

APS Combined 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 | |
|--|--|---|--------------|---------|--------------|---------|---------|---------|---------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|------|
| | | | | | 4/04/16 | 5/04/16 | 6/04/16 | 7/04/16 | 8/04/16 | 11/04/16 | 12/04/16 | 13/04/16 | 14/04/16 | 15/04/16 | 18/04/16 | 19/04/16 | 20/04/16 | 21/04/16 | 22/04/16 | 25/04/16 | 26/04/16 | 27/04/16 | 28/04/16 | 29/04/16 | |
| 4. LAB | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.1 | Patient episodes | Total number of patient episodes | | number | 486 | 466 | 489 | 495 | 418 | 505 | 471 | 434 | 457 | 409 | 462 | 448 | 409 | 496 | 394 | - | 461 | 437 | 466 | 379 | |
| 4.2 | Patient tests | Total number of patient tests performed | | number | 207 | 330 | 321 | 364 | 387 | 351 | 456 | 475 | 551 | 356 | 414 | 388 | 414 | 412 | 293 | 258 | 468 | 415 | 345 | 345 | |
| 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% | |
| 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 | 6.9 | 6.9 | 10.1 | 10.1 | 10.1 | 9.0 | 9.1 | 9.3 | 9.0 | 7.3 | 9.0 | 8.1 | 8.0 | 7.3 | 8.3 | 7.4 | 7.3 | 7.2 | 7.1 | 6.9 |
| 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 | 9.9 | 10.0 | 11.1 | 11.5 | 11.1 | 11.9 | 11.9 | 12.0 | 12.0 | 10.1 | 11.9 | 10.8 | 11.1 | 10.2 | 13.2 | 10.0 | 10.2 | 11.0 | 12.1 | 12.1 |
| 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 | | | | | | | | | | | | | | | | | | | | | |