

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

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon
Item	Contract	Indicator	Definition	Target	Unit	3/08/26	4/08/26	5/08/26	6/08/26	7/08/26	10/08/26	11/08/26	12/08/26	13/08/26	14/08/26	17/08/26	18/08/26	19/08/26	20/08/26	21/08/26	24/08/26	25/08/26	26/08/26	27/08/26	28/08/26	31/08/26
1. CALL CENTRE																										
1.1a		Total inbound calls	Number of calls placed / received		number	910	896	807	740	862	902	836	798	744	754	897	745	886	749	730	839	757	680	749	753	889
1.1b		Total inbound calls - results line	Number of calls placed / received on results line		number	162	154	143	163	147	134	142	142	118	143	149	129	136	123	156	132	95	104	125	126	157
1.2		Total calls answered	Number of calls answered		number	890	866	782	732	847	892	824	779	735	734	878	728	868	736	717	815	734	659	743	741	875
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	2.2%	3.4%	3.1%	1.1%	1.7%	1.1%	1.4%	2.4%	1.2%	2.7%	2.1%	2.3%	2.0%	1.7%	1.8%	2.9%	3.0%	3.1%	0.8%	1.6%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	1.9%	2.6%	2.1%	1.2%	0.7%	1.5%	0.7%	2.1%	1.7%	2.1%	1.3%	0.8%	2.2%	0.8%	1.3%	1.5%	2.1%	2.9%	0.0%	1.6%
1.4		Results calls	Number of calls requesting test results		number	159	150	140	161	146	132	141	139	116	140	147	128	133	122	154	130	93	101	125	124	155
1.5		% results calls	1.4 divided by 1.2		percent	17.8%	17.2%	17.7%	22.0%	17.1%	14.6%	16.9%	17.4%	15.6%	18.6%	16.4%	17.2%	15.0%	16.3%	21.1%	15.5%	12.3%	14.9%	16.7%	16.5%	17.4%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	52	74	72	37	54	27	52	62	42	56	48	60	51	30	64	72	79	68	23	64
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds		number	25	35	32	12	20	14	16	24	12	25	25	21	23	16	18	31	29	26	7	16	20
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	2.8%	3.9%	4.0%	1.6%	2.3%	1.6%	1.9%	3.0%	1.6%	3.3%	2.8%	2.8%	2.6%	2.1%	2.5%	3.7%	3.8%	3.8%	0.9%	2.1%
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	10	9	8	10	14	9	10	8	11	9	8	6	7	7	9	15	7	6	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	9	6	6	7	7	8	5	6	6	6	6	4	5	8	6	4	4	5	4	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	11	7	6	7	6	7	9	6	6	9	13	9	9	7	11	9	6	15	7	5
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am		number	5,057	4,833	4,452	4,358	4,604	4,965	4,755	4,608	4,371	5,062	4,709	4,686	4,592	4,226	4,762	4,953	4,665	4,612	4,522	4,913	5,036
2.5		Long waits	Number of people waiting over 30 minutes		number	238	102	89	47	64	156	136	189	44	264	336	110	110	72	196	169	143	108	63	91	191
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	4.7%	2.1%	2.0%	1.1%	1.4%	3.1%	2.9%	4.1%	1.0%	5.2%	7.1%	2.3%	2.4%	1.7%	4.1%	3.4%	3.1%	2.3%	1.4%	3.8%
2.7		Long waits	Maximum wait time (incl GTT's)		minutes	58	46	39	41	40	52	54	58	40	51	72	46	47	42	59	49	47	62	46	50	42
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
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	271	285	353	288	243	304	296	367	289	334	321	304	321	305	289	311	308	315	269	256	325
3.2		Home visits attended	Number of home visits attended for the day		number	259	275	347	283	235	284	286	358	280	326	307	291	313	298	281	298	301	306	263	254	313
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater than	90%	percent	95.6%	96.5%	98.3%	98.3%	96.7%	93.4%	96.6%	97.5%	96.9%	97.6%	95.6%	95.7%	97.5%	97.7%	97.2%	95.8%	97.7%	97.1%	97.8%	99.2%
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	29	54	49	42	41	31	40	40	42	31	44	38	50	28	40	32	53	41	34	38	43
3.5		Urgent home visits completed	Number of urgent home visits completed for the day		number	29	54	49	42	41	31	40	40	42	31	44	38	50	28	40	32	53	41	34	38	43
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%
4. LAB																										
4.1		Patient episodes	Total number of patient episodes		number	15,070	14,933	13,873	13,579	13,727	15,204	15,070	13,776	13,589	14,574	14,785	14,537	14,322	13,321	11,519	15,226	14,670	13,707	13,517	13,507	15,135
4.2		Patient tests	Total number of patient tests performed		number	62,227	61,089	57,546	55,365	57,205	62,078	61,153	55,640	55,987	59,977	60,067	59,522	57,137	53,787	50,814	61,104	58,681	56,099	54,536	55,682	60,828
4.3		Urgent tests	Total number of urgent tests		number	562	551	489	612	484	458	587	507	578	623	528	646	535	512	547	560	602	562	523	678	525
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%
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%
4.6		Critical results	Number of critical test results		number	46	38	39	38	47	43	50	45	40	40	41	42	38	35	45	45	39	35	51	45	50
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	45	38	39	37	47	43	50	43	40	40	41	42	38	35	44	45	39	35	51	45	50
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%	97%	100%	100%	96%	100%	100%	100%	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referer		number	6	42	14	10	4	2	12	8	17	6	3	6	8	34	5	11	13	9	12	9	3
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%	0.1%	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																				

							Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	
Item	Contract	Indicator	Definition		Target	Unit	3/08/26	4/08/26	5/08/26	6/08/26	7/08/26	10/08/26	11/08/26	12/08/26	13/08/26	14/08/26	17/08/26	18/08/26	19/08/26	20/08/26	21/08/26	24/08/26	25/08/26	26/08/26	27/08/26	28/08/26	31/08/26	
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																						
6. 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	4:39	4:45	4:20	4:06	4:10	4:34	4:33	4:04	4:19	4:18	4:19	4:14	4:13	4:03	4:19	4:51	4:29	4:14	4:09	4:36	4:43	
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	2:14	2:12	1:47	1:25	1:39	2:13	2:17	1:27	1:41	1:54	1:59	1:48	1:40	1:24	1:55	2:27	2:09	1:58	1:30	2:11	2:19	
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	7:45	7:44	7:06	6:43	6:50	7:14	7:12	6:53	7:02	6:55	6:58	6:50	6:48	6:27	7:05	7:38	7:13	6:54	6:42	7:33	7:21	
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:33	5:24	5:04	4:56	4:52	5:18	4:56	4:43	4:47	5:52	4:50	5:01	4:36	4:34	5:10	4:36	4:52	4:55	4:46	4:51	5:01	
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	3:38	3:29	3:00	2:51	2:47	3:26	3:01	2:46	2:58	5:31	3:00	3:27	2:28	2:42	3:12	2:35	2:56	3:08	2:53	3:05	2:59	
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	8:32	8:39	7:44	7:33	7:23	8:05	7:25	7:15	7:37	9:42	7:16	8:01	7:09	7:10	7:44	7:07	7:33	7:36	7:18	7:49	7:22	
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:43	5:36	4:59	5:23	5:12	5:18	5:06	4:54	4:59	6:24	5:15	5:01	4:49	5:02	5:06	5:11	5:34	5:10	4:46	4:57	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	3:48	3:40	3:07	3:31	2:56	3:42	3:23	2:41	2:55	5:26	2:58	3:14	2:27	2:48	3:16	2:41	3:19	3:28	2:46	2:51	4:00	
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	8:46	7:58	7:28	7:50	7:37	7:42	7:28	7:21	7:47	10:13	7:21	7:57	6:27	6:37	7:48	7:02	7:56	8:23	7:03	7:23	7:08	
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:36	5:37	5:12	5:03	4:58	5:27	4:58	4:49	4:53	5:51	4:57	5:07	4:44	4:42	5:18	5:06	4:55	5:09	4:54	4:52	5:15	
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	3:47	3:39	3:05	2:52	2:48	3:36	3:07	2:48	2:58	5:01	3:06	3:35	2:35	2:39	3:18	2:37	2:58	3:13	2:58	3:08	3:01	
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	8:37	8:52	7:49	7:26	7:26	8:05	7:25	7:21	7:29	9:41	7:16	8:00	7:12	7:06	7:41	7:06	7:34	7:36	7:22	7:54	7:25	
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		15:46	15:54	15:30	16:12		14:36	14:20	15:54	14:07		14:17	16:12	15:18	14:29		14:20	16:06	15:25	15:56		
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		12:47	12:30	12:32	13:54		11:48	12:24	14:15	11:55		12:03	13:39	13:34	12:48		11:30	13:39	13:02	12:46		
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		1.1	1.0	1.0	1.0		1.1	1.2	1.0	1.0		1.5	1.2	1.0	0.9		1.0	1.1	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	99.8%	95.8%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	100.0%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	
URGENT																												
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	4:27	4:36	4:13	4:06	4:09	4:06	4:09	4:15	4:03	4:06	4:10	4:12	4:29	4:10	4:09	4:19	4:25	4:13	4:16	4:20	4:15	
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:09	1:12	0:54	1:00	1:06	0:51	0:57	0:58	0:51	0:55	1:06	1:01	1:12	1:02	0:58	0:58	1:07	1:00	1:05	0:55	1:00	
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	6:00	5:07	5:06	5:10	6:00	6:00	5:22	3:33	4:48	5:59	6:00	7:48	6:00	5:59	5:36	5:42	5:41	3:00	5:21	5:34	5:57	
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:55	3:54	3:58	3:39	3:35	3:54	3:45	3:40	3:38	4:18	3:35	3:38	4:03	4:13	3:52	3:36	3:42	3:47	3:46	3:36	3:40	
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:03	1:00	1:09	0:51	1:32	1:10	1:01	0:55	0:54	1:25	0:58	1:06	1:16	1:09	0:56	0:49	0:54	1:12	0:56	0:51	1:01	
5.10c	yes	Total TAT Troponin 98th centile in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours: minutes	5:47	6:00	5:47	5:39	5:51	5:46	6:00	5:26	5:35	5:35	5:51	5:39	5:56	5:45	5:28	5:59	5:38	5:49	5:26	6:00	5:56	
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	97.3%	100.0%	98.1%	99.2%	99.2%	97.1%	97.6%	98.5%	98.4%	96.6%	95.5%	97.4%	98.8%	96.7%	98.1%	96.3%	98.3%	99.3%	98.6%	98.2%	95.3%	
6. RECOLLECTS																												
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	11,594	10,983	10,443	9,912	10,513	11,486	10,987	10,239	9,993	11,039	11,191	10,795	10,258	9,701	10,534	11,368	10,597	10,253	9,865	10,432	11,445	
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	13	15	13	15	16	15	14	21	13	9	15	13	13	17	14	20	17	8	13	14	15	
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.1%	0.1%	0.1%	0.2%	0.2%	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	0.2%	0.2%	0.1%	0.1%	0.1%	0.1%	
7. QUALITY IMPROVEMENT																												
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																						

						Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon
Item	Contract	Indicator	Definition	Target	Unit	3/08/26	4/08/26	5/08/26	6/08/26	7/08/26	10/08/26	11/08/26	12/08/26	13/08/26	14/08/26	17/08/26	18/08/26	19/08/26	20/08/26	21/08/26	24/08/26	25/08/26	26/08/26	27/08/26	28/08/26	31/08/26
7.4		Total Complaints	Number of complaints received year to date		number					1					1					1					1	
7.5		Complaints closed	Number of complaints closed year to date		number					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	
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	
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																				
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				100.0%					100.0%					100.0%					100.0%	