

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



							Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue
Item	Contract	Indicator	Definition	Target	Unit		1/09/25	2/09/25	3/09/25	4/09/25	5/09/25	8/09/25	9/09/25	10/09/25	11/09/25	12/09/25	15/09/25	16/09/25	17/09/25	18/09/25	19/09/25	22/09/25	23/09/25	24/09/25	25/09/25	26/09/25	29/09/25	30/09/25
1. CALL CENTRE																												
1.1a		Total inbound calls	Number of calls placed / received		number		961	840	911	880	897	952	919	878	858	828	1009	910	884	852	780	966	840	864	857	783	935	870
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number		158	131	173	178	148	149	150	175	157	171	158	174	179	147	134	157	134	171	148	138	155	171
1.2		Total calls answered	Number of calls answered		number		947	815	879	839	862	911	880	840	837	797	960	875	844	796	741	931	819	823	824	743	890	833
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	1.5%	3.0%	3.5%	4.7%	3.9%	4.3%	4.2%	4.3%	2.5%	3.7%	4.9%	3.9%	4.5%	6.6%	5.0%	3.6%	2.5%	4.8%	3.9%	5.1%	4.8%	4.3%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	1.9%	2.3%	1.2%	2.8%	2.7%	2.0%	2.7%	2.3%	0.6%	2.9%	2.5%	1.7%	2.2%	2.7%	2.2%	2.6%	1.5%	2.3%	2.7%	2.2%	2.6%	2.3%
1.4		Results calls	Number of calls requesting test results		number		158	128	171	173	144	146	150	171	156	166	154	171	175	143	131	153	132	167	144	135	151	167
1.5		% results calls	1.4 divided by 1.2		percent		16.4%	15.6%	19.0%	20.2%	16.5%	15.7%	16.3%	19.5%	18.2%	20.1%	15.3%	18.8%	19.8%	16.8%	16.8%	15.8%	15.7%	19.3%	16.8%	17.2%	16.2%	19.2%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds		48	59	63	78	69	80	71	81	48	72	84	58	78	79	78	84	72	69	76	78	79	82
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number		16	30	37	48	41	49	46	45	24	36	58	39	46	62	48	40	24	46	39	49	52	45
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent		1.7%	3.6%	4.1%	5.5%	4.6%	5.2%	5.0%	5.1%	2.8%	4.4%	5.8%	4.3%	5.2%	7.3%	6.2%	4.1%	2.9%	5.3%	4.6%	6.0%	5.6%	5.2%
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		10	9	8	9	8	11	12	7	8	10	10	10	10	10	9	12	8	5	6	9	10	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		8	5	6	5	5	7	5	5	6	4	7	6	6	6	7	7	6	5	6	6	5	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		8	10	6	6	6	10	8	8	8	6	10	9	8	6	9	10	5	6	8	7	8	7
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number		4,609	4,515	4,413	4,393	4,650	4,610	4,541	4,450	4,496	4,503	4,922	4,507	4,432	4,432	4,642	4,441	4,410	3,967	4,294	4,367	4,386	4,256
2.5		Long waits	Number of people waiting over 30 minutes		number		173	86	53	72	91	229	172	104	75	55	170	113	96	67	108	228	93	53	39	53	112	60
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	3.8%	1.9%	1.2%	1.6%	2.0%	5.0%	3.8%	2.3%	1.7%	1.2%	3.5%	2.5%	2.2%	1.5%	2.3%	5.1%	2.1%	1.3%	0.9%	1.2%	2.6%	1.4%
2.7		Long waits	Maximum wait time (incl GTT's)		minutes		49	55	37	46	50	70	67	48	52	48	50	42	64	42	63	61	60	44	32	43	49	39
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		349	311	410	325	329	334	332	344	314	319	359	365	393	369	355	359	358	339	321	366	331	349
3.2		Home visits attended	Number of home visits attended for the day		number		336	303	398	320	323	321	320	337	306	308	353	356	377	357	352	352	347	334	316	356	313	336
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.3%	97.4%	97.1%	98.5%	98.2%	96.1%	96.4%	98.0%	97.5%	96.6%	98.3%	97.5%	95.9%	96.7%	99.2%	98.1%	96.9%	98.5%	98.4%	97.3%	94.6%	96.3%
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		38	52	56	44	68	30	54	46	57	50	51	73	69	50	56	49	63	64	53	57	28	56
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number		38	52	56	44	68	30	54	46	57	50	51	73	69	50	56	49	63	64	53	57	28	56
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		14,397	14,130	13,699	13,401	13,267	14,485	13,717	13,695	13,124	13,216	14,249	13,581	13,029	12,548	13,096	13,103	12,958	12,232	12,463	12,503	13,218	13,158
4.2		Patient tests	Total number of patient tests performed		number		59,138	58,340	56,226	55,004	55,778	59,261	56,887	56,966	54,147	54,676	60,045	57,328	54,426	52,469	55,923	56,143	55,115	50,980	53,278	52,906	56,014	56,584
4.3		Urgent tests	Total number of urgent tests		number		558	659	567	578	638	552	644	571	510	565	641	609	676	585	620	496	711	572	593	560	452	585
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		38	39	49	38	55	55	44	44	41	34	61	54	42	29	37	49	45	51	41	34	32	56
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		38	39	49	38	55	55	44	43	41	34	61	54	42	29	37	49	45	51	41	34	32	56
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%	98%	100%	100%	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 referer		number		1	5	2	3	4	3	4	2	3	3	9	2	2	-	5	7	2	3	2	4	1	7
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%	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																						

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	
Item	Contract	Indicator	Definition	Target	Unit	1/09/25	2/09/25	3/09/25	4/09/25	5/09/25	8/09/25	9/09/25	10/09/25	11/09/25	12/09/25	15/09/25	16/09/25	17/09/25	18/09/25	19/09/25	22/09/25	23/09/25	24/09/25	25/09/25	26/09/25	29/09/25	30/09/25	
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	5:09	4:49	4:46	4:40	4:39	5:14	5:00	4:39	4:28	4:43	4:54	4:25	4:58	4:39	4:19	4:34	4:25	4:22	4:18	4:37	4:31	4:15
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	3:15	1:55	2:01	2:12	1:49	3:24	2:18	1:30	1:42	1:54	2:29	2:00	2:25	1:49	1:28	2:26	1:52	1:26	1:41	2:07	1:48	1:33
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	8:47	7:33	7:38	7:52	7:40	8:41	7:23	7:34	7:19	7:29	7:50	6:55	7:47	7:28	6:45	7:29	7:11	7:08	7:03	7:38	7:19	7:09
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:36	5:26	5:14	5:00	5:07	5:30	5:37	5:51	5:01	5:07	5:13	5:39	4:59	5:01	4:57	5:06	4:49	4:36	4:45	5:39	5:24	5:36
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	3:56	2:47	2:58	2:57	2:34	3:48	3:45	2:48	2:29	2:50	3:00	2:45	2:29	2:33	2:26	3:04	2:36	2:09	2:43	3:53	3:15	3:46
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	9:07	7:59	7:59	7:38	7:54	8:31	8:24	8:15	7:34	7:44	7:53	7:28	7:18	7:32	7:14	7:50	7:24	7:10	7:10	9:09	8:20	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	6:10	5:44	5:14	5:36	5:25	5:52	5:52	5:50	5:43	6:09	5:37	5:52	5:34	5:10	5:27	5:45	5:23	5:09	4:57	6:08	5:57	5:53
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	4:39	3:39	3:08	3:11	2:49	4:27	4:29	3:20	3:02	3:33	3:32	3:12	3:57	3:07	2:53	3:44	3:49	2:33	3:22	4:27	3:37	3:59
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	10:20	8:20	7:23	7:57	7:38	8:33	9:55	8:40	7:52	8:45	8:35	7:51	7:26	7:25	7:39	7:47	8:27	7:05	7:31	8:33	8:16	8:10
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:52	5:46	5:16	5:07	5:15	5:33	5:56	5:42	5:13	5:18	5:27	5:52	5:04	5:08	5:00	5:20	4:58	4:48	4:51	5:43	5:36	5:42
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	4:00	3:07	2:59	2:53	2:34	3:42	3:41	2:50	2:29	2:51	3:02	2:45	2:32	2:33	2:22	3:05	2:36	2:10	2:44	3:55	3:12	3:48
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	9:31	8:12	7:56	7:45	7:58	8:17	8:21	8:20	7:31	7:45	7:55	7:30	7:22	7:39	7:10	7:53	7:31	7:14	7:15	9:13	8:23	8:35
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		16:43	17:31	18:20	16:53		16:25	15:55	16:25	16:41		16:25	16:33	17:28	16:30		18:00	18:08	17:54	15:56		17:18
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		12:55	13:10	15:54	13:45		12:55	12:33	14:07	13:14		12:56	13:22	14:44	12:53		13:24	15:03	15:16	13:04		14:05
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		0.8	0.7	0.6	0.9		0.9	0.7	0.8	0.7		0.5	0.5	0.8	0.8		0.8	0.8	0.7	0.8		1.0
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	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.8%	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%	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	4:34	4:24	4:31	4:25	4:30	4:30	4:34	4:14	4:27	4:08	4:22	4:05	4:28	4:30	4:18	4:35	4:15	4:19	4:17	4:32	4:27	4:00
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:51	1:30	1:00	0:49	2:39	1:02	0:54	1:34	1:23	1:10	0:34	1:31	0:40	0:46	1:04	1:05	0:40	1:19	0:51	0:52	0:45	0:54
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	5:52	5:56	6:18	4:35	7:05	5:52	6:00	5:11	5:19	5:10	6:00	5:48	5:22	7:01	4:35	6:00	5:21	5:31	8:18	5:34	5:57	5:24
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	4:03	4:15	4:05	3:57	3:55	4:19	4:22	3:58	3:42	4:10	3:55	4:14	4:09	4:16	3:46	3:44	4:09	3:53	4:22	4:17	3:58	4:39
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:00	1:13	1:00	1:06	1:06	1:16	1:15	1:00	0:52	1:08	1:05	1:09	1:01	1:05	1:07	0:56	1:05	0:49	1:22	1:25	0:56	1:39
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	5:55	5:59	6:00	5:50	5:52	5:58	6:00	6:00	5:56	5:56	6:00	5:52	6:00	6:00	5:38	5:47	5:55	5:47	6:00	5:57	5:30	5:55
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%	96.6%	98.0%	98.2%	98.1%	96.8%	98.2%	97.9%	98.0%	97.6%	97.1%	98.2%	97.9%	97.7%	98.2%	98.7%	99.1%	99.8%	96.0%	96.9%	97.8%	95.6%
6. RECOLLECTS																												
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	10,657	10,310	10,002	9,993	10,052	10,750	10,094	10,139	9,711	9,884	10,913	10,135	9,973	9,424	10,283	10,204	9,905	9,315	9,612	9,650	10,461	10,208	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	9	22	17	17	16	18	25	20	20	17	18	17	17	15	13	80	19	16	60	13	16	34	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.1%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.1%	0.8%	0.2%	0.2%	0.6%	0.1%	0.2%	0.3%
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					4					4						4					4		

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue
Item	Contract	Indicator	Definition	Target	Unit	1/09/25	2/09/25	3/09/25	4/09/25	5/09/25	8/09/25	9/09/25	10/09/25	11/09/25	12/09/25	15/09/25	16/09/25	17/09/25	18/09/25	19/09/25	22/09/25	23/09/25	24/09/25	25/09/25	26/09/25	29/09/25	30/09/25
7.5		Complaints closed	Number of complaints closed year to date		number					4					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					4					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					4					4					4		
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				75.0%					100.0%					100.0%					100.0%		