

APS Combined 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	30/04/18					1/05/18					2/05/18					3/05/18					4/05/18					
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
<b>4. LAB</b>																														
4.1	Patient episodes	Total number of patient episodes		number	397	435	418	480	394	375	404	403	447	384	375	428	419	474	371	379	456	381	430	324	379	424	437	421	402	
4.2	Patient tests	Total number of patient tests performed		number	312	413	496	458	447	352	370	516	444	587	455	467	428	406	512	376	343	441	375	405	268	294	376	399	301	
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%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>5. TURNAROUND TIME</b>																														
<b>NON-URGENT</b>																														
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	10.1	10.0	10.0	10.0	9.1	8.9	7.2	8.0	7.9	7.1	6.9	6.9	6.3	6.9	6.9	6.2	6.1	6.1	6.3	6.2	6.9	6.8	6.9	7.1	7.0
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	12.0	11.9	11.9	12.0	12.1	11.9	11.9	11.2	11.9	9.2	9.1	9.2	9.1	9.0	9.0	9.0	8.0	8.3	8.9	8.9	8.2	8.9	8.3	8.9	8.2
<b>7. QUALITY</b>																														
<b>IMPROVEMENT</b>																														
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																										