

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	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
					28/11/22	29/11/22	30/11/22	1/12/22	2/12/22	5/12/22	6/12/22	7/12/22	8/12/22	9/12/22	12/12/22	13/12/22	14/12/22	15/12/22	16/12/22	19/12/22	20/12/22	21/12/22	22/12/22	23/12/22	26/12/22	27/12/22	28/12/22	29/12/22	30/12/22	
4. LAB																														
4.1	Patient episodes	Total number of patient episodes		number	400	504	429	499	428	420	462	499	471	431	379	464	390	389	577	336	429	425	378	164	Public	Public	36	44	22	
4.2	Patient tests	Total number of patient tests performed		number	229	277	310	308	350	274	324	340	360	382	344	483	433	384	332	354	353	310	347	365	78	48	115	183	175	
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%	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	8.1	10.6	10.2	11.0	11.8	8.7	10.1	10.1	11.2	11.6	9.3	10.7	9.2	11.7	11.6	8.7	10.1	10.2	11.2	11.7	11.7	11.7	11.5	12.7	12.9
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	11.8	11.9	12.0	12.7	12.9	11.7	12.0	11.9	12.7	12.7	11.9	11.8	11.9	12.7	12.8	11.8	12.0	12.1	12.7	13.0	11.8	12.0	11.9	13.1	13.8
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																										