

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				
					4/09/17	5/09/17	6/09/17	7/09/17	8/09/17	11/09/17	12/09/17	13/09/17	14/09/17	15/09/17	18/09/17	19/09/17	20/09/17	21/09/17	22/09/17	25/09/17	26/09/17	27/09/17	28/09/17	29/09/17					
4. LAB																													
4.1	Patient episodes	Total number of patient episodes		number	301	362	360	368	320	356	407	374	338	319	388	356	351	424	352	346	427	380	392	309					
4.2	Patient tests	Total number of patient tests performed		number	272	367	373	433	353	318	381	383	449	381	380	447	436	411	298	327	500	314	490	440					
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)	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	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	less than	5.0	working days	9.0	9.3	10.1	10.1	9.1	8.9	8.9	9.0	8.0	8.2	9.0	8.0	7.3	7.2	7.2	7.1	7.1	6.9	7.0	7.0				
5.6c	Total TAT Histology 98% percentile	Turnaround time for 98th centile from collection to report, expressed in working	less than	10.0	working days	12.0	11.3	12.0	12.0	11.8	11.9	11.9	11.9	11.1	11.2	11.2	10.1	11.9	11.2	11.1	9.2	10.1	10.0	10.2	11.9				
7. QUALITY IMPROVEMENT																													
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		number																									
7.7	Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week		number																									