

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	
					4/01/16	5/01/16	6/01/16	7/01/16	8/01/16	11/01/16	12/01/16	13/01/16	14/01/16	15/01/16	18/01/16	19/01/16	20/01/16	21/01/16	22/01/16	25/01/16	26/01/16	27/01/16	28/01/16	29/01/16	
4. LAB																									
4.1	Patient episodes	Total number of patient episodes		number	Public	112	192	237	189	292	369	326	365	332	379	505	392	401	405	446	477	402	453	376	
4.2	Patient tests	Total number of patient tests performed		number		176	380	240	243	262	188	238	178	260	340	309	495	306	247	378	408	357	396	341	
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%	
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		10.2	10.9	10.2	5.3	3.0	3.1	2.2	3.1	3.2	4.1	4.2	4.1	3.9	3.2	4.2	5.2	5.1	5.9	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		11.1	11.8	12.2	12.1	7.0	5.1	4.1	6.9	4.1	6.9	7.0	6.9	6.9	6.9	7.0	7.0	7.1	7.1	7.1
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																				