

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	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri		
					27/02/17	28/02/17	1/03/17	2/03/17	3/03/17	6/03/17	7/03/17	8/03/17	9/03/17	10/03/17	13/03/17	14/03/17	15/03/17	16/03/17	17/03/17	20/03/17	21/03/17	22/03/17	23/03/17	24/03/17	27/03/17	28/03/17	29/03/17	30/03/17	31/03/17		
<b>4. LAB</b>																															
4.1	Patient episodes	Total number of patient episodes		number	378	468	403	381	363	412	402	393	406	397	376	447	379	362	320	395	470	393	377	369	401	487	458	404	351		
4.2	Patient tests	Total number of patient tests performed		number	317	381	496	402	292	248	311	333	370	254	255	267	290	301	279	312	472	448	455	368	379	474	418	320	395		
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%		
<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	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	7.2	7.2	8.0	7.2	8.0	8.0	7.2	7.2	8.0	8.2	8.1	9.0	9.0	10.1	10.2	8.3	10.1	9.1	9.0	9.1	8.2	9.0	9.0	8.9	9.0	
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	10.9	9.2	11.9	13.1	10.1	10.9	9.1	11.9	12.0	10.3	11.9	11.9	12.1	12.2	11.8	12.0	12.0	12.0	12.0	10.1	11.0	10.2	12.0	12.1	
<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																											