

**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

Item	Indicator	Definition	Target	Unit	Mon					Tue					Wed					Thu					Fri				
					31/10/16	1/11/16	2/11/16	3/11/16	4/11/16	7/11/16	8/11/16	9/11/16	10/11/16	11/11/16	14/11/16	15/11/16	16/11/16	17/11/16	18/11/16	21/11/16	22/11/16	23/11/16	24/11/16	25/11/16	28/11/16	29/11/16	30/11/16	1/12/16	2/12/16
<b>4. LAB</b>																													
4.1	Patient episodes	Total number of patient episodes		number	373	394	374	388	345	409	459	406	385	373	367	420	409	407	383	424	478	408	383	369	382	456	436	428	420
4.2	Patient tests	Total number of patient tests performed		number	266	310	490	438	359	393	360	389	378	244	380	389	454	413	321	349	401	369	446	367	438	399	409	424	345
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%
<b>5. TURNAROUND TIME 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	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	5.1	7.9	10.0	9.2	10.0	7.1	7.1	7.1	6.9	5.8	6.9	6.2	6.1	6.2	5.9	6.9	5.9	6.2	6.9	6.8	6.8	6.1	6.2	6.9
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	9.3	11.8	12.1	12.2	13.2	8.9	10.1	10.1	9.3	9.2	9.2	8.8	10.1	9.2	8.3	9.1	7.8	7.9	8.0	8.1	9.0	8.2	8.1	8.2
<b>7. QUALITY IMPROVEMENT</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																									