

**APS Mount Wellington 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	42	84	127	112	110	131	94	171	153	135	171	109	173	142	127	Public	135	131	158	132					
4.2	Patient tests	Total number of patient tests performed		number	86	69	79	111	136	102	132	110	118	146	83	N/A	336	123	157		42	104	134	127					
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																								
<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	7.0	4.2	7.2	2.9	2.0	2.0	2.0	1.9	2.0	2.1	N/A	2.7	2.0	2.1		4.1	4.0	4.1	3.0					
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	8.2	6.1	12.2	12.0	3.0	3.0	4.0	6.0	3.1	4.1	4.1	N/A	6.9	3.9	5.1		6.9	6.9	9.1	7.0				
<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																									