

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	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	
					27/04/20	28/04/20	29/04/20	30/04/20	1/05/20	4/05/20	5/05/20	6/05/20	7/05/20	8/05/20	11/05/20	12/05/20	13/05/20	14/05/20	15/05/20	18/05/20	19/05/20	20/05/20	21/05/20	22/05/20	25/05/20	26/05/20	27/05/20	28/05/20	29/05/20	
4. LAB																														
4.1	Patient episodes	Total number of patient episodes		number	Public	233	281	312	253	198	271	293	285	286	267	307	284	331	292	334	376	386	424	347	353	401	375	388	344	
4.2	Patient tests	Total number of patient tests performed		number		127	150	129	143	217	216	254	226	218	257	251	250	286	242	230	247	353	306	367	286	389	401	354	308	
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%	
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		3.1	3.1	3.1	3.1	3.9	4.2	4.2	5.1	5.2	4.2	4.2	5.2	5.9	5.1	4.0	5.0	5.0	5.0	4.7	4.8	4.9	5.7	4.9	4.9
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		5.9	6.0	5.9	6.1	5.9	6.9	6.9	7.0	7.1	7.0	8.3	8.2	8.0	6.9	10.5	7.7	7.1	7.0	7.6	7.3	7.7	7.9	7.7	7.9
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																										