

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	2026					2026					2026					2026							
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri			
1. CALL CENTRE																												
1.1a		Total inbound calls	Number of calls placed / received		number	1024	893	876	862	795	968	894	880	836	802	899	812	809	812	746	893	812	807	747	775	896	825	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	171	150	186	146	152	186	172	166	168	172	135	152	170	139	136	155	143	178	121	138	133	156	
1.2		Total calls answered	Number of calls answered		number	1,005	877	834	841	777	939	882	860	806	771	864	791	770	780	714	862	794	776	736	756	876	808	
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than	7.0%	percent	1.9%	1.8%	4.8%	2.4%	2.3%	3.0%	1.3%	2.3%	3.6%	3.9%	3.9%	2.6%	4.8%	3.9%	4.3%	3.5%	2.2%	3.8%	1.5%	2.5%	2.2%	2.1%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	1.2%	2.0%	2.2%	2.1%	1.3%	2.2%	0.6%	1.8%	1.8%	2.3%	2.2%	2.0%	2.4%	2.9%	2.2%	2.6%	2.1%	2.3%	0.8%	2.9%	0.8%	1.3%
1.4		Results calls	Number of calls requesting test results		number	169	150	182	143	150	186	171	163	165	168	132	149	166	135	133	151	140	174	120	134	132	154	
1.5		% results calls	1.4 divided by 1.2		percent	16.7%	16.8%	21.2%	16.9%	19.1%	19.2%	19.1%	18.5%	19.7%	21.0%	14.7%	18.4%	20.5%	16.6%	17.8%	16.9%	17.2%	21.6%	16.1%	17.3%	14.7%	18.7%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	35	45	84	61	54	66	42	65	53	69	71	54	75	76	70	71	62	69	43	53	53	71
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	22	20	49	26	21	35	15	25	36	38	42	25	48	38	38	38	22	37	15	25	24	23	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	2.2%	2.2%	5.6%	3.0%	2.6%	3.6%	1.7%	2.8%	4.3%	4.7%	4.7%	3.1%	5.9%	4.7%	5.1%	4.3%	2.7%	4.6%	2.0%	3.2%	2.7%	2.8%
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	13	11	7	7	10	10	10	9	10	8	9	6	5	5	6	8	5	8	5	8	10	8
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	7	6	6	9	6	5	7	6	5	5	9	6	5	5	6	5	5	14	4	5	5	5
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	8	5	9	9	10	8	6	5	6	7	8	6	7	7	9	7	6	5	15	9	6
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	5,173	4,672	4,688	4,730	5,061	5,067	5,118	4,894	4,552	5,030	5,099	4,887	4,752	4,536	4,798	4,964	4,681	4,613	3,722	4,637	5,045	4,721	
2.5		Long waits	Number of people waiting over 30 minutes		number	564	311	99	103	179	320	192	186	71	142	263	101	41	90	78	172	163	73	38	79	169	87	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	10.9%	6.7%	2.1%	2.2%	3.5%	6.3%	3.8%	3.8%	1.6%	2.8%	5.2%	2.1%	0.9%	2.0%	1.6%	3.5%	3.5%	1.6%	1.0%	1.7%	3.3%	1.8%
2.7		Long waits	Maximum wait time (incl GTTs)		minutes	61	54	66	46	62	52	77	54	40	48	63	45	47	42	49	53	60	44	45	60	64	46	
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	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	309	310	362	310	308	329	324	326	337	345	349	314	338	321	318	307	309	346	312	247	335	319	
3.2		Home visits attended	Number of home visits attended for the day		number	299	306	353	299	299	315	315	316	328	335	336	307	328	308	304	292	304	337	297	238	322	309	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	96.8%	98.7%	97.5%	96.5%	97.1%	95.7%	97.2%	96.9%	97.3%	97.1%	96.3%	97.8%	97.0%	96.0%	95.6%	95.1%	98.4%	97.4%	95.2%	96.4%	96.1%	96.9%
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	27	33	31	48	32	45	62	46	52	46	31	36	51	36	31	27	40	44	35	37	41	31	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	27	33	31	48	32	45	62	46	52	46	31	36	51	36	31	27	40	44	35	37	41	31	
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	15,673	14,873	14,743	14,496	14,488	15,724	15,433	14,253	14,026	14,309	15,147	14,840	14,153	13,903	13,611	14,976	14,400	13,517	11,456	13,556	14,735	13,605	
4.2		Patient tests	Total number of patient tests performed		number	66,405	63,581	61,818	61,208	62,104	65,774	65,796	60,326	59,887	62,678	63,921	62,796	60,943	59,176	58,923	63,249	62,059	58,295	48,363	58,961	63,709	59,720	
4.3		Urgent tests	Total number of urgent tests		number	610	622	556	595	565	597	585	554	546	621	442	596	565	481	542	592	596	687	506	535	662	570	
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%	
4.6		Critical results	Number of critical test results		number	48	43	47	49	39	48	42	33	30	41	45	44	26	31	41	43	42	31	25	30	35	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	48	43	47	49	39	48	42	33	30	41	45	44	26	31	41	43	42	31	25	30	35	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%	100%	100%	100%	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	8	4	11	8	9	19	7	12	9	12	1	2	10	10	13	8	10	7	6	9	3	2	
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																						
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																												

Item	Contract	Indicator	Definition	Target	Unit	2023					2024					2025					2026							
						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue						
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	4:55	5:01	4:51	4:20	4:39	5:19	4:43	4:30	4:18	5:07	4:43	4:16	4:22	4:22	4:33	4:40	4:21	4:22	3:57	4:18	4:51	4:36
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	2:43	2:14	1:44	1:31	1:47	3:06	2:07	1:37	1:33	2:40	2:34	1:43	1:51	1:35	2:09	2:31	1:55	1:36	1:13	1:41	2:27	2:01
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	7:50	7:53	7:36	6:54	7:17	8:10	7:28	7:21	5:56	7:50	7:37	6:55	6:52	6:57	7:20	7:37	6:49	6:48	6:24	7:06	7:42	7:19
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:06	5:52	5:33	5:16	5:23	5:49	5:33	5:39	5:15	4:52	5:27	5:11	5:03	5:00	5:01	5:30	5:21	5:04	4:40	4:54	6:40	5:45
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	4:38	3:53	3:04	3:05	3:08	4:28	4:37	3:31	2:57	2:46	3:31	3:14	2:56	2:58	3:17	4:00	3:49	2:42	2:21	2:57	5:37	4:00
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	9:39	9:12	8:24	7:49	8:24	9:10	8:44	8:42	8:01	7:18	8:21	7:50	7:31	7:29	7:53	8:48	8:18	7:18	6:50	7:47	10:35	8:45
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:42	5:59	5:59	6:26	7:37	6:10	6:46	5:37	5:40	6:00	5:54	5:54	6:24	5:09	5:40	6:02	6:00	5:51	5:13	5:55	6:31	7:32
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	4:54	4:34	3:16	3:52	3:58	4:39	4:20	3:41	3:36	3:09	3:36	4:00	3:51	3:58	4:00	4:24	5:01	4:26	2:52	4:00	6:20	5:04
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	9:53	9:03	8:45	8:18	9:12	9:07	9:26	8:32	7:55	7:24	8:22	8:26	8:45	7:27	8:47	8:58	9:33	8:41	7:28	9:01	11:48	9:39
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours:minutes	6:25	6:03	5:41	5:22	5:34	5:59	5:45	5:39	5:24	4:59	5:38	5:18	5:09	5:15	5:07	5:53	5:25	5:11	4:48	4:56	6:46	5:51
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours:minutes	4:41	3:58	3:02	3:08	3:09	4:27	3:52	3:35	2:59	2:48	3:34	3:16	2:59	2:54	3:14	4:14	3:50	2:45	2:27	3:01	5:36	4:00
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	9:43	9:14	8:29	7:46	8:20	9:05	8:49	8:44	8:00	7:18	8:22	7:50	7:39	7:28	7:49	8:53	8:15	7:26	6:50	7:50	10:38	8:43
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		19:22	17:58	18:45	18:03		17:19	17:25	18:15	18:45		18:47	17:03	18:09	17:41		18:00	17:45	20:17	17:16		17:35
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		15:56	15:09	16:17	16:15		13:12	14:25	14:56	15:01		13:47	14:00	15:18	14:06		14:12	13:54	16:27	15:00		12:31
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		0.9	0.8	0.9	0.9		0.9	0.9	0.8	0.3			1.0	0.8	0.8	0.9		0.8	0.8	0.9	0.5	0.3
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%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	100.0%	99.9%	99.8%	99.9%	99.9%	100.0%	100.0%	99.6%	99.9%	100.0%	99.9%	100.0%	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	4:44	4:21	4:16	4:21	4:21	4:28	4:19	4:23	4:16	4:44	4:08	3:59	4:12	4:26	4:23	4:10	4:11	4:10	4:03	4:12	4:34	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	0:53	1:03	1:13	1:32	0:23	1:16	1:59	1:41	0:53	1:02	1:24	0:49	1:21	0:42	0:53	0:50	1:30	1:25	1:21	1:13	1:58	1:24
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	5:56	5:25	5:19	5:57	5:36	5:43	5:53	5:23	4:56	6:31	6:00	4:54	5:17	6:00	5:00	5:50	5:58	5:44	6:00	6:00	5:05	5:34
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours:minutes	4:07	4:23	4:11	3:48	4:13	3:50	4:16	4:14	4:21	4:01	3:58	3:54	4:47	3:46	4:27	4:05	3:59	4:08	3:42	3:55	4:09	4:23
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours:minutes	1:10	1:21	0:56	1:03	1:15	1:10	1:18	1:03	1:19	1:02	1:07	0:57	1:10	0:48	1:18	1:22	1:13	1:01	0:55	1:07	1:10	1:22
5.10c	yes	Total TAT Troponin 98% percentile 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	5:43	5:36	5:48	6:00	5:58	6:00	5:49	5:40	6:00	5:55	5:52	5:57	6:00	5:59	6:00	6:00	5:52	5:52	5:58	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	96.5%	97.2%	98.5%	98.9%	99.1%	95.9%	98.3%	99.6%	98.6%	99.5%	97.7%	97.9%	98.7%	99.1%	95.6%	96.9%	98.6%	97.6%	99.0%	98.9%	97.4%	98.5%
6. RECOLLECTS																												
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	12,063	10,905	11,044	10,891	11,142	11,827	11,741	10,751	10,678	11,097	11,612	11,176	10,874	10,394	10,615	11,415	10,893	10,289	8,375	10,506	11,674	10,739
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	18	26	28	34	15	21	24	17	17	31	19	19	8	12	19	13	18	42	25	12	16	20
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.1%	0.2%	0.3%	0.3%	0.1%	0.2%	0.2%	0.2%	0.3%	0.2%	0.2%	0.2%	0.1%	0.1%	0.2%	0.1%	0.2%	0.4%	0.3%	0.1%	0.1%	0.2%
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																						
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%	percent																						

Item	Contract	Indicator	Definition	Target	Unit	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	
						2/03/26	3/03/26	4/03/26	5/03/26	6/03/26	9/03/26	10/03/26	11/03/26	12/03/26	13/03/26	16/03/26	17/03/26	18/03/26	19/03/26	20/03/26	23/03/26	24/03/26	25/03/26	26/03/26	27/03/26	30/03/26	31/03/26	
7.10		% timely closure	7.3 divided by 7.1	greater than	95%	percent																						
7.11		% complaints closed	7.5 divided by 7.4	greater than	75%	percent																						
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater than	80%	percent																						
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	percent																						