

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	Mon	Tue	Wed	Thu	Fri
Item	Indicator	Definition	Target	Unit	1/08/16	2/08/16	3/08/16	4/08/16	5/08/16	8/08/16	9/08/16	10/08/16	11/08/16	12/08/16	15/08/16	16/08/16	17/08/16	18/08/16	19/08/16	22/08/16	23/08/16	24/08/16	25/08/16	26/08/16	29/08/16	30/08/16	31/08/16	1/09/16	2/09/16					
4. LAB																																		
4.1	Patient episodes	Total number of patient episodes		number	324	367	357	382	348	348	400	352	395	309	350	375	346	332	281	365	376	304	325	316	326	364	375	357	308					
4.2	Patient tests	Total number of patient tests performed		number	120	184	201	248	312	176	237	304	369	415	277	280	407	320	330	343	320	367	401	304	378	413	317	292	269					
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%	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	4.2	6.1	9.0	13.0	13.2	6.2	7.1	11.9	12.1	12.0	9.2	10.2	10.9	11.0	10.1	8.3	8.9	9.1	9.1	8.1	6.7	6.8	6.2	6.1	6.0				
5.6c	Total TAT Histology 98% percentile	Turnaround time for 98th centile from collection to report, expressed in working days	less than	10.0	working days	10.1	11.2	12.3	14.0	14.3	11.9	11.9	12.3	13.2	13.9	12.0	12.0	12.0	12.2	13.1	10.2	11.9	11.9	12.0	11.9	9.1	10.9	8.2	8.2	7.1				
7. QUALITY IMPROVEMENT																																		
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																														