

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 29/08/22	Tue 30/08/22	Wed 31/08/22	Thu 1/09/22	Fri 2/09/22	Mon 5/09/22	Tue 6/09/22	Wed 7/09/22	Thu 8/09/22	Fri 9/09/22	Mon 12/09/22	Tue 13/09/22	Wed 14/09/22	Thu 15/09/22	Fri 16/09/22	Mon 19/09/22	Tue 20/09/22	Wed 21/09/22	Thu 22/09/22	Fri 23/09/22	Mon 26/09/22	Tue 27/09/22	Wed 28/09/22	Thu 29/09/22	Fri 30/09/22	
4. LAB																														
4.1	Patient episodes	Total number of patient episodes		number	392	407	398	409	338	356	398	372	406	344	338	360	427	427	362	390	446	422	404	381	Public	400	470	449	398	
4.2	Patient tests	Total number of patient tests performed		number	247	362	271	294	315	273	364	428	509	265	285	462	324	454	405	208	322	337	185	221	106	310	355	398	335	
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 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	8.2	7.9	8.9	10.8	9.0	9.1	9.1	10.6	10.7	8.7	8.0	8.8	8.8	7.6	7.8	7.7	7.0	7.7	7.6	7.7	8.0	9.0	8.9	9.0	8.6
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	12.0	11.7	11.9	12.9	11.9	11.9	11.9	11.9	11.9	11.9	11.7	11.7	11.9	11.9	11.8	11.8	11.8	11.9	11.8	12.0	9.2	11.8	11.9	11.9	11.9
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																										