

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 | | | | | | | |
|--|--|---|--------------|---------|--------------|---------|---------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| | | | | | 1/10/18 | 2/10/18 | 3/10/18 | 4/10/18 | 5/10/18 | 6/10/18 | 7/10/18 | 8/10/18 | 9/10/18 | 10/10/18 | 11/10/18 | 12/10/18 | 13/10/18 | 14/10/18 | 15/10/18 | 16/10/18 | 17/10/18 | 18/10/18 | 19/10/18 | 20/10/18 | 21/10/18 | 22/10/18 | 23/10/18 | 24/10/18 | 25/10/18 | 26/10/18 | 27/10/18 | 28/10/18 |
| 4. LAB | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.1 | Patient episodes | Total number of patient episodes | | number | 371 | 374 | 350 | 371 | 320 | 343 | 391 | 352 | 362 | 335 | 401 | 410 | 396 | 380 | 363 | Public | 381 | 390 | 402 | 382 | 438 | 442 | 447 | 446 | 328 | | | |
| 4.2 | Patient tests | Total number of patient tests performed | | number | 287 | 275 | 388 | 425 | 432 | 282 | 391 | 448 | 461 | 416 | 409 | 404 | 281 | 364 | 338 | | 316 | 391 | 530 | 386 | 295 | 348 | 368 | 500 | 352 | | | |
| 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% | 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 | 5.9 | 5.8 | 7.0 | 6.9 | 6.8 | 8.0 | 6.9 | 7.0 | 6.2 | 6.2 | 5.2 | 5.2 | 5.9 | 5.2 | 5.2 | | 5.9 | 5.2 | 5.9 | 5.9 | 6.0 | 6.9 | 6.2 | 6.1 | 6.2 | | |
| 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 | 9.1 | 8.1 | 8.2 | 8.2 | 9.0 | 9.1 | 9.1 | 9.0 | 8.2 | 8.9 | 7.0 | 8.0 | 9.1 | 8.1 | 7.2 | | 6.2 | 7.2 | 7.1 | 7.9 | 9.0 | 8.9 | 8.9 | 8.9 | 7.2 | | |
| 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 week | | number | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 7.7 | Complaints acknowledgement | Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week | | number | | | | | | | | | | | | | | | | | | | | | | | | | | | | |