

ADHB LabPLUS Community Anatomic Pathology Service

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	2019					2020					2021													
					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		408	392	422	404		359	404	400	429	406		360	427	384	471	360		407	379	416	441	389	
4.2	Patient tests	Total number of patient tests performed		number		376	430	360	363		366	372	323	430	444		259	396	471	317	359		283	322	439	398	385	
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%	
<b>5. TURNAROUND TIME 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		5.9	6.1	6.1	6.1		7.0	7.2	6.9	6.9	7.0		8.0	8.9	6.9	7.1	7.1		7.0	7.2	7.9	7.1	7.9
5.6c	Total TAT Histology 98th percentile	Turnaround time for 98th centile from collection to report, expressed in working days	less than	10.0	working days		8.2	10.9	9.2	10.1		9.0	10.2	11.2	11.9		9.3	12.0	12.0	10.2	9.1		8.2	11.0	11.3	10.2	11.9	
<b>7. QUALITY IMPROVEMENT</b>																												
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																								