

Awanui Labs Auckland Pathology Service 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 do
blue cells indicate contracted KPIs

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	Wed	Thu	Fri	Mon	Tue
1. CALL CENTRE								Public Holiday	2/06/26	3/06/26	4/06/26	5/06/26		8/06/26	9/06/26	10/06/26	11/06/26	12/06/26		15/06/26	16/06/26	17/06/26	18/06/26	19/06/26		22/06/26	23/06/26	24/06/26	25/06/26	26/06/26		29/06/26	30/06/26	
1.1a		Total inbound calls	Number of calls placed / received			number			915	819	801	780		901	855	848	797	752		882	863	869	852	821		904	852	759	800	787		903	810	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line			number			167	123	124	138		15	163	158	127	136		173	167	153	173	151		142	161	140	166	164		149	136	
1.2		Total calls answered	Number of calls answered			number			893	790	771	742		867	813	820	778	738		860	847	847	845	803		888	830	733	788	762		891	794	
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent			2.4%	3.5%	3.6%	4.9%		3.8%	4.9%	3.3%	2.4%	1.9%		2.5%	1.9%	2.5%	0.8%	2.2%		1.8%	2.6%	3.4%	1.5%	3.2%	1.3%	2.0%		
1.3b		% calls unanswered for results line	Also known as "abandonment". 1- (1.4 divided by 1.1b)	less than	3.0%	percent			1.8%	2.4%	1.6%	2.2%		2.6%	2.5%	1.9%	0.8%	1.5%		1.7%	0.6%	2.0%	0.6%	2.7%		1.4%	1.9%	2.1%	0.6%	2.4%	0.7%	1.5%		
1.4		Results calls	Number of calls requesting test results			number			164	120	122	135		152	159	155	126	134		170	166	150	172	147		140	158	137	165	160		148	134	
1.5		% results calls	1.4 divided by 1.2			percent			18.3%	15.0%	15.5%	17.7%		16.9%	19.1%	18.3%	15.8%	17.8%		19.3%	19.2%	17.3%	20.2%	17.9%		15.5%	18.5%	18.1%	20.6%	20.3%		16.4%	16.5%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds			53	57	65	72		57	75	69	52	53		70	48	52	51	68		59	67	77	49	70		36	68	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number			28	34	38	45		39	51	35	23	19		28	20	29	10	24		20	26	32	15	31		16	21	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent			3.1%	4.2%	4.7%	5.8%		4.3%	6.0%	4.1%	2.9%	2.5%		3.2%	2.3%	3.3%	1.2%	2.9%		2.2%	3.1%	4.2%	1.9%	3.9%		1.8%	2.6%	
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	15	9	7		9	8	10	7	8		9	9	9	8	7		10	12	5	8	7		10	6	
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			11	6	5	8		8	8	5	6	8		6	7	7	6	7		8	6	3	7	5		8	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	15	10	12		14	8	8	9	8		8	7	10	7	8		11	6	4	5	7		10	9	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number			5,083	4,981	4,694	5,149		4,394	4,933	4,745	4,389	4,867		4,981	4,789	4,575	4,503	4,895		4,847	4,782	4,086	4,525	4,722		4,883	4,501	
2.5		Long waits	Number of people waiting over 30 minutes			number			401	232	156	202		262	104	104	116	110		101	134	166	79	120		231	66	7	120	73		161	65	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent		#DIV/0!	7.9%	4.7%	3.3%	3.9%	#	6.0%	2.1%	2.2%	2.6%	2.3%		2.0%	2.8%	3.6%	1.8%	2.5%		4.8%	1.4%	0.2%	2.7%	1.5%		3.3%	1.4%	
2.7		Long waits	Maximum wait time (incl GTTs)	less than		minutes			54	49	58	51		63	60	39	57	45		56	44	45	50	44		56	49	32	44	46		54	47	
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			354	383	314	330		305	286	324	289	304		288	325	320	292	292		349	300	309	299	310		294	307	
3.2		Home visits attended	Number of home visits attended for the day			number			335	370	305	326		298	276	312	277	294		274	316	302	288	282		336	296	295	290	301		283	298	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent		#DIV/0!	94.6%	96.6%	97.1%	98.8%	#	97.7%	96.5%	96.3%	95.8%	96.7%		95.1%	97.2%	94.4%	98.6%	96.6%		96.3%	98.7%	95.5%	97.0%	97.1%		96.3%	97.1%	
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			35	56	32	39		35	44	38	44	57		40	44	35	32	25		35	50	41	48	35		37	52	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day			number			35	56	32	39		35	44	38	44	57		40	44	35	32	25		35	50	41	48	35		37	52	
3.6	yes	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	greater than	99%	percent		#DIV/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			15,652	15,218	14,412	14,874		15,491	15,094	14,666	13,529	14,047		15,161	14,638	14,050	13,595	14,116		14,784	14,398	12,637	13,739	13,542		14,563	13,945	
4.2		Patient tests	Total number of patient tests performed			number			63,465	62,801	58,791	63,146		63,853	63,117	60,182	55,954	59,063		63,207	61,341	58,716	56,307	59,694		61,575	61,085	52,902	58,118	57,189		61,328	58,192	
4.3		Urgent tests	Total number of urgent tests			number			603	671	567	570		622	743	632	543	560		560	671	537	545	633		581	621	592	487	497		489	648	
4.4		% urgent tests	4.3 divided by 4.2			percent		#DIV/0!	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			61	47	32	36		39	47	35	34	47		40	31	37	32	35		59	46	31	45	30		29	43	
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			61	47	32	36		39	47	35	34	47		40	31	36	32	35		58	46	29	45	30		29	43	
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		#DIV/0!	100%	100%	100%	100%	#	100%	100%	100%	100%	100%		100%	100%	97%	100%	100%		98%	100%	94%	100%	100%		100%	100%	
4.11		Amended Results	Number of results changed after original result was reported to referer			number			6	12	7	3		11	8	13	9	4		8	11	4	9	30		16	13	14	5	12		4	19	
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		#DIV/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%	0.1%		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																																		

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