

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 does not meet target
- blue cells indicate contracted KPIs

Item	Contract	Indicator	Definition	Target	Unit	Wed 10/7/26	Thu 20/7/26	Fri 30/7/26	Mon 6/07/26	Tue 7/07/26	Wed 8/07/26	Thu 9/07/26	Fri 10/07/26	Mon 13/07/26	Tue 14/07/26	Wed 15/07/26	Thu 16/07/26	Fri 17/07/26	Mon 20/07/26	Tue 21/07/26	Wed 22/07/26	Thu 23/07/26	Fri 24/07/26	Mon 27/07/26	Tue 28/07/26	Wed 29/07/26	Thu 30/07/26	Fri 31/07/26		
1. CALL CENTRE																														
1.1a		Total inbound calls	Number of calls placed / received		number	799	790	713	909	757	819	803		976	782	806	774	760	909	864	823	856	821		835	840	810	772	732	
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	135	148	125	142	124	149	128		157	143	153	129	152	193	166	172	150	157		130	195	177	154	130	
1.2		Total calls answered	Number of calls answered		number	778	779	692	767	739	792	784		947	752	782	726	713	890	846	791	834	792		814	814	791	748	716	
1.3a		% calls unanswered	Also known as "abandonment". 1 - (1.2 divided by 1.1a)	less than 7.0%	percent	2.6%	1.4%	3.0%	2.2%	2.4%	3.3%	2.4%		3.0%	3.8%	3.0%	6.2%	6.2%	2.1%	2.1%	3.9%	2.5%	3.5%		2.5%	3.1%	2.4%	3.1%	2.2%	
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than 3.0%	percent	2.2%	0.7%	2.4%	1.4%	2.4%	2.0%	1.6%		1.9%	2.8%	2.0%	2.3%	2.0%	1.6%	2.4%	2.3%	2.0%	2.6%		1.5%	1.5%	2.3%	0.7%	1.5%	
1.4		Results calls	Number of calls requesting test results		number	132	147	122	122	121	146	126		154	139	150	126	149	190	162	168	147	153		128	192	173	153	128	
1.5		% results calls	1.4 divided by 1.2		percent	16.9%	18.7%	17.5%	15.6%	16.4%	18.2%	15.9%		15.8%	17.8%	18.6%	16.3%	19.6%	20.9%	18.8%	20.4%	17.2%	18.6%		15.3%	22.9%	21.4%	19.8%	17.5%	
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than 150	seconds	58	38	70	58	71	74	67		75	78	79	83	81	64	67	78	58	70		56	59	60	34	40	
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	26	13	28	25	25	33	24		35	38	31	57	53	25	25	38	26	35		25	31	26	29	21	
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than	percent	3.3%	1.7%	3.9%	2.8%	3.3%	4.0%	3.0%		3.6%	4.9%	3.9%	7.4%	7.0%	2.8%	2.9%	4.6%	3.0%	4.3%		3.0%	4.0%	3.2%	3.8%	2.9%	
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	6	6	7	7	7	8	9		12	9	10	9	9	9	10	12	7	8		12	8	12	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	6	6	6	7	5	7	6		6	7	7	6	8	7	6	5	7	9		8	7	4	7	8	
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	7	6	10	9	7	8	9		12	7	9	9	6	9	6	5	8	9		10	7	6	5	18	
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	4,391	4,363	4,586	4,597	4,322	4,424	4,529		4,600	4,481	4,395	4,092	4,626	4,683	4,726	4,645	4,354	4,800		4,669	4,581	4,306	4,329	4,839	
2.5		Long waits	Number of people waiting over 30 minutes		number	81	54	126	116	102	123	130		182	118	50	105	43	123	80	110	93	73		191	58	100	25	176	
2.6		% wait over 30 mins	2.5 divided by 2.4	less than 10%	percent	1.8%	1.2%	2.7%	2.5%	2.4%	2.8%	2.9%	#DIV/0!	4.0%	2.6%	1.1%	2.6%	0.9%	2.6%	1.7%	2.4%	2.1%	1.5%	#	4.1%	1.3%	2.3%	0.6%	3.6%	
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	71	58	78	51	44	55	53		56	47	50	57	57	46	54	43	47	50		49	39	52	37	54	
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	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	359	267	307	302	328	363	322		358	311	341	321	311	296	306	350	270	331		296	294	299	250	291	
3.2		Home visits attended	Number of home visits attended for the day		number	348	259	301	288	317	355	315		347	302	329	312	301	287	300	340	262	321		283	287	294	244	281	
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than 90%	percent	96.9%	97.0%	98.0%	95.4%	96.6%	97.8%	97.8%	#DIV/0!	96.9%	97.1%	96.5%	97.2%	96.8%	97.0%	98.0%	97.1%	97.0%	97.0%	#	95.6%	97.6%	98.3%	97.6%	96.6%	
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	50	47	62	40	47	53	44		42	40	46	47	52	39	45	51	39	49		35	40	41	43	47	
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	50	47	62	40	47	53	44		42	40	46	47	52	39	45	51	39	49		35	40	41	43	47	
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%	#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%	
4. LAB																														
4.1		Patient episodes	Total number of patient episodes		number	13,414	12,957	13,189	13,684	13,237	13,054	13,018		13,974	13,864	13,380	12,624	12,963	14,524	14,017	14,114	13,151	13,672		14,549	14,073	13,553	13,210	13,650	
4.2		Patient tests	Total number of patient tests performed		number	56,851	55,340	56,370	59,011	57,266	55,932	54,875		59,731	59,701	56,561	54,193	56,173	61,149	59,748	58,414	54,881	58,639		59,542	58,035	55,447	54,328	57,769	
4.3		Urgent tests	Total number of urgent tests		number	534	526	517	522	503	636	534		535	567	527	563	538	529	589	563	516	631		559	587	559	552	551	
4.4		% urgent tests	4.3 divided by 4.2		percent	1%	1%	1%	1%	1%	1%	1%	#DIV/0!	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%	100%	
4.6		Critical results	Number of critical test results		number	44	47	35	38	40	50	42		41	46	33	43	25	48	45	45	34	38		35	45	28	43	30	
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	43	47	35	38	40	46	42		41	46	33	43	25	48	44	45	34	38		35	45	28	42	30	
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	98%	100%	100%	100%	100%	92%	100%	#DIV/0!	100%	100%	100%	100%	100%	100%	98%	100%	100%	100%	#	100%	100%	100%	98%	100%	
4.11		Amended Results	Number of results changed after original result was reported to referrer		number	14	6	8	4	10	6	11		3	5	18	9	11	5	8	7	10	5		5	9	13	8	9	
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%	#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%	0.0%	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 NON-URGENT																														

						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	Wed	Thu	Fri
Item	Contract	Indicator	Definition	Target	Unit	1/07/26	2/07/26	3/07/26	6/07/26	7/07/26	8/07/26	9/07/26	10/07/26	13/07/26	14/07/26	15/07/26	16/07/26	17/07/26	20/07/26	21/07/26	22/07/26	23/07/26	24/07/26	27/07/26	28/07/26	29/07/26	30/07/26	31/07/26					
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	4:19	4:18	5:34	4:14	5:24	4:27		4:27	4:42	4:26	4:13	4:39	4:38	4:28	4:18	4:22	4:01	4:24	4:22	4:09	4:01	4:18					
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	1:57	1:48	1:34	3:36	1:49	3:03	1:36		2:05	2:29	2:02	1:40	2:05	2:15	2:10	1:38	1:53	1:19	2:42	1:57	1:39	1:23	1:46					
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	7:09	6:57	6:50	8:42	6:51	8:00	6:53		7:12	7:24	7:04	6:53	7:00	7:28	7:03	7:05	7:01	6:33	7:40	7:02	6:47	6:41	6:50					
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00 hours:minutes	4:49	4:48	4:55	5:13	5:02	5:08	5:10		4:51	4:42	4:46	4:50	4:48	5:04	4:50	4:56	4:49	4:48	5:31	5:46	4:52	4:43	5:03					
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00 hours:minutes	2:57	2:48	3:00	3:35	3:09	3:01	3:00		2:51	2:49	2:43	2:53	2:44	2:54	2:40	3:01	2:41	2:42	3:32	4:19	2:55	2:50	2:58					
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	7:38	7:30	7:33	8:15	7:40	7:42	7:30		7:23	7:13	7:18	7:19	7:23	7:40	7:13	7:38	7:13	7:21	8:20	9:07	7:17	7:10	7:35					
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00 hours:minutes	5:11	5:19	5:07	5:19	5:24	5:25	5:19		4:54	5:13	5:31	4:56	5:24	5:48	5:33	5:58	5:18	4:46	5:19	7:04	5:17	5:09	5:33					
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00 hours:minutes	3:32	3:11	3:16	3:33	3:42	3:17	3:29		3:10	3:13	3:16	3:07	3:19	3:36	3:13	3:41	3:11	2:56	3:43	5:47	3:28	3:17	3:17					
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	7:49	7:31	7:39	7:58	7:43	7:49	8:01		7:17	7:29	7:38	7:10	8:03	8:19	7:37	8:20	8:12	7:00	8:31	10:17	7:43	7:42	7:58					
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00 hours:minutes	4:58	4:55	5:02	5:30	5:13	5:13	5:17		4:57	4:46	4:55	4:55	4:52	5:11	4:53	5:06	4:57	4:55	5:37	5:47	4:20	4:52	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	3:01	2:47	3:01	3:27	3:16	3:02	3:06		2:55	2:50	2:44	2:51	2:46	3:03	2:47	3:04	2:51	2:48	3:37	4:23	2:59	2:55	3:03					
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	7:44	7:32	7:26	8:13	7:42	7:44	7:28		7:20	7:10	7:21	7:09	7:20	7:44	7:21	7:38	7:22	7:22	8:21	9:02	7:26	7:11	7:32					
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	15:47	16:01	14:06		14:43	15:21	14:29			15:21	16:05	15:01	18:46		16:01	14:02	14:58	14:47		14:45	15:27	16:24	15:33					
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	14:14	14:37	13:10		12:58	12:46	11:51			11:10	14:25	13:24	15:47		11:52	11:18	11:49	12:30		12:09	13:54	14:51	12:56					
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	1.5	1.1	1.0		1.0	1.1	1.8			1.0	1.2	1.0	1.0		1.1	1.0	1.1	1.0		1.6	1.1	1.1	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%	100.0%	99.9%	99.8%	99.9%	100.0%	99.9%		99.9%	100.0%	100.0%	100.0%	99.9%	99.9%	100.0%	99.9%	100.0%	99.9%	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	3:55	4:05	4:21	4:16	3:59	4:09	4:10		4:10	4:12	4:23	4:03	4:18	4:19	4:25	4:14	4:43	4:05	4:07	4:06	4:20	4:26	4:25					
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00 hours:minutes	1:00	0:57	1:06	1:00	0:51	0:53	0:51		0:56	0:58	1:09	0:58	1:07	0:58	1:04	1:03	0:55	0:55	0:55	0:59	1:02	1:06	1:07					
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	4:45	5:44	5:52	6:00	5:38	5:33	5:52		5:48	5:16	5:04	2:45	5:31	6:00	5:57	5:14	5:25	7:56	6:00	6:00	5:13	5:39	5:03					
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00 hours:minutes	3:49	3:49	3:48	4:37	3:49	3:58	4:00		3:54	4:18	3:58	3:37	3:36	3:57	3:40	3:55	3:39	3:47	3:56	4:17	3:52	3:36	3:53					
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00 hours:minutes	1:01	1:15	1:03	1:41	0:57	1:01	1:00		1:03	1:15	1:10	0:54	0:52	1:01	1:00	1:00	0:55	1:08	1:09	1:30	1:05	0:57	0:59					
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	6:00	5:48	6:00	5:41	5:56	6:00	6:00		5:50	6:00	5:47	6:00	5:44	6:00	5:33	5:53	5:39	6:00	5:53	6:26	5:51	5:51	5:57					
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	96.2%	96.7%	95.4%	95.3%	98.7%	96.1%	98.6%		98.7%	97.8%	99.4%	97.8%	96.7%	97.6%	97.9%	97.5%	98.8%	96.8%	95.5%	96.2%	97.5%	98.0%	98.5%					
6. RECOLLECTS																																	
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)		number	10,358	10,032	10,449	10,882	10,374	10,357	10,289		11,216	10,812	10,495	9,905	10,405	11,580	10,947	10,807	10,024	10,635	11,082	10,451	10,172	9,889	10,637					
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)		number	9	13	21	17	12	13	23		15	19	20	18	15	15	11	15	17	15	9	13	15	19	12					
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0% percent	0.1%	0.1%	0.2%	0.2%	0.1%	0.1%	0.2%	#DIV/0!	0.1%	0.2%	0.2%	0.2%	0.1%	#	0.1%	0.1%	0.1%	0.2%	0.1%	#	0.1%	0.1%	0.1%	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					1					1					1										1
7.5		Complaints closed	Number of complaints closed year to date		number			1					1					1					1										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					1					1					1										1
7.8		Complaints response	Number of complaints (year to date) that have received a final response (letter) within 35 working days		number			1					1					1					1										1
7.9		% events/issues closed	7.2 divided by 7.1	greater than	75% percent																												
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																												

							Wed	Thu	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	1/07/26	2/07/26	3/07/26	6/07/26	7/07/26	8/07/26	9/07/26	10/07/26	13/07/26	14/07/26	15/07/26	16/07/26	17/07/26	20/07/26	21/07/26	22/07/26	23/07/26	24/07/26	27/07/26	28/07/26	29/07/26	30/07/26	31/07/26
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%