

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 27/06/22	Tue 28/06/22	Wed 29/06/22	Thu 30/06/22	Fri 1/07/22	Mon 4/07/22	Tue 5/07/22	Wed 6/07/22	Thu 7/07/22	Fri 8/07/22	Mon 11/07/22	Tue 12/07/22	Wed 13/07/22	Thu 14/07/22	Fri 15/07/22	Mon 18/07/22	Tue 19/07/22	Wed 20/07/22	Thu 21/07/22	Fri 22/07/22	Mon 25/07/22	Tue 26/07/22	Wed 27/07/22	Thu 28/07/22	Fri 29/07/22	
4. LAB																														
4.1	Patient episodes	Total number of patient episodes		number	353	343	387	383	331	368	382	401	448	350	315	318	335	329	304	289	328	346	326	279	365	328	371	334	350	
4.2	Patient tests	Total number of patient tests performed		number	259	329	350	363	276	294	353	364	369	384	268	381	319	353	240	287	355	331	260	326	317	313	305	308	338	
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%	
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	8.7	10.0	8.8	8.8	8.8	7.8	8.1	9.0	7.7	7.9	7.6	7.9	8.1	7.0	8.9	8.0	7.7	7.9	8.0	8.1	7.9	7.9	7.7	7.7	7.8
5.6c	Total TAT Histology 98th percentile	Turnaround time for 98th centile from collection to report, expressed in working days	less than	10.0	working days	11.9	12.0	11.9	12.6	12.8	11.6	11.6	11.9	11.9	11.0	11.9	11.7	12.0	11.1	12.0	11.9	11.8	11.9	11.8	11.9	11.8	11.9	11.7	11.7	12.7
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																									