

Awani 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

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Mon	Tue	Wed
Item	Contract	Indicator	Definition	Target	Unit	1/12/25	2/12/25	3/12/25	4/12/25	5/12/25	8/12/25	9/12/25	10/12/25	11/12/25	12/12/25	15/12/25	16/12/25	17/12/25	18/12/25	19/12/25	22/12/25	23/12/25	24/12/25	29/12/25	30/12/25	31/12/25
1. CALL CENTRE																										
1.1a		Total inbound calls	Number of calls placed / received		number	940	839	867	864	867	980	869	790	753	851	850	826	893	872	851	1053	899	664	681	568	539
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	157	138	196	166	180	197	170	170	157	187	152	164	217	182	175	195	152	145	99	93	98
1.2		Total calls answered	Number of calls answered		number	924	808	834	843	847	939	840	766	714	809	33	38	75	59	85	90	76	51	46	38	28
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0% percent	6.5%	3.7%	3.8%	2.4%	2.3%	4.2%	3.3%	3.0%	5.2%	4.9%	3.9%	4.6%	8.4%	6.8%	10.0%	8.6%	8.5%	7.7%	6.8%	6.7%	5.2%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0% percent	2.6%	2.2%	1.5%	1.2%	1.1%	2.0%	2.4%	1.8%	2.6%	2.1%	1.3%	1.2%	2.8%	2.2%	2.3%	2.6%	3.3%	4.1%	2.0%	2.2%	2.0%
1.4		Results calls	Number of calls requesting test results		number	1553	135	193	164	178	193	166	167	153	183	150	161	213	178	171	185	147	139	97	91	96
1.5		% results calls	1.4 divided by 1.2		percent	16.7%	16.5%	22.6%	19.2%	20.8%	20.1%	19.6%	21.1%	20.3%	21.5%	17.7%	19.5%	23.9%	20.4%	20.1%	17.6%	16.4%	20.9%	14.2%	16.0%	17.8%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds	78	63	62	52	68	75	70	69	74	79	71	90	155	139	159	99	131	114	99	95	100
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	69	36	36	25	25	48	35	28	45	50	38	43	80	64	90	95	81	56	51	43	33
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	7.3%	4.3%	4.2%	2.9%	2.9%	4.9%	4.0%	3.5%	6.0%	5.9%	4.5%	5.2%	9.0%	7.3%	10.6%	9.0%	9.0%	8.4%	7.5%	7.6%	6.1%
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	7	10	12	11	11	8	7	10	12	14	8	5	12	10	4	5	4	3
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	9	7	7	8	7	6	6	4	4	6	6	4	5	9	7	4	3	2	2
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	14	10	8	8	8	12	8	10	7	8	13	8	6	7	7	8	5	3	3	2	2
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	5,048	5,160	5,138	4,895	5,035	5,218	5,194	4,976	4,947	4,931	5,314	5,006	4,946	4,663	4,596	3,735	3,347	2,648	2,587	2,253	1,999
2.5		Long waits	Number of people waiting over 30 minutes		number	400	244	268	112	262	417	227	196	146	215	361	209	117	138	66	244	103	6	31	3	3
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10% percent	7.9%	4.7%	5.2%	2.4%	5.2%	8.0%	4.4%	3.9%	3.0%	4.4%	6.8%	4.2%	2.4%	3.0%	1.4%	6.5%	3.1%	0.2%	1.2%	0.1%	0.2%
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	68	77	61	48	69	62	58	49	52	53	56	48	39	63	38	57	37	58	39	32	38
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	333	300	371	329	378	390	330	357	352	310	380	329	346	301	307	367	336	338	340	274	346
3.2		Home visits attended	Number of home visits attended for the day		number	317	290	352	322	373	377	318	354	344	304	356	323	336	300	298	356	323	326	331	263	328
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90% percent	95.2%	96.7%	94.9%	97.9%	98.7%	96.7%	96.4%	99.2%	97.7%	98.1%	93.7%	98.2%	97.1%	99.7%	97.1%	97.0%	96.1%	96.4%	97.4%	96.0%	94.8%
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	34	50	63	52	49	48	43	59	54	72	29	62	45	62	41	39	39	42	38	19	44
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	34	50	63	52	49	48	43	59	54	72	29	62	45	62	41	39	39	42	38	19	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	14,539	14,351	13,935	13,212	13,443	14,391	13,924	13,252	12,975	13,060	14,376	13,415	13,061	12,467	11,829	9,487	9,122	6,134	7,000	6,348	5,371
4.2		Patient tests	Total number of patient tests performed		number	62,496	61,528	59,437	57,178	58,253	61,591	61,321	56,758	55,882	56,154	61,385	57,683	56,162	53,308	51,445	39,820	37,757	24,638	27,684	25,902	22,111
4.3		Urgent tests	Total number of urgent tests		number	627	626	649	588	557	565	641	541	594	565	534	617	576	485	592	466	462	398	283	303	272
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%	2%	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	63	47	46	37	35	52	40	32	50	46	63	62	51	78	43	41	56	32	30	24	21
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	63	47	46	37	35	52	40	32	49	45	63	63	51	80	43	41	57	32	30	24	21
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%	98%	98%	100%	98%	100%	98%	100%	100%	98%	100%	100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referer		number	1	3	4	6	3	3	3	27	6	5	2	5	30	17	26	28	11	18	15	15	16
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%	0.1%	0.0%	0.1%	0.1%	0.0%	0.1%	0.1%	0.1%	0.1%
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	Mon	Tue	Wed							
Item	Contract	Indicator	Definition		Target	Unit	1/12/25	2/12/25	3/12/25	4/12/25	5/12/25	8/12/25	9/12/25	10/12/25	11/12/25	12/12/25	15/12/25	16/12/25	17/12/25	18/12/25	19/12/25	22/12/25	23/12/25	24/12/25	29/12/25	30/12/25	31/12/25							
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	4:37	4:58	5:37	5:10	5:16	5:04	4:40	4:43	5:05	4:18	4:43	4:05	4:21	4:08	4:21	4:08	3:55	3:49	3:43	3:49	3:02							
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	2:00	2:34	2:02	1:31	2:02	2:55	2:13	1:42	2:48	1:35	2:41	1:22	1:42	3:27	1:48	1:25	1:15	1:27	1:35	1:15	1:15							
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	7:57	7:45	7:52	8:12	8:21	8:14	7:18	7:19	7:58	7:01	7:45	6:43	7:15	6:55	7:20	7:11	6:49	6:08	6:47	6:27	5:44							
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:10	5:55	5:38	5:48	6:22	5:36	5:16	5:48	5:13	4:55	5:41	5:03	4:57	5:09	5:15	4:43	4:23	3:59	3:59	4:04	3:48							
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:55	5:29	3:19	3:04	3:24	3:33	3:14	3:42	3:17	2:51	4:00	2:56	3:00	3:21	3:15	2:06	2:04	1:59	2:08	2:19	1:49							
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	8:07	9:31	8:27	9:21	9:38	8:25	8:02	8:27	7:59	7:33	8:40	7:30	7:45	8:05	8:18	7:44	7:02	6:03	6:14	6:05	5:54							
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:43	5:54	6:00	6:04	6:57	6:13	5:49	6:09	5:50	5:19	5:52	5:19	5:14	5:10	5:14	4:49	4:40	4:11	4:13	3:57	3:47							
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	3:00	4:25	3:49	3:56	3:34	3:44	3:42	4:28	3:53	3:08	4:19	3:08	3:27	3:15	3:07	2:27	2:32	2:28	2:18	2:52	1:59							
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	7:52	9:15	8:54	10:17	9:48	8:42	8:50	8:48	8:31	7:33	8:39	7:28	7:55	7:50	8:00	7:26	6:51	6:21	6:14	6:08	5:42							
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:23	6:05	5:40	6:07	6:25	5:40	5:21	5:51	5:14	4:58	5:48	5:04	4:58	5:11	5:22	4:43	4:23	4:01	4:01	4:08	3:48							
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:49	4:48	3:10	3:03	3:26	3:44	3:15	3:42	3:04	3:19	4:05	3:00	2:59	3:12	3:23	2:08	2:01	2:07	2:07	2:15	2:00							
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	8:07	9:37	8:21	9:17	9:37	8:31	7:55	8:25	7:44	7:30	8:42	7:31	7:50	8:01	8:32	7:55	6:59	7:48	6:23	6:05	5:44							
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		16:39	17:24	16:47	17:07		15:34	16:04	19:52	17:01		13:56	14:59	12:48	12:31		14:51	15:55		15:44	12:48							
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		12:08	13:52	15:13	13:41		13:16	12:30	17:36	14:38		20:48	21:35	20:45	19:21		20:28	23:55		12:08	13:21							
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	0.8	0.7	0.8		0.8	0.9	0.8	0.7		1.0	1.1	1.2	0.9		1.0	1.5		0.7	0.8							
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	99.7%	99.9%	99.9%	99.9%	99.9%	99.7%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	99.9%	99.7%	100.0%	100.0%	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	4:14	4:46	4:10	4:54	5:18	4:29	4:25	4:37	4:33	4:25	5:04	4:11	4:37	4:01	4:21	5:08	4:07	4:21	4:41	3:37	3:34							
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:29	1:19	0:31	1:43	0:42	0:45	0:49	1:05	1:03	0:55	0:58	1:52	1:41	1:46	1:01	1:43	0:56	2:20	1:39	1:48	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	5:18	5:40	5:58	5:51	5:31	5:08	4:51	5:56	6:38	5:26	5:41	5:59	5:54	4:54	5:39	5:50	5:18	5:53	5:38	4:52	4:30							
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:55	4:19	4:12	4:54	4:44	4:24	3:55	4:22	4:19	4:15	4:09	4:09	4:13	3:49	4:00	3:58	4:03	3:44	3:47	3:25	3:21							
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	1:18	1:09	1:10	1:19	1:24	0:57	1:20	1:25	0:58	1:10	2:01	2:00	1:31	1:45	1:05	3:00	0:59	1:21	1:28	1:22							
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	6:00	5:52	6:23	6:29	5:42	6:00	5:55	5:57	5:34	6:00	5:38	6:00	5:10	6:00	6:19	6:18	5:33	4:51	4:58	5:18							
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	97.8%	97.7%	97.3%	98.2%	97.6%	96.8%	98.8%	97.1%	97.5%	99.1%	97.5%	97.9%	97.4%	96.9%	96.9%	97.5%	98.6%	98.9%	98.6%	98.7%	99.6%							
6. RECOLLECTS																																		
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	11,538	11,104	10,837	10,419	10,728	11,619	11,092	10,552	10,407	10,395	11,406	10,589	10,387	9,701	9,448	7,597	6,810	4,552	5,411	4,813	3,984							
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	22	17	18	21	14	11	25	16	20	11	16	19	14	29	13	9	14	12	8	9	7							
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%	0.2%	0.2%	0.2%	0.1%	0.1%	0.2%	0.1%	0.3%	0.1%	0.1%	0.2%	0.3%	0.1%	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																												
7.3		Timely closure	Number of events closed by due date (within six months)			number																												

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Mon	Tue	Wed
Item	Contract	Indicator	Definition	Target	Unit	1/12/25	2/12/25	3/12/25	4/12/25	5/12/25	8/12/25	9/12/25	10/12/25	11/12/25	12/12/25	15/12/25	16/12/25	17/12/25	18/12/25	19/12/25	22/12/25	23/12/25	24/12/25	29/12/25	30/12/25	31/12/25
7.4		Total Complaints	Number of complaints received year to date		number					5					5					5			5			5
7.5		Complaints closed	Number of complaints closed year to date		number					5					5					5			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					5					5					5			5			5
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number					5					5					5			5			5
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%					100.0%			100.0%			100.0%