

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 | 30/09/19 | | | | | 1/10/19 | | | | | 2/10/19 | | | | | 3/10/19 | | | | | 4/10/19 | | | | | |
|--|--|---|--------------|---------|--------------|--------|--------|--------|--------|---------|--------|--------|--------|--------|---------|--------|--------|--------|--------|---------|--------|--------|--------|--------|---------|-----|--------|--------|--------|--------|
| | | | | | 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 | |
| 4. LAB | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.1 | Patient episodes | Total number of patient episodes | | number | 350 | 336 | 388 | 387 | 307 | 363 | 323 | 348 | 435 | 321 | 395 | 404 | 434 | 465 | 352 | 374 | 470 | 390 | 483 | 339 | Public | 400 | 414 | 463 | 418 | |
| 4.2 | Patient tests | Total number of patient tests performed | | number | 312 | 415 | 330 | 504 | 400 | 365 | 342 | 396 | 445 | 371 | 273 | 391 | 320 | 374 | 319 | 385 | 380 | 408 | 417 | 278 | | 453 | 391 | 504 | 306 | |
| 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% | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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% |
| 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 | 9.1 | 9.2 | 8.9 | 8.2 | 8.2 | 8.0 | 7.9 | 8.0 | 7.5 | 7.2 | 8.1 | 7.9 | 7.9 | 7.9 | 8.1 | 8.1 | 8.2 | 9.0 | 8.0 | 8.9 | | 8.1 | 8.1 | 8.0 | 8.1 |
| 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 | 12.0 | 12.0 | 11.9 | 11.9 | 12.0 | 11.9 | 11.9 | 11.9 | 10.1 | 11.0 | 9.2 | 11.6 | 11.9 | 11.1 | 11.9 | 10.1 | 11.9 | 11.9 | 11.9 | 12.1 | | 11.0 | 10.9 | 11.1 | 11.1 |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | |