

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					Tue					Wed					Thu					Fri				
					31/10/22	1/11/22	2/11/22	3/11/22	4/11/22	7/11/22	8/11/22	9/11/22	10/11/22	11/11/22	14/11/22	15/11/22	16/11/22	17/11/22	18/11/22	21/11/22	22/11/22	23/11/22	24/11/22	25/11/22					
4. LAB																													
4.1	Patient episodes	Total number of patient episodes		number	376	403	462	409	410	372	454	436	430	466	375	411	465	463	451	368	372	567	395	401					
4.2	Patient tests	Total number of patient tests performed		number	104	338	288	408	331	236	335	376	426	360	382	366	393	406	279	357	371	251	353	256					
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%					
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	7.6	11.1	11.1	11.7	11.6	7.9	10.3	11.7	11.1	10.8	8.5	8.9	10.1	10.5	9.0	8.0	10.0	8.8	10.6	10.7				
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	8.9	11.9	12.1	13.0	13.9	9.4	12.0	11.9	12.0	12.9	11.7	11.8	11.9	12.6	12.5	11.8	11.9	11.9	12.0	12.0				
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																								