

**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

						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	1/08/25	4/08/25	5/08/25	6/08/25	7/08/25	8/08/25	11/08/25	12/08/25	13/08/25	14/08/25	15/08/25	18/08/25	19/08/25	20/08/25	21/08/25	22/08/25	25/08/25	26/08/25	27/08/25	28/08/25	29/08/25					
1. CALL CENTRE																															
1.1a		Total inbound calls	Number of calls placed / received		number	859	1008	864	873	907	863	929	878	911	855	842	979	889	874	851	811	977	923	917	898	819					
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	127	140	136	132	160	158	140	158	172	177	145	163	182	161	166	138	156	159	165	185	129					
1.2		Total calls answered	Number of calls answered		number	859	957	819	848	858	827	897	857	898	823	807	958	859	825	810	776	948	902	898	878	798					
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than 7.0%	percent	3.6%	5.1%	5.2%	2.9%	5.4%	4.2%	3.4%	2.4%	1.4%	3.7%	4.2%	2.2%	3.4%	5.6%	4.8%	4.3%	3.0%	2.3%	2.1%	2.2%	2.6%					
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	2.4%	2.9%	2.9%	2.3%	2.5%	2.5%	2.9%	1.9%	0.5%	2.3%	2.1%	1.2%	1.7%	2.5%	2.4%	2.2%	1.9%	1.9%	0.6%	0.5%	2.3%					
1.4		Results calls	Number of calls requesting test results		number	124	136	132	129	156	154	136	155	171	173	142	161	179	157	162	135	153	156	164	184	126					
1.5		% results calls	1.4 divided by 1.2		percent	14.8%	13.9%	15.7%	15.1%	17.6%	18.3%	14.6%	17.7%	18.8%	20.2%	16.9%	16.5%	20.1%	18.0%	19.0%	16.7%	15.6%	16.9%	17.9%	20.5%	15.4%					
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	72	78	75	63	78	79	80	51	51	71	64	65	69	82	72	89	82	60	46	60	63					
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	37	59	52	31	55	45	38	25	16	38	40	24	35	55	47	42	35	25	25	24	26					
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	4.3%	5.9%	6.0%	3.6%	6.1%	5.2%	4.1%	2.9%	1.8%	4.4%	4.8%	2.5%	3.9%	6.3%	5.5%	5.2%	3.6%	2.7%	2.7%	2.7%	3.2%					
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	7	9	6	7	8	5	8	6	7	7	7	11	5	10	7	12	9	8	8	9	9					
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	5	7	5	5	6	5	6	9	6	5	8	7	6	6	5	6	15	6	6	5	4					
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	9	10	5	5	6	7	7	6	8	7	10	12	6	6	8	10	8	10	8	8	11					
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	4,589	4,758	4,450	4,469	4,609	4,353	4,707	4,584	4,362	4,318	4,675	4,806	4,355	4,522	4,134	4,563	4,650	4,481	4,327	4,350	4,700					
2.5		Long waits	Number of people waiting over 30 minutes		number	159	220	62	129	116	55	130	150	108	163	173	314	69	125	92	190	149	201	150	63	140					
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	3.5%	4.6%	1.4%	2.9%	2.5%	1.3%	2.8%	3.3%	2.5%	3.8%	3.7%	6.5%	1.6%	2.8%	2.2%	4.2%	3.2%	4.5%	3.5%	1.4%	3.0%					
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	45	47	56	63	57	42	55	48	56	56	55	61	42	63	75	53	60	68	53	61						
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					
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					
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	325	375	326	390	348	373	341	368	391	359	346	409	333	394	353	350	349	324	379	326	332					
3.2		Home visits attended	Number of home visits attended for the day		number	319	366	312	385	344	360	325	364	378	348	337	396	319	380	346	342	329	312	368	317	318					
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	98.2%	97.6%	95.7%	98.7%	98.9%	96.5%	95.3%	98.9%	96.7%	96.9%	97.4%	96.8%	95.8%	96.4%	98.0%	97.7%	94.3%	96.3%	97.1%	97.2%	95.8%					
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	47	38	47	62	63	71	31	54	54	70	66	45	52	54	54	58	34	49	64	68	44					
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	47	38	47	62	63	71	31	54	54	70	66	45	52	54	54	58	34	49	64	68	44					
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%					
4. LAB																															
4.1		Patient episodes	Total number of patient episodes		number	14,029	14,812	14,240	13,983	13,615	13,377	15,095	14,711	13,714	13,478	13,999	14,509	13,846	13,832	13,145	13,164	14,630	14,062	13,597	13,338	13,236					
4.2		Patient tests	Total number of patient tests performed		number	58,114	59,937	57,666	56,784	55,376	56,278	61,003	59,426	55,799	54,674	57,122	58,981	56,790	56,937	53,779	54,411	59,279	57,899	54,409	54,155	54,059					
4.3		Urgent tests	Total number of urgent tests		number	591	599	685	606	629	626	668	627	542	541	554	506	614	601	582	660	525	500	564	588	564					
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%					
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%					
4.6		Critical results	Number of critical test results		number	42	39	38	40	32	44	43	56	46	39	44	53	56	49	53	42	37	29	39	50	41					
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	42	39	38	40	32	44	43	56	46	39	44	53	56	49	53	42	37	29	39	50	40					
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%	100%	100%	100%	100%	98%					
4.11		Amended Results	Number of results changed after original result was reported to referer		number	5	2	2	5	6	5	13	5	4	5	4	3	2	5	2	1	4	4	4	7	6					
4.12		% Amended Results	Percentage of results changed after original result was reported to referer. 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%					

						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	1/08/25	4/08/25	5/08/25	6/08/25	7/08/25	8/08/25	11/08/25	12/08/25	13/08/25	14/08/25	15/08/25	18/08/25	19/08/25	20/08/25	21/08/25	22/08/25	25/08/25	26/08/25	27/08/25	28/08/25	29/08/25					
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	4:27	4:52	4:32	5:06	4:37	4:41	4:42	4:33	4:48	4:39	4:25	5:00	4:35	4:37	4:36	4:28	4:51	4:28	4:47	4:28	4:43					
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	1:57	2:56	1:49	1:35	1:44	1:10	2:13	2:28	2:33	1:37	1:32	2:18	2:54	1:35	1:39	1:20	2:15	1:49	2:14	1:35	1:36					
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	7:01	8:36	7:47	7:14	7:48	7:16	7:39	7:34	8:08	7:17	7:24	7:49	7:54	7:07	7:30	7:10	7:47	7:31	7:39	7:24	7:33					
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours: minutes	5:12	4:56	4:48	5:26	4:49	5:03	4:57	5:16	4:59	5:51	4:58	6:13	5:10	4:59	4:52	5:12	5:01	5:01	5:51	5:28	5:18					
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes	3:05	2:54	2:37	2:41	2:23	2:07	2:50	3:13	2:57	2:12	2:23	2:13	4:00	2:16	3:20	2:45	2:54	2:51	3:30	3:21	2:55					
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	7:31	7:49	7:24	7:34	7:24	7:49	7:43	8:00	7:43	7:29	7:37	7:25	8:08	7:19	7:32	8:12	7:41	7:43	8:13	8:46	8:14					
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours: minutes	5:28	5:48	5:12	5:57	5:37	5:50	5:09	6:25	5:26	5:50	5:08	5:03	5:41	5:21	5:10	5:18	5:19	5:27	5:30	5:55	5:36					
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes	3:12	3:19	2:33	3:02	2:29	2:30	3:54	3:43	3:37	2:35	2:52	2:50	3:53	2:39	2:44	3:03	3:19	2:54	3:22	4:19	3:29					
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	7:47	8:07	7:13	7:54	7:32	7:46	6:58	8:28	7:04	7:32	7:41	7:19	9:06	7:44	7:46	8:06	7:57	7:43	8:12	8:57	8:30					
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours: minutes	5:10	5:52	4:59	5:27	5:04	5:10	4:58	5:21	5:06	5:58	5:03	6:22	5:21	4:56	5:03	5:21	5:25	5:09	6:04	6:18	5:31					
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes	3:04	2:54	2:36	2:34	2:25	2:05	2:44	3:12	2:54	2:13	2:25	2:15	3:08	2:16	2:33	2:45	2:49	3:34	4:00	3:22	2:54					
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	7:30	7:51	7:25	7:27	7:32	7:47	7:39	7:57	7:39	7:30	7:45	7:28	8:02	7:19	7:32	8:07	7:39	7:48	8:21	8:56	8:25					
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	18:01		15:59	16:13	18:04	17:15		16:30	17:48	18:08	16:20		15:05	16:11	18:34	15:47		16:33	16:52	18:46	16:27					
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	15:14		13:06	13:11	14:52	14:17		12:43	13:49	14:26	13:36		11:03	12:43	14:44	12:13		13:09	12:44	15:46	13:03					
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	0.7		1.0	1.0	0.7	0.5		0.9	0.9	0.8	0.9		0.6	0.9	0.7	0.6		0.9	0.8	0.7	0.9					
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	100.0%	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.7%	99.9%	100.0%	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	4:10	4:25	4:24	4:09	4:33	4:37	4:13	4:31	4:15	4:30	4:12	4:31	4:17	4:16	4:27	4:21	4:24	4:24	4:30	4:15	4:40					
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours: minutes	0:50	1:22	0:41	1:19	0:54	1:15	1:19	1:28	1:29	1:35	1:24	1:17	1:53	1:18	0:33	1:02	0:42	1:24	1:11	1:21	1:58					
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	5:19	5:11	6:00	6:00	5:01	5:26	5:39	5:54	6:00	6:00	5:29	5:25	5:36	4:24	5:31	5:03	5:29	5:46	6:43					
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours: minutes	3:49	3:54	4:04	3:59	3:48	4:01	3:52	4:09	3:59	4:09	3:57	3:43	3:51	4:15	4:23	4:27	3:46	4:11	4:00	4:01	4:13					
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	1:04	1:12	1:03	1:00	1:09	1:03	1:15	1:03	0:57	1:03	0:52	0:54	1:10	1:13	1:17	1:03	1:13	1:10	1:03	1:04					
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	5:41	5:59	5:48	6:00	5:58	6:00	5:39	6:00	5:59	5:40	5:52	5:47	6:00	5:54	6:00	6:00	5:54	5:26	5:58	6:00	5:36					
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	95.6%	97.4%	98.5%	96.7%	96.3%	98.7%	98.1%	99.0%	97.2%	97.4%	98.5%	97.2%	98.6%	98.8%	98.2%	98.3%	97.4%	98.9%	97.8%	95.4%	98.7%					
6. RECOLLECTS																															
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	10,960	10,929	10,272	10,140	9,837	10,031	11,113	10,568	9,957	9,644	10,345	10,763	9,932	10,342	9,456	9,825	10,645	10,093	9,810	9,601	9,773					
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	20	19	25	16	13	14	10	15	21	21	20	11	18	19	15	18	16	18	20	22	17					
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than 1.0%	percent	0.2%	0.2%	0.2%	0.2%	0.1%	0.1%	0.1%	0.1%	0.2%	0.2%	0.2%	0.1%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%					
7. QUALITY IMPROVEMENT																															
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																										

						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	1/08/25	4/08/25	5/08/25	6/08/25	7/08/25	8/08/25	11/08/25	12/08/25	13/08/25	14/08/25	15/08/25	18/08/25	19/08/25	20/08/25	21/08/25	22/08/25	25/08/25	26/08/25	27/08/25	28/08/25	29/08/25
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					4					4					4
7.5		Complaints closed	Number of complaints closed year to date		number	3					3					4					4					4
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					4					4					4
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number	3					3					3					3					3
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%					75.0%					75.0%					75.0%