

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	2017					2017					2017					2017					
					Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
4. LAB																									
4.1	Patient episodes	Total number of patient episodes		number	Public	Public	73	109	116	208	281	251	283	300	321	380	403	317	349	382	420	362	410	389	
4.2	Patient tests	Total number of patient tests performed		number			193	268	242	154	191	187	220	200	209	278	332	346	321	336	302	406	353	306	
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%	
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			8.1	8.9	8.1	6.0	4.9	3.1	3.1	3.2	4.1	3.2	3.9	3.3	3.9	3.9	4.0	4.0	4.1	4.1
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			9.2	9.3	9.9	9.0	8.1	8.1	5.1	4.2	6.9	5.2	6.1	6.9	6.9	6.9	6.9	7.0	7.0	7.0
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																					