

**Awanui Labs Auckland 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

							Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Mon	Tue	Wed	Thu	Fri	Mon		
Item	Contract	Indicator	Definition	Target	Unit		3/06/25	4/06/25	5/06/25	6/06/25	9/06/25	10/06/25	11/06/25	12/06/25	13/06/25	16/06/25	17/06/25	18/06/25	19/06/25	23/06/25	24/06/25	25/06/25	26/06/25	27/06/25	30/06/25		
1. CALL CENTRE																											
1.1a		Total inbound calls	Number of calls placed / received		number		1023	883	907	919	961	951	1027	881	810	1013	895	911	1,019	992	854	790	804	772	1007		
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number		137	140	156	176	130	169	180	165	128	145	132	146	181	138	131	105	133	145	160		
1.2		Total calls answered	Number of calls answered		number		974	845	872	888	929	916	979	832	779	962	863	860	969	931	813	757	753	741	949		
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than 7.0%	percent		4.8%	4.3%	3.9%	3.4%	3.3%	3.7%	4.7%	5.6%	3.8%	5.0%	3.6%	5.6%	4.9%	6.2%	4.8%	4.2%	6.3%	4.0%	5.8%		
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent		2.9%	2.9%	2.6%	2.3%	2.3%	2.4%	2.8%	2.4%	1.6%	2.8%	2.3%	2.7%	2.2%	2.9%	2.3%	2.9%	2.3%	2.1%	2.5%		
1.4		Results calls	Number of calls requesting test results		number		133	136	152	172	127	165	175	161	126	141	129	142	177	134	128	102	130	142	156		
1.5		% results calls	1.4 divided by 1.2		percent		13.4%	15.9%	17.2%	19.2%	13.5%	17.4%	17.0%	18.3%	15.6%	13.9%	14.4%	15.6%	17.4%	13.5%	15.0%	12.9%	16.2%	18.4%	15.5%		
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds		80	68	81	80	78	59	71	88	74	79	62	70	82	85	88	61	78	78	89		
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number		58	44	43	39	38	40	55	58	38	59	38	56	58	69	48	38	60	38	68		
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent		5.7%	5.0%	4.7%	4.2%	4.0%	4.2%	5.4%	6.6%	4.7%	5.8%	4.3%	6.2%	5.7%	7.0%	5.6%	4.8%	7.5%	4.9%	6.8%		
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		9	6	8	7	9	5	5	7	8	10	7	6	7	9	7	7	6	5	8		
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		8	7	5	4	5	6	5	4	5	6	7	5	4	6	5	5	4	3	6		
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		10	11	8	11	9	6	7	6	10	8	9	8	9	11	11	9	7	6	9		
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number		4,902	4,712	4,544	4,628	4,508	4,581	3,787	4,326	4,751	4,674	4,467	4,175	4,481	4,751	4,472	4,229	4,248	3,786	4,385		
2.5		Long waits	Number of people waiting over 30 minutes		number		286	189	107	130	182	89	70	74	187	217	155	70	112	301	156	90	65	41	153		
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent		5.8%	4.0%	2.4%	2.8%	4.0%	1.9%	1.8%	1.7%	3.9%	4.6%	3.5%	1.7%	2.5%	6.3%	3.5%	2.1%	1.5%	1.1%	3.5%		
2.7		Long waits	Maximum wait time (incl GTT's)		minutes		48	49	71	46	56	52	47	43	55	72	60	63	56	49	55	49	59	51			
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		
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		
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		394	429	330	354	342	336	362	321	330	339	393	383	404	392	400	370	371	349	385		
3.2		Home visits attended	Number of home visits attended for the day		number		380	419	319	339	328	330	354	311	319	328	375	373	395	379	388	360	353	340	372		
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent		96.4%	97.7%	96.7%	95.8%	95.9%	98.2%	97.8%	96.9%	96.7%	96.8%	95.4%	97.4%	97.8%	96.7%	97.0%	97.3%	95.1%	97.4%	96.6%		
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		36	63	57	72	49	45	68	56	74	50	49	61	65	52	58	58	75	52	51		
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number		36	63	57	72	49	45	68	56	74	50	49	61	65	52	58	58	75	52	51		
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%		
4. LAB																											
4.1		Patient episodes	Total number of patient episodes		number		15,209	13,901	14,134	14,205	14,923	14,668	13,821	14,110	14,387	15,103	14,307	13,479	13,963	14,900	14,297	13,367	13,009	11,831	13,842		
4.2		Patient tests	Total number of patient tests performed		number		61,622	56,382	58,230	59,643	60,432	58,664	55,463	55,884	58,804	61,225	58,179	55,477	57,549	60,326	58,572	55,418	53,376	50,249	58,383		
4.3		Urgent tests	Total number of urgent tests		number		595	605	509	552	502	626	633	591	689	522	620	652	603	556	606	577	603	598	510		
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%		
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%		
4.6		Critical results	Number of critical test results		number		56	41	48	46	36	41	40	50	45	57	30	51	42	39	45	28	45	32	45		
4.7		Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referer; b. patient; c. police)		number		56	41	48	46	36	41	40	50	45	57	30	51	42	39	45	28	44	32	45		
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.Referer; b. patient; c. police)	greater than 98%	percent		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	100%		
4.11		Amended Results	Number of results changed after original result was reported to referrer		number		4	3	1	1	1	2	5	4	5	4	4		4	5	9	-	2	4	3		

							Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Mon	Tue	Wed	Thu	Fri	Mon								
Item	Contract	Indicator	Definition		Target	Unit	3/06/25	4/06/25	5/06/25	6/06/25	9/06/25	10/06/25	11/06/25	12/06/25	13/06/25	16/06/25	17/06/25	18/06/25	19/06/25	23/06/25	24/06/25	25/06/25	26/06/25	27/06/25	30/06/25								
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%								
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																											
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	5:24	5:25	6:13	4:46	4:45	4:31	4:22	4:17	4:59	4:37	4:29	4:25	4:58	4:57	4:25	4:13	4:21	4:24	5:21								
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	3:18	2:36	3:47	1:56	2:29	1:40	1:30	1:43	2:16	2:19	1:48	1:37	2:07	2:32	1:41	1:12	1:24	1:48	3:12								
5.1c	yes	Complete blood count 95th percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - IN ZONE	less than	12:00	hours: minutes	9:21	8:41	9:44	8:02	8:39	7:54	8:08	7:50	8:44	8:45	7:39	7:51	8:51	8:43	7:44	7:42	7:36	7:33	9:02								
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:11	4:55	4:59	5:01	4:51	5:03	4:58	4:48	4:56	4:43	4:52	4:45	4:48	4:58	5:00	5:05	5:03	4:43	4:47								
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	3:06	2:22	2:27	2:39	2:49	2:40	2:37	2:31	2:37	2:24	2:45	2:22	2:07	2:36	2:49	2:31	2:46	2:41	3:07								
5.2c	yes	Total TAT Electrolytes 95th percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes - IN ZONE	less than	12:00	hours: minutes	8:07	7:48	8:09	7:57	8:11	8:21	8:36	7:47	8:48	7:51	8:07	7:35	7:49	8:07	8:19	7:50	8:10	7:50	7:58								
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:40	4:56	5:51	5:09	5:46	5:31	5:33	5:15	5:38	5:11	5:01	5:05	5:04	5:07	5:19	5:31	5:29	4:51	5:34								
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	3:26	2:56	4:00	3:15	3:58	3:18	3:10	2:50	3:12	3:08	2:44	2:50	2:18	2:58	3:15	3:20	3:16	3:02	3:31								
5.3c	yes	Total TAT HCG 95th percentile - in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes -IN ZONE	less than	12:00	hours: minutes	8:49	8:03	8:06	8:07	8:34	7:52	7:51	7:23	8:21	7:23	7:48	7:55	7:24	8:27	8:10	8:08	9:07	7:45	9:21								
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:21	5:03	5:09	5:09	5:06	5:16	5:11	4:55	5:05	4:58	5:01	4:47	5:03	5:09	5:06	5:15	5:10	4:46	5:02								
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:56	2:21	2:51	2:44	2:41	2:56	2:37	2:44	2:39	2:30	2:44	2:23	2:06	2:43	2:52	2:34	2:49	2:58	3:03								
5.5c	yes	Total TAT Liver 95th percentile in zone	Turnaround time for 95th centile from collection to report, expressed in hour:minutes IN Zone	less than	12:00	hours: minutes	8:16	8:02	8:27	8:09	7:28	8:00	7:15	7:58	8:58	8:03	8:08	7:42	7:51	8:11	8:35	7:54	8:11	7:48	7:55								
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 98th 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		14:49	18:15	18:01		15:43	17:58	16:33	16:28		16:11	16:28	18:20		16:08	18:16	18:27	17:33									
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		10:35	15:48	14:48		12:28	15:04	15:24	13:42		13:51	13:17	15:40		12:15	14:52	15:22	14:01									
5.7c	yes	Total TAT Urine Micro & Culture - non-urgent 90th percentile	Turnaround time for 90th centile from collection to report, expressed in working days	less than	2.0	working days		1.4	1.0	1.5		1.4	1.4	1.4	1.4		0.9	1.0	0.9		1.0	0.9	0.9	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%	100.0%	100.0%	100.0%	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.8%								
URGENT																																	
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	4:22	4:33	4:43	4:37	4:23	4:33	3:56	4:20	4:34	4:24	4:21	4:26	4:35	4:32	4:24	4:17	4:16	4:12	4:22								
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:55	0:46	1:04	0:55	0:42	0:39	1:02	0:49	0:45	0:46	0:44	0:52	0:55	0:42	0:21	0:34	0:30	1:20	0:58								
5.9c	yes	Total TAT INR 95th percentile in zone	Turnaround time from 95th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours: minutes	5:02	5:49	5:56	5:30	5:54	4:27	7:28	5:08	5:54	5:38	4:38	5:19	6:00	5:59	5:13	4:37	5:24	4:54	5:40								
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:57	3:55	3:42	4:11	3:58	4:13	4:16	3:35	3:52	3:44	3:58	3:44	4:07	3:39	3:49	3:34	3:55	3:46	3:34								
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:01	0:46	0:54	1:09	1:00	1:04	0:58	0:48	0:47	0:51	1:05	0:44	1:03	0:54	0:55	0:51	0:54	0:45	0:56								
5.10c	yes	Total TAT Troponin 98th centile in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours: minutes	5:47	5:50	5:54	6:00	6:00	5:59	5:52	5:58	6:00	5:59	5:59	5:30	6:00	5:51	5:17	6:00	5:52	5:47	5:44								
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	97.7%	96.3%	96.6%	98.0%	96.9%	97.9%	96.3%	98.4%	98.0%	97.5%	97.6%	98.6%	96.2%	98.1%	99.3%	99.3%	98.4%	97.0%	97.7%								
6. RECOLLECTS																																	
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	11,391	10,098	10,392	10,454	10,944	10,376	9,525	10,097	10,592	11,125	10,376	9,856	10,343	11,129	10,464	9,857	9,595	8,915	11,416								
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	22	24	10	18	13	23	27	17	14	14	20	18	11	10	17	21	22	19	19								

							Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Mon	Tue	Wed	Thu	Fri	Mon
Item	Contract	Indicator	Definition	Target	Unit		3/06/25	4/06/25	5/06/25	6/06/25	9/06/25	10/06/25	11/06/25	12/06/25	13/06/25	16/06/25	17/06/25	18/06/25	19/06/25	23/06/25	24/06/25	25/06/25	26/06/25	27/06/25	30/06/25
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.1%	0.2%	0.1%	0.2%	0.3%	0.2%	0.1%	0.1%	0.2%	0.2%	0.1%	0.1%	0.2%	0.2%	0.2%	0.2%	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				3					3									3	
7.5		Complaints closed	Number of complaints closed year to date			number				2					3									3	
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				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					3									3	
7.9		% events/issues closed	7.2 divided by 7.1	greater than	75%	percent																			
7.10		% timely closure	7.3 divided by 7.1	greater than	95%	percent																			
7.11		% complaints closed	7.5 divided by 7.4	greater than	75%	percent																			
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater than	80%	percent																			
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	percent				66.7%					100.0%									100.0%	