

APS Combined 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

						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	
Item	Indicator	Definition	Target	Unit		30/05/16	31/05/16	1/06/16	2/06/16	3/06/16	6/06/16	7/06/16	8/06/16	9/06/16	10/06/16	13/06/16	14/06/16	15/06/16	16/06/16	17/06/16	20/06/16	21/06/16	22/06/16	23/06/16	24/06/16	27/06/16	28/06/16	29/06/16	30/06/16	1/07/16	
4. LAB																															
4.1	Patient episodes	Total number of patient episodes		number		398	414	404	523	372	-	407	367	422	371	420	417	335	413	368	382	402	378	420	363	446	395	381	444	318	
4.2	Patient tests	Total number of patient tests performed		number		309	279	385	273	159	127	307	250	220	288	302	413	422	321	263	242	339	313	327	293	362	311	326	345	374	
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%	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	8.0	7.0	7.2	7.0	6.9	9.1	8.1	8.9	8.9	10.1	8.2	9.1	9.2	10.1	7.2	8.1	7.0	8.9	8.3	9.0	8.1	8.2	9.1	9.1	9.4	
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	11.0	10.1	10.0	9.1	10.0	10.4	10.2	12.0	11.2	12.0	11.9	12.0	12.0	12.0	12.0	9.2	9.1	11.2	11.9	12.0	12.0	11.9	12.0	12.0	12.0	
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																											