

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
					5/03/18	6/03/18	7/03/18	8/03/18	9/03/18	12/03/18	13/03/18	14/03/18	15/03/18	16/03/18	19/03/18	20/03/18	21/03/18	22/03/18	23/03/18	26/03/18	27/03/18	28/03/18	29/03/18	30/03/18
<b>4. LAB</b>																								
4.1	Patient episodes	Total number of patient episodes		number	437	455	413	545	381	365	445	412	397	359	426	473	448	454	386	411	427	396	448	Public
4.2	Patient tests	Total number of patient tests performed		number	283	214	402	481	331	320	349	365	415	567	289	312	198	355	448	227	365	325	375	28
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%	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%	
<b>5. TURNAROUND TIME NON-URGENT</b>																								
5.6a	Total TAT Histology - Biopsies	Turnaround time for 80th centile from collection to report, expressed in working days	less than	3.0																				
5.6b	Total TAT Histology - major resections	Turnaround time for 80th centile from collection to report, expressed in working days	less than	5.0	9.3	8.2	11.1	12.0	11.1	10.0	9.1	11.9	10.2	11.9	10.4	10.0	8.0	11.9	11.0	10.0	11.2	9.2	11.2	
5.6c	Total TAT Histology 98th percentile	Turnaround time for 98th centile from collection to report, expressed in working days	less than	10.0	11.9	11.9	12.2	13.2	14.1	12.0	12.0	12.9	12.7	13.1	11.4	12.0	12.9	12.9	13.0	11.9	12.0	12.0	13.0	
<b>7. QUALITY IMPROVEMENT</b>																								
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																				