

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	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
					3/12/18	4/12/18	5/12/18	6/12/18	7/12/18	10/12/18	11/12/18	12/12/18	13/12/18	14/12/18	17/12/18	18/12/18	19/12/18	20/12/18	21/12/18	24/12/18	25/12/18	26/12/18	27/12/18	28/12/18	
4. LAB																									
4.1	Patient episodes	Total number of patient episodes		number	461	485	485	490	425	468	486	472	554	407	445	485	420	411	236	78	Public	Public	49	47	
4.2	Patient tests	Total number of patient tests performed		number	412	394	437	601	389	375	407	493	570	409	315	548	551	471	499	323			399	401	
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%	
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	7.0	6.9	6.9	7.0	7.0	7.0	7.0	7.0	7.1	7.1	7.2	7.0	7.0	7.0	7.1			7.0	7.1	
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	8.9	9.2	10.2	9.2	11.0	9.0	9.1	10.9	10.9	9.0	8.9	8.9	10.3	12.0	9.0	9.0			10.0	10.0
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																					