



Benchmarking in Pathology QAP Reporting

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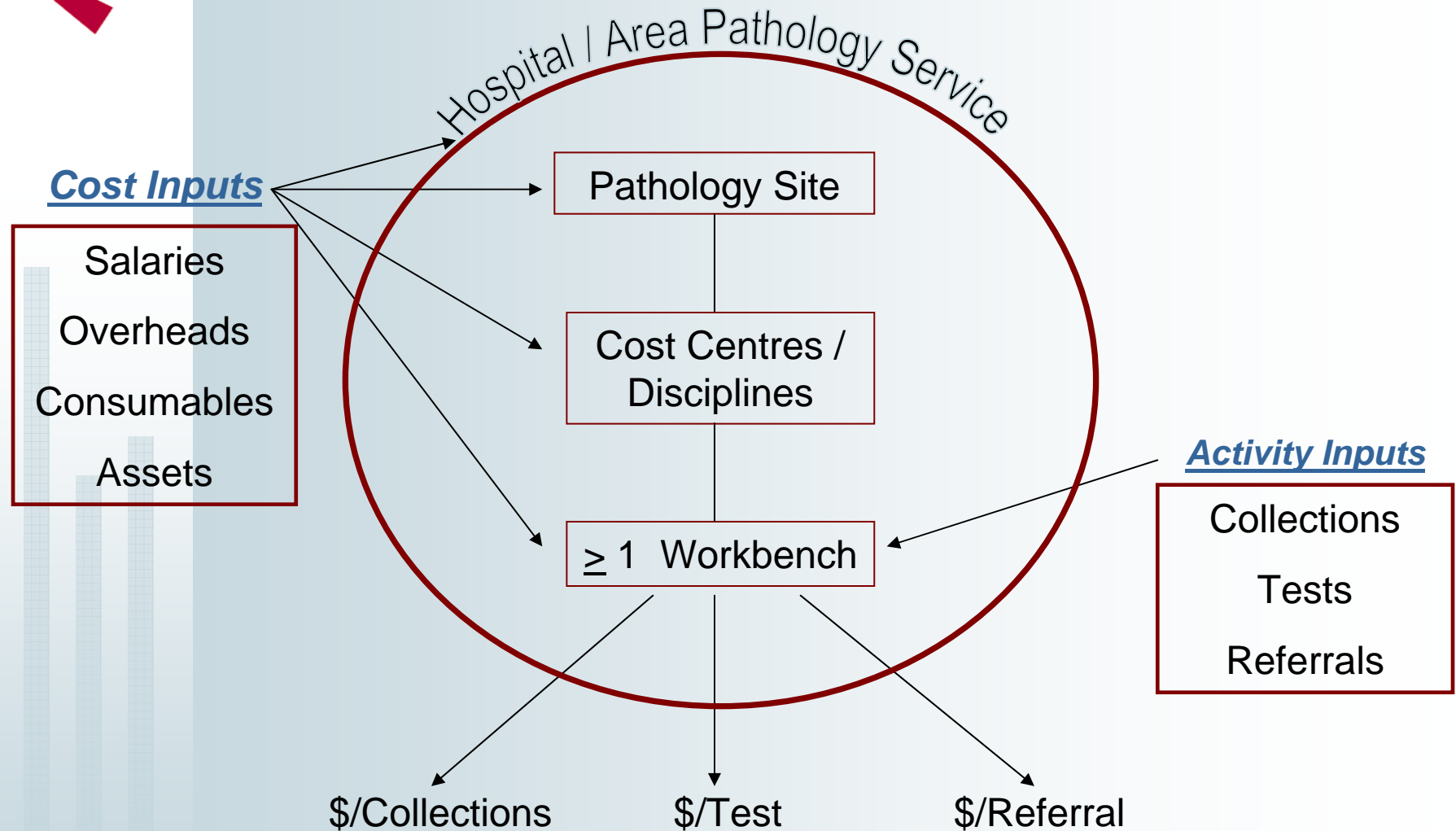


Background

- QA Program since 1999
- Aim
 - Management tool for Pathology Services
 - Assists in knowing spread / utilisation of costs
 - Assists in local decision making
 - Enables benchmarking with peers



Method





Frequency

- data collection covers the period 1 July – 30 June
 - 2 six month or 1 twelve month data set(s) may be submitted
- data processed & analysed within 1 week
 - 8 'Site Specific Reports' returned (to site only)
- 2 overall 'Comparison Reports'
 - distributed post 31 Dec & 30 June
 - de-identified as per Confidentiality Agreement



Site Specific Reports

- 1. Stats Report** – lists *overall organisation* statistics relating to FTEs, costs & tests, previous year comparisons and acceptable range limits. Used to monitor and compare organisational performance.
- 2. Distribution Report** – distribution of activity based workload units plus an actual & percentages overview of costs and tests performed at *each level of the organisation*. Used to ensure figures approximate expectations, often compared to previous periods.
- 3. FTE Distribution Report** – comparison of FTE hours to calculated hours based on workload units. Assists sites in correctly allocating staff to workbenches.



Site Specific Reports

- 4. Test Cost Minimum Variations Report** – lists tests performed with a test cost below the minimum value reported in the previous year.
- 5. Test Cost Maximum Variations Report** – lists tests performed with a test cost above the maximum value reported in the previous year.
- 6. Test Percentage Comparison Results** – reports the activity of each test performed as a percentage of the total tests performed by the organisation overall. Previous year ranges are provided for outlier detection.

The above three reports enable sites to focus on possible areas of discrepancy or inefficiencies.



Site Specific Reports

- 7. Per Test Cost Report** – lists test performed and the cost components relating to these tests.
- 8. Reportable Groups Report** – groups each of the multi-test instrument profiles performed and the cost components of these profiles.

Information provided in the above two reports provides sites with cost information relating to the suite of tests performed. Often used when making managerial decisions and completing tenders.



Comparison Reports

- **Consists of 4 Sections**

- 1. *Benchmarking Complexity Unit section*** - provides aggregate indices that summarise and compare the performance of similar organisations corrected for size, complexity, location and market type. Scatter graphs and frequency histograms are also provided.



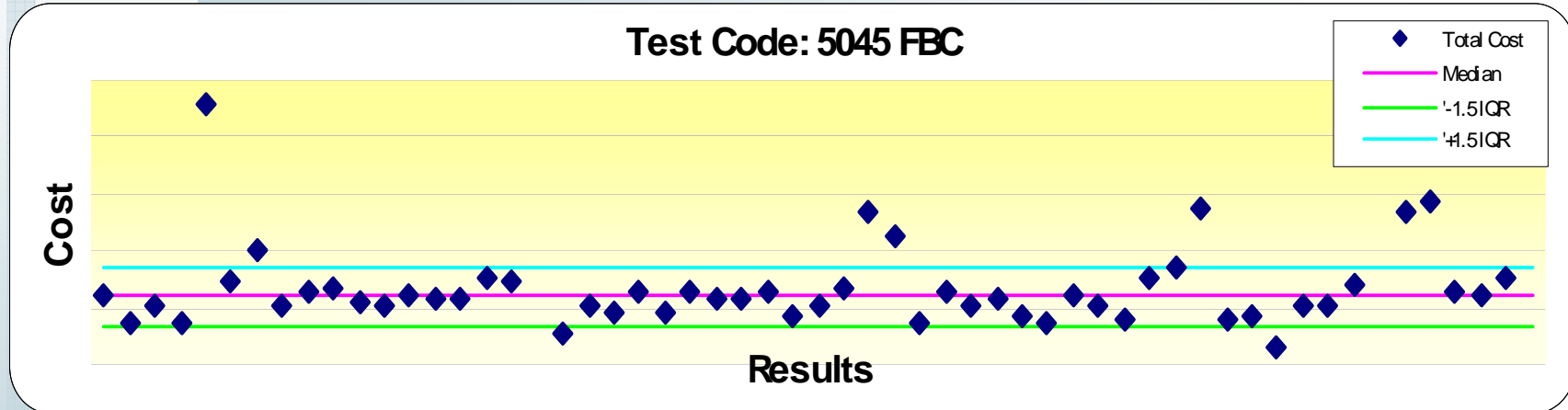
Comparison Reports

- 2. *Cost Component section*** - an overall picture of *input components*. Pie charts are used to represent the current year data. This section enables sites to observe how they compare with their peers.
- 3. *Other Statistics section*** - provides a tabled comparison and graphical summary of *organisational statistics*. Allows sites to compare themselves with 1) their peers and 2) the acceptable statistical range calculated.



Comparison Reports

4. **Indicator Test Listing** section - provides a costing and graphical comparison of a selection of Indicator Tests. Enables participants to compare with their peers at the *test level*.





Implications

- Participants have found the reports
 1. To be very detailed, and
 2. An excellent resource in gaining a better understanding of their cost structure and areas of cost consumption within their organisation.
- Could other clinical services benefit from using this system?



Further information

<http://www.rcpaqap.com.au/bip/>

Advisory Committee:

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Sally Summons (Program Manager),
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