

**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 31/01/22	Tue 1/02/22	Wed 2/02/22	Thu 3/02/22	Fri 4/02/22	Mon 7/02/22	Tue 8/02/22	Wed 9/02/22	Thu 10/02/22	Fri 11/02/22	Mon 14/02/22	Tue 15/02/22	Wed 16/02/22	Thu 17/02/22	Fri 18/02/22	Mon 21/02/22	Tue 22/02/22	Wed 23/02/22	Thu 24/02/22	Fri 25/02/22
<b>4. LAB</b>																								
4.1	Patient episodes	Total number of patient episodes		number	Public	399	460	476	434	Public	369	479	496	386	446	445	460	453	404	404	338	402	533	336
4.2	Patient tests	Total number of patient tests performed		number	1	234	308	432	363		509	632	491	339	335	410	428	372	383	381	325	316	406	291
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%																				
<b>5. TURNAROUND TIME</b>																								
<b>NON-URGENT</b>																								
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																				
5.6c	Total TAT Histology 98% percentile	Turnaround time for 98th centile from collection to report, expressed in working days	less than	10.0																				
<b>7. QUALITY IMPROVEMENT</b>																								
<b>note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"</b>																								
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																				