

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	
					28/09/20	29/09/20	30/09/20	1/10/20	2/10/20	5/10/20	6/10/20	7/10/20	8/10/20	9/10/20	12/10/20	13/10/20	14/10/20	15/10/20	16/10/20	19/10/20	20/10/20	21/10/20	22/10/20	23/10/20	26/10/20	27/10/20	28/10/20	29/10/20	30/10/20	
4. LAB																														
4.1	Patient episodes	Total number of patient episodes		number	355	387	374	434	397	346	382	405	373	378	422	439	443	539	411	422	472	429	437	398	Public	385	469	504	411	
4.2	Patient tests	Total number of patient tests performed		number	280	470	305	363	346	328	443	482	411	445	378	477	474	401	433	427	465	386	456	310		386	420	390	355	
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%	
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	7.9	7.8	7.1	7.9	8.6	7.6	7.7	7.9	7.1	7.0	7.0	7.9	6.9	6.9	6.9	6.7	7.0	6.7	6.8	6.9		5.9	6.0	6.8	6.1
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	9.0	11.6	11.9	12.0	11.8	11.9	11.0	11.8	11.7	11.9	8.9	9.0	8.7	11.9	11.5	9.0	10.9	9.0	7.7	10.0		8.0	10.7	10.6	10.8
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																										