

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	Mon					Tue					Wed					Thu					Fri				
					4/06/18	5/06/18	6/06/18	7/06/18	8/06/18	11/06/18	12/06/18	13/06/18	14/06/18	15/06/18	18/06/18	19/06/18	20/06/18	21/06/18	22/06/18	25/06/18	26/06/18	27/06/18	28/06/18	29/06/18					
4. LAB																													
4.1	Patient episodes	Total number of patient episodes		number	Public	345	426	398	364	416	403	367	401	372	420	470	394	421	370	361	402	386	426	367					
4.2	Patient tests	Total number of patient tests performed		number		256	373	383	366	247	367	334	386	285	224	305	441	469	295	340	386	391	371	384					
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)	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%					
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		7.1	7.2	7.9	8.2	8.2	8.2	9.3	10.0	10.2	6.9	10.1	10.9	10.9	9.2	9.2	10.9	11.2	11.3	11.1				
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		9.8	10.9	9.9	10.8	10.9	11.0	10.9	11.3	12.2	8.2	11.9	11.9	12.1	12.2	11.9	12.0	12.2	13.1	13.2				
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			number																								
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number																								