

APS Ellerslie 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				
					5/01/15	6/01/15	7/01/15	8/01/15	9/01/15	12/01/15	13/01/15	14/01/15	15/01/15	16/01/15	19/01/15	20/01/15	21/01/15	22/01/15	23/01/15	26/01/15	27/01/15	28/01/15	29/01/15	30/01/15					
<b>4. LAB</b>																													
4.1	Patient episodes	Total number of patient episodes		number	41	45	41	65	73	110	167	158	203	164	208	222	214	203	185	Public	218	197	221	198					
4.2	Patient tests	Total number of patient tests performed		number	11	29	49	34	65	76	98	144	124	195	156	20	350	189	214		188	234	239	166					
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%					
<b>5. TURNAROUND TIME NON-URGENT</b>																													
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	3.9	1.0	1.1	1.2	1.1	1.9	1.1	1.1	1.9	1.9	2.0	3.8	2.5	2.1	2.0		3.1	3.2	2.1	2.3				
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	6.9	4.0	2.0	2.9	2.9	4.0	2.1	2.1	2.9	3.2	3.1	6.8	4.1	7.0	4.1		6.9	6.9	4.2	6.9				
<b>7. QUALITY IMPROVEMENT</b> 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																								