

**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				
					5/10/15	6/10/15	7/10/15	8/10/15	9/10/15	12/10/15	13/10/15	14/10/15	15/10/15	16/10/15	19/10/15	20/10/15	21/10/15	22/10/15	23/10/15	26/10/15	27/10/15	28/10/15	29/10/15	30/10/15					
<b>4. LAB</b>																													
4.1	Patient episodes	Total number of patient episodes		number	344	340	384	384	352	375	426	389	432	348	365	358	405	383	391	Public	377	400	410	379					
4.2	Patient tests	Total number of patient tests performed		number	321	337	309	314	303	267	286	370	348	312	428	331	288	382	340		357	378	401	308					
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%						
<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	6.2	6.3	6.3	7.2	7.4	7.1	8.0	8.1	8.2	8.1	8.1	7.2	8.1	8.1	7.9		8.1	8.1	9.1					
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	8.0	8.1	10.1	9.2	8.4	9.1	10.1	10.1	11.9	10.0	10.1	11.0	10.1	11.9	9.0		10.9	10.0	11.0					
<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																								