

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 3/05/21	Tue 4/05/21	Wed 5/05/21	Thu 6/05/21	Fri 7/05/21	Mon 10/05/21	Tue 11/05/21	Wed 12/05/21	Thu 13/05/21	Fri 14/05/21	Mon 17/05/21	Tue 18/05/21	Wed 19/05/21	Thu 20/05/21	Fri 21/05/21	Mon 24/05/21	Tue 25/05/21	Wed 26/05/21	Thu 27/05/21	Fri 28/05/21
4. LAB																								
4.1	Patient episodes	Total number of patient episodes		number	451	463	482	478	497	426	492	454	463	421	460	485	489	484	402	404	473	483	503	398
4.2	Patient tests	Total number of patient tests performed		number	334	514	535	418	294	267	308	374	374	343	349	465	369	490	433	417	489	466	501	320
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%	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																				
5.6b	Total TAT Histology - major resections	Turnaround time for 80th centile from collection to report, expressed in working days	less than	5.0	10.1	11.0	11.7	11.8	11.9	8.9	11.8	11.8	11.7	11.7	8.9	10.8	9.1	9.2	9.2	8.1	8.9	8.7	7.9	8.6
5.6c	Total TAT Histology 98% percentile	Turnaround time for 98th centile from collection to report, expressed in working days	less than	10.0	12.0	11.9	12.0	12.9	14.0	9.0	11.9	11.9	12.0	12.8	11.7	11.9	12.0	11.9	12.0	11.9	11.9	11.8	11.8	11.6
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																				