

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

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
item	Indicator	Definition	Target	Unit		3/02/20	4/02/20	5/02/20	6/02/20	7/02/20	10/02/20	11/02/20	12/02/20	13/02/20	14/02/20	17/02/20	18/02/20	19/02/20	20/02/20	21/02/20	24/02/20	25/02/20	26/02/20	27/02/20	28/02/20	
4. LAB																										
4.1	Patient episodes	Total number of patient episodes		number		410	428	462	Public	296	377	440	447	471	406	454	462	458	514	405	417	400	435	453	409	
4.2	Patient tests	Total number of patient tests performed		number		288	323	398		264	257	340	511	380	327	288	343	389	459	362	286	426	479	478	402	
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%	
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	6.2	7.0	7.1		6.1	7.1	9.2	8.2	8.0	8.2	8.0	10.1	11.1	11.1	9.2	9.0	9.2	9.2	10.0	9.1	
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	9.1	9.2	10.9		8.9	10.9	11.0	11.0	10.9	11.0	10.2	12.0	12.2	12.9	13.0	11.9	11.9	12.0	12.0	12.0	
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																					