

Awanui Labs Auckland Pathology Service KPI Reporting 2025
 KPI definition - Template version 3

 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

						Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Item	Contract	Indicator	Definition	Target	Unit	1/05/25	2/05/25	5/05/25	6/05/25	7/05/25	8/05/25	9/05/25	12/05/25	13/05/25	14/05/25	15/05/25	16/05/25	19/05/25	20/05/25	21/05/25	22/05/25	23/05/25	26/05/25	27/05/25	28/05/25	29/05/25	30/05/25					
1. CALL CENTRE																																
1.1a		Total inbound calls	Number of calls placed / received			number	981	911	1017	943	949	938	870	1081	997	924	890	853	1,086	968	1006	913	860	1023	873	809	829	898				
1.1b		Total inbound calls - results line	Number of calls placed / received on results line			number	183	174	164	158	215	203	160	175	176	190	173	170	197	158	194	155	167	160	134	129	167	151				
1.2		Total calls answered	Number of calls answered			number	942	883	986	914	911	896	839	1,027	959	893	858	823	1,045	949	970	896	831	988	845	787	787	857				
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than 7.0%		percent	4.0%	3.1%	3.1%	3.1%	4.0%	4.5%	3.6%	5.0%	3.8%	3.4%	3.6%	3.5%	3.8%	2.0%	3.9%	1.9%	3.4%	3.4%	3.2%	2.7%	5.1%	4.6%				
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%		percent	1.6%	1.2%	2.4%	1.3%	2.3%	2.5%	2.5%	2.3%	2.8%	1.6%	2.3%	1.8%	2.0%	1.9%	2.1%	0.7%	1.8%	2.5%	1.5%	1.6%	2.4%	2.7%				
1.4		Results calls	Number of calls requesting test results			number	183	172	160	158	210	198	154	171	171	187	169	167	193	155	190	154	164	156	132	127	163	147				
1.5		% results calls	1.4 divided by 1.2			percent	18.7%	19.1%	16.1%	16.8%	22.7%	21.6%	18.4%	15.8%	17.2%	20.2%	19.0%	19.6%	17.8%	16.0%	18.9%	16.9%	19.1%	15.3%	15.1%	15.7%	19.7%	16.4%				
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150 seconds		seconds	65	69	80	52	63	74	72	78	69	74	69	71	71	49	71	49	66	75	69	65	73	73				
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	44	35	38	30	45	48	38	61	45	38	40	35	49	25	48	21	35	41	35	29	51	50				
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	4.5%	3.8%	3.7%	3.2%	4.7%	5.1%	4.4%	5.6%	4.6%	4.1%	4.5%	4.1%	4.5%	2.6%	4.8%	2.3%	4.1%	4.0%	4.0%	3.6%	6.2%	5.6%				
2. COLLECTION CENTRES																																
2.1		Wait time Manukau DHB	Average waiting time in minutes for a sample of patients attending Manukau DHB collection centres between 7am and 11am (peak collection time)	less than 30 minutes		minutes	8	9	10	9	8	9	7	10	9	8	8	9	11	8	6	6	6	8	5	6	6	5				
2.2		Wait time Auckland DHB	Average waiting time in minutes for a sample of patients attending Auckland collection centres between 7am and 11am (peak collection time)	less than 30 minutes		minutes	9	7	9	7	7	7	6	9	7	7	6	7	9	8	8	7	9	9	4	6	6	5				
2.3		Wait time Waitemata DHB	Average waiting time in minutes for a sample of patients attending Waitemata collection centres between 7am and 11am (peak collection time)	less than 30 minutes		minutes	8	8	10	7	6	5	7	10	8	8	8	9	11	7	8	7	10	7	6	7	7	5				
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number	4,362	4,935	4,630	4,581	4,791	4,630	4,578	4,692	4,664	4,736	4,391	4,773	5,078	5,063	4,416	4,307	4,578	4,897	4,400	4,674	4,208	4,585				
2.5		Long waits	Number of people waiting over 30 minutes			number	170	181	83	155	136	83	125	305	161	190	84	211	316	151	133	75	215	205	24	62	85	42				
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%		percent	3.9%	3.7%	1.8%	3.4%	2.8%	1.8%	2.7%	6.5%	3.5%	4.0%	1.9%	4.4%	6.2%	3.0%	3.0%	1.7%	4.7%	4.2%	0.5%	1.3%	2.0%	0.9%				
2.7		Long waits	Maximum wait time (incl GTT's)			minutes	49	57	61	44	41	38	57	61	47	71	50	46	67	50	52	44	56	56	46	36	42	40				
2.8		Time from collection to lab	80th percentile for time from collection to lab (hrs:minutes)	less than 4:00		hours: minutes	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00	4:00				
2.9		Time from collection to lab - max	Maximum time from collection to lab (hrs:minutes)			hours: minutes	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00	32:00				
3. HOME VISITS																																
3.1		Home visits booked	Number of home visits booked for the day (exclude home visits where the patient was not home)			number	395	396	414	357	392	392	385	375	337	422	399	395	384	363	394	330	360	375	415	393	333	384				
3.2		Home visits attended	Number of home visits attended for the day			number	385	382	399	346	378	383	376	362	326	415	392	376	373	347	385	324	350	364	409	385	328	372				
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%		percent	97.5%	96.5%	96.4%	96.9%	96.4%	97.7%	97.7%	96.5%	96.7%	98.3%	98.2%	95.2%	97.1%	95.6%	97.7%	98.2%	97.2%	97.1%	98.6%	98.0%	98.5%	96.9%				
3.4		Urgent home visits booked	Number of urgent home visits booked for the day (exclude home visits where the patient was not home)			number	60	54	46	50	64	383	48	49	49	62	91	62	37	29	56	41	60	39	72	58	50	91				
3.5		Urgent home visits completed	Number of urgent home visits completed for the day			number	60	54	46	50	64	383	48	49	49	62	91	62	37	29	56	41	60	39	72	58	50	91				
3.6	yes	Urgent home visit timeliness	% urgent home visits completed for the day 3.5 divided by 3.4	greater than 99%		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%	100.0%	100.0%	100.0%	100.0%				
4. LAB																																
4.1		Patient episodes	Total number of patient episodes			number	14,016	14,509	15,361	14,708	14,718	14,130	13,484	15,041	14,772	14,417	14,110	14,081	15,354	15,092	13,913	13,720	13,771	15,080	14,350	13,642	13,301	13,571				
4.2		Patient tests	Total number of patient tests performed			number	59,254	61,306	63,184	61,997	62,106	57,486	56,666	61,772	60,509	59,864	56,932	58,930	61,941	61,699	56,565	55,468	57,292	61,525	58,438	56,140	54,688	56,563				
4.3		Urgent tests	Total number of urgent tests			number	680	516	636	559	703	640	614	607	593	655	589	575	591	626	616	628	608	569	637	733	591	612				
4.4		% urgent tests	4.3 divided by 4.2			percent	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%				
4.5		Data for HealthPac	Percentage of completed test episodes provided to HealthPac within agreed timeframes (kpi to be reported once a month only - first day of month for previous month performance)	equal to 100%		percent	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				
4.6		Critical results	Number of critical test results			number	39	32	42	45	54	46	36	47	37	47	32	35	51	42	49	34	27	45	39	32	33	41				
4.7		Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)			number	39	32	42	45	54	46	36	47	37	46	32	35	51	42	49	34	27	45	39	32	33	41				
4.8	yes	% of critical results phoned within 1 hour	Percentage of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)	greater than 98%		percent	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				
4.11		Amended Results	Number of results changed after original result was reported to referrer			number	4	3	4	7	4	4	7	5	3	4	3	6	-	4	5	5	13	4	3	3	3	4				
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	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%				
4.13	Yes	Timeliness of Send aways	90th centile for collection to receipt by LabPlus measured in hours:minutes (Excludes frozen samples)	less than 20:00		hours: minutes																										

						Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
Item	Contract	Indicator	Definition	Target	Unit	1/05/25	2/05/25	5/05/25	6/05/25	7/05/25	8/05/25	9/05/25	12/05/25	13/05/25	14/05/25	15/05/25	16/05/25	19/05/25	20/05/25	21/05/25	22/05/25	23/05/25	26/05/25	27/05/25	28/05/25	29/05/25	30/05/25	
4.14	Yes	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																						
5. TURNAROUND TIME NON-URGENT																												
5.1a		Total TAT Complete blood count	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:39	5:19	5:16	4:55	5:18	4:46	4:48	5:06	4:41	4:49	4:40	4:49	5:28	4:57	5:06	4:37	4:32	5:04	4:39	4:22	4:30	4:24
5.1b		Lab TAT Complete blood count	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	3:10	2:10	3:25	2:32	2:45	2:17	2:00	2:26	2:24	1:49	2:28	2:18	3:42	2:15	3:27	2:05	1:51	2:35	2:10	1:25	1:35	1:16
5.1c	yes	Complete blood count 95% percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - IN ZONE	less than	12:00	hours: minutes	10:53	3:08	9:02	8:35	8:55	8:29	7:46	8:38	8:05	8:03	8:28	7:45	10:12	8:12	9:38	8:04	7:49	8:29	8:02	7:41	8:06	7:18
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:43	5:05	4:52	5:18	5:01	4:36	4:41	5:11	4:40	5:10	4:49	4:33	5:00	4:45	4:55	4:48	4:49	4:49	4:42	4:57	4:44	5:25
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	4:10	3:10	3:13	3:10	2:56	2:20	2:15	2:39	2:31	2:20	2:49	2:20	3:00	2:46	3:08	2:47	2:59	2:23	2:27	2:36	2:13	2:56
5.2c	yes	Total TAT Electrolytes 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - IN ZONE	less than	12:00	hours: minutes	9:36	8:32	8:10	8:44	8:46	7:38	7:37	8:18	7:50	8:05	7:57	7:28	8:19	7:49	8:55	7:53	7:52	7:48	7:27	8:31	7:19	8:30
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:58	6:13	6:57	6:19	6:18	5:48	5:46	5:30	5:55	5:39	6:07	5:51	5:42	6:36	6:00	5:52	5:27	5:29	5:24	5:24	4:49	5:43
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	5:02	4:00	3:45	4:42	4:21	3:38	3:41	3:40	3:27	3:45	4:00	3:30	4:00	3:56	3:43	2:55	3:23	2:44	2:48	2:58	2:33	3:32
5.3c	yes	Total TAT HCG 95% percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - IN ZONE	less than	12:00	hours: minutes	10:34	9:15	8:19	11:33	10:16	9:00	8:54	8:32	9:06	9:04	10:10	8:40	9:55	8:50	9:08	8:01	7:53	8:26	7:12	8:19	7:36	8:57
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:45	5:25	5:07	5:23	5:05	4:46	4:48	5:28	4:46	5:18	4:56	4:43	5:14	4:58	5:07	4:57	5:01	4:58	4:51	5:04	4:48	5:19
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	4:12	3:09	3:10	3:08	2:50	2:20	2:17	2:41	2:25	2:19	2:49	2:26	2:53	2:44	3:12	2:40	3:02	2:23	2:21	2:37	2:23	2:51
5.5c	yes	Total TAT Liver 95% percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN Zone	less than	12:00	hours: minutes	9:40	8:32	8:02	8:42	8:46	7:26	7:44	8:16	7:35	8:19	8:02	7:33	8:12	7:51	9:06	7:52	8:08	8:03	7:31	8:25	7:28	8:33
5.6a	Yes	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	yes	Total TAT Histology - major resections	Turnaround time for 80th centile from collection to report, expressed in working days	less than	5.0	working days																						
5.6c	yes	Total TAT Histology 98% percentile	Turnaround time for 98th centile from collection to report, expressed in working days	less than	10.0	working days																						
5.7a		Total TAT - Urine Micro & Culture - non-urgent	Average turnaround time from collection to report, expressed in hour:minutes	less than	48:00	hours: minutes	19:19	19:05		16:51	18:00	18:13	17:48		16:27	16:31	17:34	15:11		16:30	17:29	17:45	16:57		15:42	16:20	17:19	16:21
5.7b		Total TAT - Urine Micro & Culture - non-urgent	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	48:00	hours: minutes	17:27	16:03		13:38	14:42	15:24	15:03		13:26	13:42	16:10	13:26		12:27	14:57	14:10	14:09		12:04	13:20	13:38	13:18
5.7c	yes	Total TAT Urine Micro & Culture - non-urgent 90% percentile	Turnaround time for 90th centile from collection to report, expressed in working days	less than	2.0	working days	1.5	1.2		1.2	1.4	1.0	1.3		1.0	0.9	1.4	1.0		1.0	0.9	1.3	1.0		0.9	0.9	1.2	1.4
5.8		Lab TAT - Routine Biochem and Haem	Percentage of biochem & haem reports with TAT (from receipt of test in lab to communication of results) less than 48 hours	greater than	90%	percent	99.9%	99.9%	99.7%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%
URGENT																												
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	5:01	4:37	4:44	4:22	4:24	4:24	4:39	4:04	4:07	4:18	4:17	4:24	4:30	4:28	4:16	4:14	4:22	4:20	4:15	4:17	4:06	4:21
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:25	0:48	1:04	0:56	0:39	0:40	0:28	0:56	0:59	1:11	0:34	0:46	0:44	0:42	0:46	0:51	0:52	1:35	1:10	1:01	0:55	1:15
5.9c	yes	Total TAT INR 95% percentile in zone	Turnaround time from 95th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours: minutes	5:33	5:50	5:31	3:30	5:32	5:40	5:43	4:43	5:14	5:38	5:41	5:11	5:20	5:29	4:45	4:38	6:00	5:24	5:43	5:07	6:00	7:59
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	4:12	4:58	3:37	4:29	3:57	4:22	4:03	3:45	3:39	4:52	4:02	3:51	4:22	3:48	3:46	3:41	3:42	3:34	3:39	4:15	3:46	4:10
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:04	1:37	0:54	1:19	1:04	1:15	1:02	1:00	0:51	1:34	0:58	1:04	1:25	0:55	0:57	0:43	1:03	0:48	0:48	1:09	0:43	1:25
5.10c	yes	Total TAT Troponin 98% centile in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours: minutes	6:43	6:00	6:00	5:59	6:00	5:54	5:57	5:38	6:00	5:52	5:58	5:58	6:35	5:56	5:45	5:42	5:44	5:32	5:50	5:26	5:50	5:56
5.11		Lab TAT - Urgent Biochem and Haem	Percentage of biochem & haem (as nominated clinically urgent by the referrer) with TAT (from receipt of test in lab to communication of results) less than 3 hours	greater than	95%	percent	95.3%	95.2%	96.4%	98.2%	98.3%	97.9%	98.3%	98.7%	96.4%	98.4%	99.0%	98.2%	96.3%	98.4%	96.3%	98.7%	96.8%	98.7%	98.8%	98.0%	98.1%	97.5%
6. RECOLLECTS																												
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	10,343	10,997	11,403	10,859	10,817	10,258	10,025	11,010	10,662	10,715	10,118	10,495	11,253	10,833	10,142	9,751	10,210	11,142	10,287	9,977	9,698	10,289	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	28	29	18	21	22	27	21	31	28	21	25	30	21	25	19	13	22	33	16	19	14	19	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.3%	0.3%	0.2%	0.2%	0.2%	0.3%	0.2%	0.3%	0.3%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.1%	0.2%	0.3%	0.2%	0.2%	0.1%	0.2%
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																							
7.2		Events / issues closed	Number of issues / events closed year to date		number																							
7.3		Timely closure	Number of events closed by due date (within six months)		number																							
7.4		Total Complaints	Number of complaints received year to date		number		2					2				3						3						3

						Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Item	Contract	Indicator	Definition	Target	Unit	1/05/25	2/05/25	5/05/25	6/05/25	7/05/25	8/05/25	9/05/25	12/05/25	13/05/25	14/05/25	15/05/25	16/05/25	19/05/25	20/05/25	21/05/25	22/05/25	23/05/25	26/05/25	27/05/25	28/05/25	29/05/25	30/05/25
7.5		Complaints closed	Number of complaints closed year to date		number		2					2					2					2					2
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		2					2					3					3					3
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number		2					2					2					2					2
7.9		% events/issues closed	7.2 divided by 7.1	greater then	75%	percent																					
7.10		% timely closure	7.3 divided by 7.1	greater then	95%	percent																					
7.11		% complaints closed	7.5 divided by 7.4	greater then	75%	percent																					
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater then	80%	percent																					
7.13		% complaints response	7.8 divided by 7.4	greater then	80%	percent		100.0%				100.0%					66.7%					66.7%					66.7%