22/03/19	25/03/19	26/03/19	27/03/19	28/03/19	29/03/19	
4. LAB																									
4.1	Patient episodes	Total number of patient episodes		number	409	391	432	413	352	408	439	429	378	357	405	459	423	480	365	425	461	428	440	353	
4.2	Patient tests	Total number of patient tests performed		number	261	406	387	394	440	375	375	411	513	424	328	473	532	531	500	435	409	469	462	447	
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%																					
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%	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	8.0	8.1	9.1	8.9	9.1	9.1	8.1	9.1	8.2	8.2	8.1	9.1	9.0	8.1	7.1	6.2	6.2	6.2	6.9	6.1
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	11.9	11.0	14.1	11.9	12.1	11.9	11.9	12.0	11.9	10.1	12.0	11.9	11.9	11.9	11.8	9.0	10.9	9.0	9.1	8.1
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																				