

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	30/10/17					6/11/17					13/11/17					20/11/17					27/11/17					
					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	
4. LAB																														
4.1	Patient episodes	Total number of patient episodes		number	402	440	381	423	344	380	453	428	464	391	413	472	436	438	420	434	492	403	450	357	403	466	471	429	416	
4.2	Patient tests	Total number of patient tests performed		number	272	357	466	439	322	396	400	373	479	393	371	445	398	425	479	363	421	390	467	454	310	392	409	581	353	
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%	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	6.1	6.0	6.0	6.2	6.9	6.9	6.1	6.1	6.2	6.1	5.2	6.0	6.1	6.8	6.2	5.9	6.2	6.1	6.2	5.9	6.0	6.2	6.2	6.9	6.9
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	8.2	9.1	9.2	7.2	7.1	7.3	8.8	7.2	8.1	10.9	8.0	8.1	9.1	8.0	8.1	7.2	8.1	9.2	7.9	7.9	7.2	8.1	9.1	9.1	9.1
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																										