

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	
					31/07/17	1/08/17	2/08/17	3/08/17	4/08/17	7/08/17	8/08/17	9/08/17	10/08/17	11/08/17	14/08/17	15/08/17	16/08/17	17/08/17	18/08/17	21/08/17	22/08/17	23/08/17	24/08/17	25/08/17	28/08/17	29/08/17	30/08/17	31/08/17	1/09/17	
4. LAB																														
4.1	Patient episodes	Total number of patient episodes		number	357	372	350	342	302	342	378	402	421	354	392	441	350	345	319	395	352	400	422	326	386	398	362	335	316	
4.2	Patient tests	Total number of patient tests performed		number	268	348	347	391	428	367	424	345	324	320	269	356	300	379	288	167	223	245	261	185	167	240	382	446	343	
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%	
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	5.1	5.2	5.3	5.9	5.9	5.0	5.2	4.2	4.1	4.2	4.3	5.2	5.8	6.0	6.0	7.0	7.0	7.1	7.2	8.0	9.2	9.3	10.2	11.0	10.4
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	8.0	8.2	8.0	7.2	8.2	7.0	8.1	9.0	8.0	8.2	8.2	8.1	7.2	7.1	8.9	8.9	9.0	9.3	9.1	11.1	10.3	11.2	12.1	12.3	13.0
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																										