

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					2028					
						Fri	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	865	1008	887	885	877	821	848	857	819	741	790	841	825	796	947	780	949	884	813	772	849
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	180	188	191	178	191	183	137	132	148	141	148	141	170	139	191	161	153	163	161	150	169
1.2		Total calls answered	Number of calls answered		number	806	69	49	827	883	783	797	835	768	701	751	809	783	757	895	740	894	846	772	754	814
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0% percent	6.8%	6.9%	5.5%	6.6%	6.7%	4.6%	6.0%	2.6%	6.2%	5.4%	4.9%	3.8%	5.1%	4.9%	5.5%	5.1%	5.8%	4.3%	5.0%	2.3%	4.1%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1- (1.4 divided by 1.1b)	less than	3.0% percent	2.2%	2.7%	2.1%	2.8%	2.1%	2.2%	2.9%	2.3%	2.0%	2.8%	2.0%	2.8%	2.4%	2.2%	2.6%	1.9%	2.6%	1.8%	2.5%	1.3%	1.8%
1.4		Results calls	Number of calls requesting test results		number	180	183	187	173	187	179	133	129	145	137	145	137	166	136	186	158	149	160	157	148	166
1.5		% results calls	1.4 divided by 1.2		percent	20.8%	18.7%	21.5%	20.1%	21.8%	22.3%	15.7%	15.1%	17.7%	18.5%	18.4%	16.3%	20.1%	17.1%	19.6%	20.3%	15.7%	18.1%	19.3%	19.2%	19.6%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150 seconds	85	81	80	83	80	72	76	72	80	80	79	80	72	81	79	81	78	83	74	58	52
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	71	78	56	65	68	43	58	30	58	49	49	40	48	49	61	49	62	49	48	22	40
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	8.2%	7.7%	6.3%	7.3%	7.8%	5.2%	6.8%	3.5%	7.1%	6.6%	6.2%	4.8%	5.8%	6.2%	6.4%	6.3%	6.5%	5.5%	5.9%	2.9%	4.7%
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	11	13	14	10	9	12	8	9	5	7	11	10	8	7	8	10	7	9	7	7	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	10	5	6	7	6	8	15	6	6	4	7	8	7	5	7	6	7	6	6	5	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	10	10	7	8	8	8	7	7	6	5	9	9	5	7	7	6	7	6	8	6	9
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	5,390	5,220	5,213	5,045	4,754	5,121	5,076	4,926	4,928	4,555	5,076	4,923	4,775	4,736	4,607	4,873	4,995	4,644	4,608	4,399	4,769
2.5		Long waits	Number of people waiting over 30 minutes		number	448	359	326	252	157	258	162	190	97	43	162	289	106	127	101	122	125	153	122	67	289
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10% percent	8.3%	6.9%	6.3%	5.0%	3.3%	5.0%	3.2%	3.9%	2.0%	0.9%	3.2%	5.9%	2.2%	2.7%	2.2%	2.5%	2.5%	3.3%	2.6%	1.5%	6.1%
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	55	58	51	56	52	67	54	47	53	40	61	62	47	49	41	52	49	41	60	56	51
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	330	301	351	357	310	316	306	314	347	290	297	297	310	397	321	316	291	328	338	296	332
3.2		Home visits attended	Number of home visits attended for the day		number	324	285	339	349	303	308	290	302	331	281	288	273	304	384	314	308	282	320	319	286	327
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90% percent	98.2%	94.7%	96.6%	97.8%	97.7%	97.5%	94.8%	96.2%	95.4%	96.9%	97.0%	91.9%	98.1%	96.7%	97.8%	97.5%	96.9%	97.6%	94.4%	96.6%	98.5%
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	44	34	37	34	33	35	35	42	48	42	33	32	43	41	41	39	44	37	33	35	59
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	44	34	37	34	33	35	35	42	48	42	33	32	43	41	41	39	44	37	33	35	59
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	14,635	15,781	15,965	15,426	1,448	14,669	15,397	15,103	14,444	13,740	14,108	14,934	14,829	14,121	13,690	14,007	14,990	14,317	13,792	12,790	13,536
4.2		Patient tests	Total number of patient tests performed		number	62,994	65,501	65,927	65,332	60,269	62,665	64,658	64,304	605,514	56,817	59,479	61,581	61,113	58,776	58,832	60,612	61,358	60,548	56,685	53,817	57,525
4.3		Urgent tests	Total number of urgent tests		number	627	582	631	696	523	629	631	700	552	587	530	472	673	568	489	514	545	661	544	488	539
4.4		% urgent tests	4.3 divided by 4.2		percent	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	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	35	52	41	49	47	39	55	51	20	35	30	30	43	31	40	53	40	48	30	41	40
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	35	52	41	49	47	39	55	50	20	35	30	30	43	31	39	41	40	48	30	41	40
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%	98%	77%	100%	100%	100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	7	5	8	4	8	5	8	11	10	20	37	13	7	53	15	9	9	9	4	9	8
4.12		% Amended Results	Percentage of results changed after original result was reported to referrer. 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%	0.1%	0.0%	0.0%	0.1%	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																					

						Fri	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	1/05/26	4/05/26	5/05/26	6/05/26	7/05/26	8/05/26	11/05/26	12/05/26	13/05/26	14/05/26	15/05/26	18/05/26	19/05/26	20/05/26	21/05/26	22/05/26	25/05/26	26/05/26	27/05/26	28/05/26	29/05/26	
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	4:21	4:47	4:45	4:51	4:24	4:28	4:35	4:27	4:28	4:02	4:26	4:28	4:10	4:44	4:24	4:23	4:53	4:43	4:21	4:15	4:11	
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	1:46	2:20	2:23	2:12	1:47	1:30	2:11	1:53	1:48	1:27	1:35	2:02	1:41	2:08	1:38	2:00	2:26	2:18	1:58	1:40	1:44	
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	6:53	7:34	7:37	7:55	7:02	7:01	7:17	7:12	7:20	6:32	8:03	7:11	6:47	7:31	6:46	7:07	7:33	7:30	7:05	6:55	6:41	
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours: minutes	5:18	5:10	5:24	5:25	5:29	5:19	5:16	5:24	5:04	5:28	5:20	5:34	5:00	4:51	5:00	4:52	5:15	5:19	4:57	4:50	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	3:30	3:16	3:17	4:00	3:55	3:11	3:28	3:40	3:09	3:47	3:38	4:24	3:08	2:33	2:53	3:02	3:10	3:32	2:56	2:53	3:14	
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	8:13	8:07	8:17	8:18	8:39	8:06	8:06	8:27	7:48	8:19	8:22	9:22	7:40	7:28	7:14	7:39	7:45	8:11	7:22	7:15	7:24	
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours: minutes	6:01	5:13	5:44	5:42	6:01	5:35	5:52	6:03	5:55	5:49	5:52	6:11	4:57	5:22	5:04	5:09	5:16	5:19	5:34	5:17	5:24	
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes	4:19	3:57	3:47	4:45	3:48	3:14	4:00	4:46	4:17	4:00	4:19	4:19	3:24	2:36	3:07	3:00	3:04	3:28	3:08	2:55	3:34	
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	9:01	8:26	8:54	10:28	8:25	7:50	8:23	9:26	9:24	8:32	8:57	8:59	7:42	7:43	7:40	8:03	7:49	7:46	7:29	7:37	7:01	
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than 8:00	hours: minutes	5:26	5:23	5:34	5:35	5:35	5:33	5:27	5:34	5:17	5:42	5:33	5:51	5:12	5:04	5:18	4:54	5:31	5:23	5:07	4:58	5:01	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than 4:00	hours: minutes	3:32	3:18	3:20	3:28	3:53	3:17	3:28	3:47	3:30	4:00	3:32	4:34	3:19	2:31	2:55	3:07	3:09	3:33	2:58	2:56	3:15	
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	8:16	8:06	8:13	8:20	8:28	8:11	7:58	8:35	8:13	8:38	8:32	9:37	7:47	7:24	7:16	7:39	7:46	8:11	7:23	7:25	7:26	
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	19:49		16:40	16:36	17:26	19:09		16:58	17:42	17:23	16:37		17:16	15:25	15:51	17:26		19:19	16:44	15:45	16:19	
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	17:45		15:52	14:49	15:40	16:09		12:40	16:12	16:21	14:56		14:20	12:57	14:38	16:01		16:10	14:39	14:48	14:30	
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	1.0		1.0	1.1	0.9	1.1		1.0	0.9	1.0	0.7		0.1	1.0	0.8	0.8		0.8	1.0	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	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	100.0%	99.8%	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	4:16	4:16	4:23	4:15	4:19	4:23	4:16	4:21	4:15	4:42	4:49	4:24	4:05	4:24	4:30	4:06	4:34	4:19	4:15	4:21	4:10	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours: minutes	1:05	0:57	0:59	0:59	1:04	1:06	0:56	0:55	1:01	1:24	1:10	1:10	0:53	1:01	1:08	1:10	1:03	1:01	1:04	1:07	0:58	
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	5:50	5:28	5:32	6:00	5:09	4:59	5:07	5:16	5:11	5:24	6:00	6:00	5:41	5:04	5:29	5:44	5:59	5:16	4:18	5:34	5:43	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than 6:00	hours: minutes	4:43	3:40	3:54	4:00	3:52	4:21	3:59	4:10	4:00	4:25	4:12	3:43	4:03	3:47	3:41	3:45	3:46	3:40	3:50	3:30	3:43	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than 3:00	hours: minutes	1:33	1:02	1:10	1:05	1:04	1:28	1:04	1:15	1:07	1:33	1:13	1:02	1:19	0:52	0:57	1:04	0:57	0:59	1:08	0:59	0:55	
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	5:46	5:49	5:23	6:00	6:00	5:26	6:00	6:00	5:59	5:42	6:00	5:51	5:33	5:48	5:31	5:52	5:24	6:00	6:00	5:59	5:23	
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	97.4%	97.5%	96.0%	97.6%	97.3%	97.2%	96.6%	97.3%	96.6%	97.9%	95.9%	96.1%	98.2%	96.8%	98.2%	96.9%	95.8%	96.3%	98.7%	99.4%	98.7%	
6. RECOLLECTS																											
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	11,373	12,078	11,694	11,452	10,717	11,246	11,481	10,864	10,675	9,987	10,655	11,394	11,008	10,865	10,418	10,991	11,479	10,805	10,357	9,739	10,665	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	13	17	13	10	20	13	22	19	18	14	12	18	15	11	12	19	22	9	21	16	14	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than 1.0%	percent	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	0.2%	0.2%	0.2%	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%	0.2%	0.2%	0.1%	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"																											
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	-																				1	

Item	Contract	Indicator	Definition	Target	Unit	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	
						1/05/26	4/05/26	5/05/26	6/05/26	7/05/26	8/05/26	11/05/26	12/05/26	13/05/26	14/05/26	15/05/26	18/05/26	19/05/26	20/05/26	21/05/26	22/05/26	25/05/26	26/05/26	27/05/26	28/05/26	29/05/26	
7.5		Complaints closed	Number of complaints closed year to date		number	-					-					-											1
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	-					-					-											1
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number	-					-					-											1
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%