

Awanui Labs, Auckland KPI Reporting 2026

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

Item	Contract	Indicator	Definition	Target	Unit	2025					2026					2027									
						5/01/26	6/01/26	7/01/26	8/01/26	9/01/26	12/01/26	13/01/26	14/01/26	15/01/26	16/01/26	19/01/26	20/01/26	21/01/26	22/01/26	23/01/26	27/01/26	28/01/26	29/01/26	30/01/26	
1. CALL CENTRE																									
1.1a		Total inbound calls	Number of calls placed / received		number	992	867	826	733	773	907	875	905	896	815	1002	936	870	875	807	964	915	841	768	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	142	163	150	154	161	174	174	181	194	190	197	215	167	195	162	171	184	163	156	
1.2		Total calls answered	Number of calls answered		number	879	782	766	682	716	848	824	851	843	759	960	907	851	852	772	934	887	816	727	
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	11.4%	9.8%	7.3%	7.0%	7.4%	6.5%	5.8%	6.0%	5.9%	6.9%	4.2%	3.1%	2.2%	2.6%	4.3%	3.1%	3.1%	3.0%	5.3%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	5.6%	3.1%	3.3%	2.0%	1.9%	2.9%	1.2%	1.7%	2.6%	1.6%	2.5%	1.4%	1.8%	2.1%	2.5%	2.3%	1.6%	1.2%	2.6%
1.4		Results calls	Number of calls requesting test results		number	134	158	145	151	158	169	172	178	189	187	192	212	164	191	158	167	181	161	152	
1.5		% results calls	1.4 divided by 1.2		percent	13.5%	18.2%	17.6%	20.6%	20.4%	18.6%	19.7%	19.7%	21.1%	22.9%	19.2%	22.7%	18.9%	21.8%	119.6%	17.3%	19.7%	19.1%	19.8%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	206	139	128	116	145	122	93	110	103	149	84	61	58	64	73	57	71	64	87
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	118	90	65	56	62	64	56	59	58	61	51	35	25	30	42	35	36	31	47	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	11.9%	10.4%	7.9%	7.6%	8.0%	7.1%	6.4%	6.5%	6.5%	7.5%	5.1%	3.7%	2.9%	3.4%	5.2%	3.6%	3.9%	3.7%	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	8	7	18	8	9	7	8	9	15	9	9	6	7	10	10	9	5	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	4	4	3	15	5	3	4	5	4	6	6	4	4	4	7	7	5	6	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	6	5	4	8	7	9	7	8	9	8	5	4	6	8	7	5	5	7
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	4,859	4,600	4,593	4,329	4,563	5,055	5,002	4,895	4,659	4,965	5,082	4,764	4,442	4,581	5,076	5,253	5,128	4,769	5,171	
2.5		Long waits	Number of people waiting over 30 minutes		number	402	92	44	30	151	161	94	82	47	185	185	68	37	20	180	223	97	64	84	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	8.3%	2.0%	1.0%	0.7%	3.3%	3.2%	1.9%	1.7%	1.0%	3.7%	3.6%	1.4%	0.8%	0.4%	3.5%	4.2%	1.9%	1.3%	1.6%
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	57	50	49	35	48	50	56	47	39	59	57	43	59	37	36	50	48	43	43	
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	
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	362	325	345	282	291	319	344	357	302	327	384	358	364	310	354	404	431	328	311	
3.2		Home visits attended	Number of home visits attended for the day		number	347	317	332	276	282	312	337	348	289	315	375	348	356	303	338	393	416	316	303	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	95.9%	97.5%	96.2%	97.9%	96.9%	97.8%	98.0%	97.5%	95.7%	96.3%	97.7%	97.2%	97.8%	97.7%	95.5%	97.3%	96.5%	96.3%	97.4%
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	36	34	31	41	38	25	41	42	45	38	31	54	58	54	40	44	52	50	42	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	36	34	31	41	38	25	41	42	45	38	31	54	58	54	40	44	52	50	42	
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%	
4. LAB																									
4.1		Patient episodes	Total number of patient episodes		number	13,039	12,795	12,158	11,743	12,317	13,936	13,544	13,385	12,999	13,356	14,251	13,389	12,591	13,342	13,757	14,965	14,079	13,496	13,915	
4.2		Patient tests	Total number of patient tests performed		number	56,545	56,758	54,930	52,929	54,999	61,386	61,344	59,278	58,009	60,188	63,372	60,126	55,590	58,280	61,654	65,016	61,436	59,179	60,998	
4.3		Urgent tests	Total number of urgent tests		number	504	543	551	580	512	511	534	497	570	552	492	602	585	604	549	728	671	611	534	
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%		
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%	
4.6		Critical results	Number of critical test results		number	52	60	36	41	46	60	34	33	34	34	41	41	38	37	42	67	47	36	49	
4.7		Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)		number	52	60	36	41	46	59	34	33	34	34	41	41	38	37	42	67	47	36	49	
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.Referrer; b. patient; c. police)	greater than	98%	percent	100%	100%	100%	100%	98%	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 referrer		number	18	27	33	10	23	15	10	3	4	7	3	5	7	1	2	4	2	3	4	
4.12		% Amended Results	Percentage of results changed after original result was reported to referrer. 4.11 divided by 4.1	less than	1%	percent	0.0%	0.0%	0.1%	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	Tue	Wed	Thu	Fri	
Item	Contract	Indicator	Definition	Target	Unit	5/01/26	6/01/26	7/01/26	8/01/26	9/01/26	12/01/26	13/01/26	14/01/26	15/01/26	16/01/26	19/01/26	20/01/26	21/01/26	22/01/26	23/01/26	27/01/26	28/01/26	29/01/26	30/01/26	
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	4:59	4:48	4:53	4:32	4:21	4:49	5:02	4:40	5:07	4:47	5:10	4:51	4:31	4:37	5:04	5:37	5:16	4:31	4:34
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	3:08	2:55	2:26	2:11	2:08	2:34	3:06	2:08	2:36	2:56	2:44	2:22	1:46	1:51	2:35	3:35	2:45	1:52	1:49
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	8:15	7:41	7:32	7:14	7:15	7:35	7:52	7:39	7:21	7:46	7:51	7:42	6:58	7:22	8:07	9:20	8:03	7:05	7:10
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:19	5:16	6:15	4:43	4:45	5:49	5:40	5:18	5:47	6:29	5:28	5:12	5:03	5:04	5:24	5:57	5:38	4:50	5:31
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	3:43	4:16	4:31	2:50	2:51	3:55	4:00	3:14	3:07	4:31	3:33	3:23	3:07	2:56	3:14	4:15	3:42	2:52	4:00
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	8:30	8:56	9:45	7:28	7:34	8:43	8:43	8:18	8:00	9:44	8:31	7:54	7:37	7:42	8:16	9:41	8:24	7:23	8:52
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:44	5:46	6:34	5:12	5:13	5:51	5:36	5:52	5:28	6:39	6:13	5:24	5:35	5:57	6:36	6:21	6:46	5:33	6:14
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	4:00	5:13	5:28	3:37	3:58	4:30	4:00	3:40	3:42	4:40	4:35	3:33	3:22	4:00	4:15	4:26	5:09	3:45	5:01
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	8:36	10:04	9:45	7:55	8:00	8:57	8:27	8:34	7:55	9:25	9:03	7:51	7:28	8:32	9:07	9:34	9:21	8:15	10:02
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	5:13	5:19	6:13	4:45	4:47	5:42	5:40	5:27	5:54	6:29	5:45	5:18	5:12	5:15	5:28	6:06	5:45	4:58	5:39
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	3:41	4:16	4:28	2:53	2:31	3:54	3:59	3:19	3:53	4:57	3:35	3:23	3:06	2:46	3:08	4:07	3:45	2:49	4:07
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	8:36	8:56	9:33	7:36	7:47	8:47	8:39	8:20	7:58	9:25	8:26	7:45	7:35	7:39	8:04	9:33	8:28	7:22	8:54
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		19:35	16:55	17:22	13:56		15:19	17:25	16:40	17:04		17:41	18:25	18:42	16:36		16:33	20:10	18:36
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		36:48	23:01	22:50	20:25		11:25	13:48	12:54	13:41		13:54	14:03	15:22	13:05		12:33	17:32	15:08
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		1.8	1.2	1.1	1.0		0.8	0.7	0.5	0.5		0.9	1.0	0.9	0.4		1.0	1.0	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	100.0%	99.9%	99.9%	99.9%	99.9%	99.8%	99.9%	99.9%	99.9%	100.0%	99.8%	99.9%	99.9%	99.9%	99.9%	99.8%	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	4:15	4:32	4:09	4:29	4:20	4:59	3:59	4:51	4:20	4:30	4:31	4:25	4:34	4:50	4:40	4:37	4:34	4:32	4:36
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:14	1:22	1:31	1:47	1:56	1:04	1:03	2:52	1:29	1:33	1:33	1:41	0:59	1:10	0:57	0:46	0:45	1:01	0:57
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	5:25	5:30	5:18	5:25	4:36	6:00	5:42	5:14	5:08	5:36	5:13	5:31	5:53	7:05	5:42	5:33	6:58	5:57	7:00
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	3:54	3:41	4:50	3:50	3:49	4:14	4:01	4:16	4:11	4:48	3:53	4:03	3:57	4:18	4:19	4:33	4:12	3:58	4:31
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:43	1:28	3:30	1:52	1:41	1:35	1:45	2:44	1:58	1:43	1:04	0:58	1:17	1:15	1:06	1:23	1:07	1:04	1:15
5.10c	yes	Total TAT Troponin 98th percentile in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours:minutes	5:53	6:00	7:15	5:54	5:35	5:39	5:55	5:58	5:48	5:54	5:55	5:51	6:00	5:54	6:00	6:00	5:49	5:42	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 than	95%	percent	98.3%	97.8%	93.1%	96.4%	98.8%	97.6%	97.3%	97.6%	98.8%	95.7%	99.2%	96.6%	96.9%	98.1%	96.3%	95.1%	96.8%	97.9%	97.2%
6. RECOLLECTS																									
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	10,388	10,021	9,465	9,143	9,745	10,940	10,527	10,403	10,052	10,880	11,520	10,634	9,954	10,278	11,141	11,997	11,217	10,473	11,121	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	25	21	14	12	17	21	23	22	18	17	20	20	26	11	12	41	17	26	15	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.2%	0.2%	0.1%	0.1%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.3%	0.1%	0.1%	0.3%	0.2%	0.2%	0.1%
7. QUALITY IMPROVEMENT note - only needs to be reported weekly (not daily) - so whole weeks data can be filled in against "Friday"																									

Item	Contract	Indicator	Definition	Target	Unit	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Tue	Wed	Thu	Fri	
						5/01/26	6/01/26	7/01/26	8/01/26	9/01/26	12/01/26	13/01/26	14/01/26	15/01/26	16/01/26	19/01/26	20/01/26	21/01/26	22/01/26	23/01/26	27/01/26	28/01/26	29/01/26	30/01/26	
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					-					-						-				-
7.5		Complaints closed	Number of complaints closed year to date		number					-					-						-				-
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					-					-						-				-
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number					-					-						-				-
7.9		% events/issues closed	7.2 divided by 7.1	greater than	75%																				
7.10		% timely closure	7.3 divided by 7.1	greater than	95%																				
7.11		% complaints closed	7.5 divided by 7.4	greater than	75%																				
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater than	80%																				
7.13		% complaints response	7.8 divided by 7.4	greater than	80%																				