

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 do 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
Item	Contract	Indicator	Definition	Target	Unit		3/11/25	4/11/25	5/11/25	6/11/25	7/11/25		10/11/25	11/11/25	12/11/25	13/11/25	14/11/25		17/11/25	18/11/25	19/11/25	20/11/25	21/11/25		24/11/25	25/11/25	26/11/25	27/11/25	28/11/25
1. CALL CENTRE																													
1.1a		Total inbound calls	Number of calls placed / received		number		899	911	852	815	806		922	869	877	865	872		1019	921	899	876	761		1014	913	812	837	778
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number		168	181	160	155	150		160	179	183	166	165		148	164	153	160	143		173	187	169	163	145
1.2		Total calls answered	Number of calls answered		number		850	862	821	796	775		884	842	856	855	854		988	757	882	859	736		995	893	781	815	749
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent		5.5%	5.4%	3.6%	2.3%	3.9%		4.1%	3.1%	2.4%	1.2%	2.1%		3.0%	2.1%	1.9%	1.9%	3.3%		1.9%	2.2%	3.8%	2.6%	3.7%
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%	2.2%	1.9%	2.6%	1.3%		2.5%	2.2%	2.2%	0.0%	1.8%		2.7%	1.8%	0.7%	2.5%	2.8%		1.2%	1.1%	2.4%	1.8%	2.8%
1.4		Results calls	Number of calls requesting test results		number		164	177	157	151	148		156	175	179	166	162		144	161	152	156	139		171	185	165	160	141
1.5		% results calls	1.4 divided by 1.2		percent		18.7%	19.9%	18.8%	19.0%	18.6%		16.9%	20.1%	20.4%	19.2%	18.6%		14.1%	17.5%	16.9%	17.8%	18.3%		16.9%	20.3%	20.3%	19.1%	18.1%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds		81	78	69	65	68		52	67	63	25	48		59	39	52	38	71		40	48	58	52	71
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number		57	54	38	24	36		45	32	26	12	22		36	24	21	21	32		21	24	35	27	37
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent		6.3%	5.9%	4.5%	2.9%	4.5%		4.9%	3.7%	3.0%	1.4%	2.5%		3.5%	2.6%	2.3%	2.4%	4.2%		2.1%	2.6%	4.3%	3.2%	4.8%
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		17	11	10	9	10		12	14	14	11	12		14	10	7	9	9		10	10	9	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		9	9	6	7	8		8	8	5	7	4		5	5	6	5	6		10	7	6	4	7
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		12	10	6	8	10		9	10	9	8	9		7	8	6	5	8		10	8	7	6	10
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number		4,930	5,010	4,854	4,542	5,056		5,056	4,797	4,810	4,714	4,944		4,170	4,952	4,493	4,489	4,849		5,085	4,936	4,767	4,480	4,922
2.5		Long waits	Number of people waiting over 30 minutes		number		484	313	112	90	195		365	227	204	151	293		300	185	136	65	249		294	100	139	119	225
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent		9.8%	6.2%	2.3%	2.0%	3.9%	#	7.2%	4.7%	4.2%	3.2%	5.9%	#	7.2%	3.7%	3.0%	1.4%	5.1%	#	5.8%	2.0%	2.9%	2.7%	4.6%
2.7		Long waits	Maximum wait time (incl GTT's)		minutes		62	53	42	37	40		74	54	49	56	48		49	50	51	55	48		55	42	65	45	50
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
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
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		348	354	343	339	358		381	356	354	345	396		374	358	350	332	328		400	322	361	303	321
3.2		Home visits attended	Number of home visits attended for the day		number		338	345	336	328	349		365	345	346	337	387		361	347	339	325	321		390	313	351	292	316
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent		97.1%	97.5%	98.0%	96.8%	97.5%	#	95.8%	96.9%	97.7%	97.7%	97.7%	#	96.5%	96.9%	96.9%	97.9%	97.9%	#	97.5%	97.2%	97.2%	96.4%	98.4%
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		42	56	48	68	58		49	55	54	65	77		39	50	44	69	49		50	60	66	54	46
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number		42	56	48	68	58		49	55	54	65	77		39	50	44	69	49		50	60	66	54	46
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%
4. LAB																													
4.1		Patient episodes	Total number of patient episodes		number		14,629	14,824	14,139	13,607	13,826		15,128	14,733	14,137	13,758	14,051		14,888	14,506	13,596	13,612	13,180		14,515	14,104	13,574	12,914	13,162
4.2		Patient tests	Total number of patient tests performed		number		62,356	60,712	59,368	56,291	58,409		61,850	62,203	58,183	56,453	59,616		61,961	60,407	56,576	57,376	56,439		60,610	60,405	57,555	54,995	57,065
4.3		Urgent tests	Total number of urgent tests		number		622	607	606	640	571		551	597	625	577	568		585	622	618	629	543		501	593	604	597	563
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%
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%
4.6		Critical results	Number of critical test results		number		39	46	38	42	40		45	33	36	40	50		65	46	38	50	49		47	40	44	36	42
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		39	46	38	42	40		44	33	36	40	50		65	46	38	50	48		47	40	44	36	42
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%		98%	100%	100%	100%	100%		100%	100%	100%	100%	98%		100%	100%	100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referer		number		3	2	2	1	3		3	6	7	5	6		9	7	12	2	6		6	2	2	-	5
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%

							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		3/11/25	4/11/25	5/11/25	6/11/25	7/11/25		10/11/25	11/11/25	12/11/25	13/11/25	14/11/25		17/11/25	18/11/25	19/11/25	20/11/25	21/11/25		24/11/25	25/11/25	26/11/25	27/11/25	28/11/25	
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 referers/hospitals (assumes mutually agreed and clinically appropriate booking)	greater then	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	5:45	5:26	4:37	4:19	4:42		5:28	5:21	4:34	4:30	4:33		4:49	4:55	4:41	4:46	4:28		5:13	4:36	4:34	4:36	4:27	
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	3:44	2:53	1:43	1:18	2:05		2:40	3:00	1:42	1:43	1:45		2:23	2:19	1:47	2:03	1:49		2:47	1:54	1:48	1:50	1:44	
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	8:49	7:45	7:30	6:58	7:30		8:33	8:30	7:12	7:17	7:10		7:30	7:38	7:24	7:26	7:12		8:13	7:16	7:20	7:12	7:09	
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:01	5:21	5:32	5:49	5:52		5:36	5:47	5:30	5:38	5:34		5:31	5:38	5:17	5:53	5:10		5:29	5:09	5:01	5:06	4:54	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	4:13	3:36	3:22	4:22	4:30		3:21	3:54	3:20	3:28	3:18		3:46	3:24	2:33	4:00	2:53		3:33	2:47	2:39	2:58	2:35	
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	9:05	8:27	9:01	9:51	9:41		8:41	9:08	8:10	8:23	7:50		8:22	8:12	7:53	9:15	7:57		8:39	7:45	7:39	7:33	7:20	
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	6:17	5:47	5:58	6:15	6:25		5:55	6:42	6:34	6:21	5:37		6:04	5:56	5:43	6:15	5:11		6:02	5:30	5:50	5:19	5:04	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	4:53	3:47	3:56	4:56	5:00		3:46	4:00	3:34	5:14	3:53		3:58	4:00	3:21	4:13	3:09		3:32	3:10	2:51	3:01	2:45	
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	9:54	8:33	9:42	10:23	10:12		8:28	8:58	8:26	10:15	8:24		8:27	8:37	8:18	9:43	8:01		8:28	8:05	7:46	7:33	7:39	
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	5:36	5:46	5:55	5:57		5:51	5:55	5:33	5:47	5:44		5:35	5:42	5:23	6:04	5:18		5:41	5:18	5:08	5:09	5:03	
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	3:37	3:24	4:25	4:22		3:24	3:50	3:22	3:29	3:19		3:42	3:37	2:45	4:19	2:56		3:34	2:49	2:40	2:56	2:36	
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	9:03	8:33	8:59	9:51	9:35		8:47	9:14	8:14	8:24	7:55		8:20	8:19	7:59	9:14	8:00		8:44	7:45	7:44	7:32	7:16	
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		18:54	17:42	17:10	18:06			17:29	17:25	19:07	17:13			17:26	16:45	17:37	16:05			16:50	15:55	16:33	15:52	
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		15:39	14:22	14:48	14:11			13:31	13:16	16:25	13:31			13:20	13:03	14:19	13:31			13:09	11:45	13:01	13:02	
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	0.8	0.8	0.8			0.8	0.9	0.9	0.9			0.4	0.5	0.8	0.5			0.7	0.7	0.4	0.7	
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 then	90%	percent	99.7%	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%	100.0%	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	4:31	4:35	4:37	4:39	4:31		4:45	4:40	4:30	4:22	4:20		4:31	4:32	4:46	4:32	4:20		4:22	4:10	4:18	4:39	4:19	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:52	1:15	1:52	0:51	0:52		0:34	1:41	1:24	0:36	0:49		0:51	0:48	1:31	0:55	0:27		0:43	1:34	1:38	0:54	0:48	
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	5:51	5:40	5:44	5:51	6:55		6:23	5:54	6:00	6:14	5:01		5:13	5:06	5:33	5:44	5:36		5:23	5:12	6:00	5:14	5:50	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	4:03	4:04	4:24	3:55	4:04		4:19	4:19	4:12	4:03	4:20		4:11	4:11	4:04	4:35	3:49		4:11	4:12	3:56	4:07	3:58	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:59	1:12	1:16	1:07	0:58		1:09	1:09	0:57	1:08	1:15		1:13	1:02	1:03	1:35	1:03		1:08	1:07	1:09	1:03	1:12	
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	6:00	5:36	5:53	5:58	5:53		6:00	6:00	6:00	6:00	5:56		6:00	5:51	5:58	6:00	5:34		5:59	5:57	5:49	6:00	6:00	
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 then	95%	percent	96.5%	97.7%	97.8%	97.0%	96.9%		98.3%	97.5%	97.9%	95.6%	97.8%		97.3%	98.3%	98.8%	99.9%	98.3%		97.8%	98.0%	97.7%	97.2%	98.9%	
6. RECOLLECTS																														
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	11,308	11,004	10,539	10,083	10,681		11,384	10,956	10,507	10,228	10,785		11,485	10,766	10,070	10,099	10,294		11,179	10,825	10,251	9,809	10,336	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	15	22	17	20	25		11	20	23	18	21		16	21	22	11	19		20	15	17	22	26	
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%	#	0.1%	0.2%	0.2%	0.2%	0.2%	#	0.1%	0.2%	0.2%	0.1%	0.2%	#	0.2%	0.1%	0.2%	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"																											

							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		3/11/25	4/11/25	5/11/25	6/11/25	7/11/25		10/11/25	11/11/25	12/11/25	13/11/25	14/11/25		17/11/25	18/11/25	19/11/25	20/11/25	21/11/25		24/11/25	25/11/25	26/11/25	27/11/25	28/11/25
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						5						5
7.5		Complaints closed	Number of complaints closed year to date		number						4						4						5						5
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						5						5
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number						4						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					100.0%						100.0%						80.0%						80.0%