

ADHB LabPLUS Community Anatomic Pathology Service KPI

Reporting

KPI definition - Template version 4

Colour coding of cells

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|--|
| 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 | |
|--|--|---|--------------|---------|--------------|----------|---------|---------|---------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|------|
| | | | | | 29/11/21 | 30/11/21 | 1/12/21 | 2/12/21 | 3/12/21 | 6/12/21 | 7/12/21 | 8/12/21 | 9/12/21 | 10/12/21 | 13/12/21 | 14/12/21 | 15/12/21 | 16/12/21 | 17/12/21 | 20/12/21 | 21/12/21 | 22/12/21 | 23/12/21 | 24/12/21 | 27/12/21 | 28/12/21 | 29/12/21 | 30/12/21 | 31/12/21 | |
| 4. LAB | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.1 | Patient episodes | Total number of patient episodes | | number | 410 | 455 | 438 | 488 | 453 | 414 | 423 | 470 | 482 | 530 | 359 | 512 | 503 | 522 | 427 | 385 | 384 | 413 | 290 | 71 | Public | Public | 32 | 46 | 45 | |
| 4.2 | Patient tests | Total number of patient tests performed | | number | 342 | 394 | 494 | 435 | 391 | 242 | 318 | 525 | 490 | 427 | 346 | 416 | 550 | 554 | 295 | 316 | 335 | 367 | 434 | 314 | | | 276 | 300 | 217 | |
| 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% | |
| 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 | 7.3 | 7.2 | 7.9 | 7.7 | 7.8 | 8.1 | 7.7 | 8.0 | 8.8 | 8.8 | 8.8 | 7.9 | 8.8 | 7.9 | 7.8 | 7.8 | 8.1 | 8.9 | 10.8 | 9.1 | | | 11.8 | 11.8 | 11.9 |
| 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 | 11.8 | 10.9 | 11.8 | 11.8 | 11.7 | 11.8 | 11.9 | 11.6 | 11.9 | 11.9 | 11.8 | 11.9 | 11.9 | 11.8 | 11.9 | 11.7 | 11.7 | 11.8 | 12.0 | 12.6 | | | 12.0 | 13.0 | 13.7 |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | |