

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				
					3/07/17	4/07/17	5/07/17	6/07/17	7/07/17	10/07/17	11/07/17	12/07/17	13/07/17	14/07/17	17/07/17	18/07/17	19/07/17	20/07/17	21/07/17	24/07/17	25/07/17	26/07/17	27/07/17	28/07/17					
4. LAB																													
4.1	Patient episodes	Total number of patient episodes		number	323	364	341	284	304	343	345	339	299	303	299	368	316	313	284	357	331	382	399	295					
4.2	Patient tests	Total number of patient tests performed		number	272	281	393	418	339	297	314	299	299	283	282	342	373	413	384	374	383	416	365	315					
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%					
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	8.2	9.2	9.3	9.2	9.0	7.2	8.1	7.9	8.8	9.1	7.0	7.0	6.9	7.0	7.0	6.9	6.1	6.8	5.4	5.2				
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	11.1	12.0	12.0	12.2	9.2	11.0	10.9	12.0	12.1	10.2	11.2	11.1	10.9	9.1	8.3	9.1	9.2	10.1	8.2				
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																									