

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				
					5/06/17	6/06/17	7/06/17	8/06/17	9/06/17	12/06/17	13/06/17	14/06/17	15/06/17	16/06/17	19/06/17	20/06/17	21/06/17	22/06/17	23/06/17	26/06/17	27/06/17	28/06/17	29/06/17	30/06/17					
4. LAB																													
4.1	Patient episodes	Total number of patient episodes		number	Public	359	399	357	355		392	431	345	371	383		338	407	372	360	374		327	402	339	396	365		
4.2	Patient tests	Total number of patient tests performed		number		305	356	373	383		189	355	406	490	392		221	369	393	384	356		222	292	382	430	329		
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%		
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	8.0	8.9	8.2	9.0	8.2	9.2	9.0	8.0		7.2	8.0	8.2	8.1	8.1		7.2	8.2	9.1	9.1	8.9		
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		11.2	10.2	11.3	12.0	11.9	11.8	11.9	12.0	12.2		9.2	10.0	11.9	10.9	11.9		10.2	11.9	11.9	12.0	11.0		
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																									