

**LabPLUS Community Anatomic Pathology Service 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 30/05/22	Tue 31/05/22	Wed 1/06/22	Thu 2/06/22	Fri 3/06/22	Mon 6/06/22	Tue 7/06/22	Wed 8/06/22	Thu 9/06/22	Fri 10/06/22	Mon 13/06/22	Tue 14/06/22	Wed 15/06/22	Thu 16/06/22	Fri 17/06/22	Mon 20/06/22	Tue 21/06/22	Wed 22/06/22	Thu 23/06/22	Fri 24/06/22	
<b>4. LAB</b>																									
4.1	Patient episodes	Total number of patient episodes		number	375	418	408	353	410	Public	411	374	430	359	390	419	388	442	355	311	447	406	502	Public	
4.2	Patient tests	Total number of patient tests performed		number	184	304	325	391	321		177	334	371	393	262	372	385	466	310	307	321	281	403	190	
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%	
<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	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	11.7	10.8	10.9	11.8	11.8		8.8	11.1	11.8	11.7	8.9	11.0	9.1	9.2	10.8	6.9	7.8	7.9	8.8	8.7
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	11.9	12.0	12.0	12.9	13.8		11.8	11.9	12.9	13.7	11.9	12.0	11.9	12.0	12.8	8.9	11.8	11.8	11.9	12.8
<b>7. QUALITY IMPROVEMENT</b>																									
<b>note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"</b>																									
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																					