

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 | |
|---|--|---|--------------|---------|--------------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|---------|---------|------|
| | | | | | 5/02/18 | 6/02/18 | 7/02/18 | 8/02/18 | 9/02/18 | 12/02/18 | 13/02/18 | 14/02/18 | 15/02/18 | 16/02/18 | 19/02/18 | 20/02/18 | 21/02/18 | 22/02/18 | 23/02/18 | 26/02/18 | 27/02/18 | 28/02/18 | 1/03/18 | 2/03/18 | |
| 4. LAB | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.1 | Patient episodes | Total number of patient episodes | | number | 374 | Public | 371 | 478 | 388 | 399 | 455 | 437 | 469 | 353 | 386 | 474 | 434 | 424 | 382 | 372 | 480 | 386 | 394 | 384 | |
| 4.2 | Patient tests | Total number of patient tests performed | | number | 271 | | 368 | 400 | 463 | 286 | 301 | 374 | 270 | 295 | 290 | 372 | 327 | 393 | 334 | 353 | 385 | 373 | 381 | 350 | |
| 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% | |
| 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 | 7.1 | | 6.1 | 6.2 | 6.3 | 7.2 | 8.2 | 8.3 | 8.1 | 8.9 | 8.1 | 8.1 | 8.2 | 8.1 | 8.1 | 9.1 | 9.2 | 10.1 | 10.1 | 11.0 |
| 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 | 8.9 | | 10.0 | 9.9 | 10.0 | 8.1 | 10.9 | 9.9 | 10.9 | 10.9 | 10.2 | 11.0 | 11.9 | 12.0 | 12.0 | 11.0 | 11.9 | 12.0 | 12.2 | 13.1 |
| 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 | | number | | | | | | | | | | | | | | | | | | | | | |
| 7.7 | Complaints acknowledgement | Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week | | number | | | | | | | | | | | | | | | | | | | | | |