

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	30/07/18					6/08/18					13/08/18					20/08/18					27/08/18					
					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	349	420	399	350	325	373	426	418	365	329	338	400	362	380	370	379	413	370	420	338	380	363	359	368	340	
4.2	Patient tests	Total number of patient tests performed		number	302	445	357	366	287	272	353	348	450	385	365	404	346	423	372	262	438	408	388	404	304	378	495	403	243	
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	5.2	6.0	6.2	6.0	6.0	5.2	6.2	6.2	6.8	6.1	5.2	6.1	6.1	6.2	6.1	6.1	5.9	6.9	6.2	6.2	5.9	6.1	6.0	6.1	6.9
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	7.0	8.1	8.1	9.0	8.0	8.0	8.1	8.3	10.0	9.0	8.1	8.0	9.0	8.1	8.2	9.0	9.0	9.0	8.1	8.2	8.9	8.9	8.0	10.1	9.1
<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																										