Awanui Labs

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 do not meet target
- blue cells indicate contracted KPIs

item	Contract	Indicator	Definition		Target	Unit	Tue 1/09/26	Wed 2/09/26	Thu 3/09/26	Fri 4/09/26	Mon 7/09/26	Tue 8/09/26	Wed 9/09/26	Thu 10/09/26	Fri 11/09/26	Mon 14/09/26	Tue 15/09/26	Wed 16/09/26	Thu 17/09/26	Fri 18/09/26	Mon 21/09/26	Tue 22/09/26	Wed 23/09/26	Thu 24/09/26	Fri 25/09/26	Mon 28/09/26	Tue 29/09/26	Wed 30/09/26
		1. CALL CENTRE																										
1.1a		Total inbound calls	Number of calls placed / received			number	808	727	769	749	864	852	846	781	743	999	794	727	752	756	947	815	798	805	716	928	814	846
1.1b		Total inbound calls - results line	Number of calls placed / received on results line			number	138	99	153	149	152	139	138	145	145	186	149	127	149	139	176	145	154	134	126	145	147	155
1.2		Total calls answered	Number of calls answered			number	796	708	746	726	843	837	833	774	713	984	787	717	741	737	931	794	782	791	699	899	798	834
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	1.5%	2.6%	3.0%	3.1%	2.4%	1.8%	1.5%	0.9%	4.0%	1.5%	0.9%	1.4%	1.5%	2.5%	1.7%	2.6%	2.0%	1.7%	2.4%	3.1%	2.0%	1.4%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	0.7%	2.0%	2.6%	2.7%	2.0%	1.4%	1.5%	0.7%	2.8%	0.5%	1.3%	0.0%	1.3%	2.9%	1.1%	1.4%	2.0%	2.2%	2.4%	2.1%	2.0%	1.3%
1.4		Results calls	Number of calls requesting test results			number	137	97	149	145	149	137	136	144	141	185	147	127	147	135	174	143	151	131	123	142	144	153
1.5		% results calls	1.4 divided by 1.2			percent	17.1%	13.6%	19.9%	19.9%	17.6%	16.3%	16.3%	18.4%	19.0%	18.5%	18.5%	17.5%	19.6%	17.9%	18.4%	17.6%	18.9%	16.3%	17.2%	15.3%	17.7%	18.1%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	47	57	69	79	64	42	41	42	70	56	41	42	45	57	47	71	43	38	60	64	56	44
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	16	24	30	31	28	21	20	11	38	20	10	13	16	25	20	28	20	21	22	35	20	16
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	2.0%	3.3%	3.9%	4.1%	3.2%	2.5%	2.4%	1.4%	5.1%	2.0%	1.3%	1.8%	2.1%	3.3%	2.1%	3.4%	2.5%	2.6%	3.1%	3.8%	2.5%	1.9%
		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	8	10	15	8	6	10	11	9	8	9	8	9	9	9	13	10	8	8	7	7	5	5
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	5	6	10	7	6	5	5	4	5	5	5	3	5	4	7	6	7	7	10	6	4	4
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	6	10	8	8	10	8	7	6	6	10	8	8	9	7	9	7	8	9	7	7	5	6
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number	4,852	4,852	4,571	5,007	4,932	4,859	4,666	4,608	5,117	5,046	5,041	4,881	4,812	4,893	5,111	4,921	4,901	4,589	4,734	4,656	4,367	4,362
2.5		Long waits	Number of people waiting over 30 minutes			number	132	237	130	219	205	301	167	135	108	310	152	172	176	110	295	150	111	207	150	163	25	64
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	2.7%	4.9%	2.8%	4.4%	4.2%	6.2%	3.6%	2.9%	2.1%	6.1%	3.0%	3.5%	3.7%	2.2%	5.8%	3.0%	2.3%	4.5%	3.2%	3.5%	0.6%	1.5%
2.7		Long waits	Maximum wait time (incl GTT's)			minutes	44	42	53	51	44	54	43	59	35	53	51	55	51	49	61	55	50	49	41	52	40	37
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	290	291	272	344	335	306	342	309	328	341	315	352	277	330	316	310	319	304	328	320	278	303
3.2		Home visits attended	Number of home visits attended for the day			number	280	286	265	335	315	298	331	304	315	322	304	341	269	322	303	298	308	294	319	308	266	292
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater then	90%	percent	96.6%	98.3%	97.4%	97.4%	94.0%	97.4%	96.8%	98.4%	96.0%	94.4%	96.5%	96.9%	97.1%	97.6%	95.9%	96.1%	96.6%	96.7%	97.3%	96.3%	95.7%	96.4%
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	48	44	46	48	53	43	52	35	24	34	57	25	30	44	38	51	42	49	47	32	42	53
3.5		Urgent home visits completed	Number of urgent home visits completed for the day			number	48	44	46	48	53	43	52	35	24	34	57	25	30	44	38	51	42	49	47	32	42	53
3.6	yes	Urgent home visit timeliness	% urgent home visits completed for the day. 3.5 divided by 3.4	greater then	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	14,596	14,464	13,765	13,925	14,957	14,785	13,528	13,321	13,898	14,804	14,779	13,978	13,951	13,638	14,786	14,029	13,342	12,927	12,852	13,635	13,009	12,661
4.2		Patient tests	Total number of patient tests performed			number	59,313	59,742	56,386	58,163	61,881	61,426	56,813	55,298	59,656	62,864	61,157	59,421	58,908	59,316	62,529	59,532	57,399	55,243	54,850	58,320	55,642	55,719
4.3		Urgent tests	Total number of urgent tests			number	476	556	599	709	720	729	701	731	682	639	825	716	702	639	695	664	686	716	709	584	762	644
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%	100%
4.6		Critical results	Number of critical test results			number	27	52	35	44	64	50	47	45	40	50	29	43	46	51	50	37	54	43	27	47	44	38
4.7		Critical results phoned	Number of critical test results phoned through to appropriate contact person within 1 hour (a.Referrer; b. patient; c. police)			number	27	52	35	43	64	50	47	45	40	50	29	43	46	51	50	37	53	43	27	47	44	38
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.Referrer; b. patient; c. police)	greater then	98%	percent	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	100%	100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer			number	6	7	13	12	8	6	10	7	14	6	5	5	9	8	8	8	10	8	7	3	13	5
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%	0.0%	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																						

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item	Contract	Indicator	Definition		Target	Unit	Tue 1/09/26	Wed 2/09/26	Thu 3/09/26	Fri 4/09/26	Mon 7/09/26	Tue 8/09/26	Wed 9/09/26	Thu 10/09/26	Fri 11/09/26	Mon 14/09/26	Tue 15/09/26	Wed 16/09/26	Thu 17/09/26	Fri 18/09/26	Mon 21/09/26	Tue 22/09/26	Wed 23/09/26	Thu 24/09/26	Fri 25/09/26	Mon 28/09/26	Tue 29/09/26	Wed 30/09/26
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 then	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	4:25	5:01	4:07	4:18	4:39	4:27	4:06	4:06	4:28	4:24	4:20	4:12	4:12	4:00	4:22	4:06	4:00	4:05	3:58	4:36	4:19	4:17
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	1:58	2:02	2:33	1:35	2:22	2:08	1:47	1:38	1:41	2:07	1:57	1:47	1:43	1:29	2:26	1:40	1:30	1:21	1:24	2:26	1:37	1:54
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	6:52	7:05	6:45	6:34	7:11	7:09	6:35	6:33	7:09	7:25	7:03	6:55	6:46	6:27	7:16	6:35	6:34	6:44	6:30	7:16	6:55	7:06
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	4:37	5:28	5:36	4:46	5:48	5:16	4:58	5:22	5:20	5:18	4:51	4:42	4:35	4:45	4:52	4:37	4:43	4:40	4:29	4:51	5:12	5:22
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:26	3:03	2:33	2:49	4:11	3:13	3:20	3:02	3:18	3:37	3:05	2:54	2:50	3:05	3:11	2:54	2:48	2:40	2:33	2:56	2:22	3:32
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	6:54	7:30	6:45	7:00	8:50	8:23	7:56	7:28	7:52	8:20	7:20	7:23	7:18	7:12	7:24	7:05	7:15	7:13	6:51	7:15	6:58	7:59
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	4:59	5:29	5:08	4:50	5:32	5:34	5:09	5:16	5:39	5:55	4:56	5:12	5:15	5:00	5:15	5:14	5:00	4:54	4:34	5:06	5:39	5:59
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:37	3:36	2:35	2:37	4:00	4:14	3:40	3:46	3:47	3:40	3:02	2:57	3:11	3:40	3:27	3:16	3:05	2:50	2:33	2:56	3:30	4:38
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	6:53	8:09	6:46	6:59	8:38	8:48	8:25	8:14	7:53	8:34	7:11	8:11	7:40	7:44	7:33	6:49	7:26	7:14	6:39	7:18	8:18	9:05
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	4:40	5:48	4:37	4:56	5:52	5:27	5:04	5:39	5:28	5:29	4:57	4:49	4:39	4:56	5:07	4:47	4:52	4:43	4:38	5:01	4:52	5:12
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	2:29	3:05	2:35	2:51	4:18	3:58	3:25	3:08	3:16	3:43	3:07	2:56	2:50	3:13	3:13	3:00	2:56	2:42	2:35	2:57	2:22	3:31
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	6:56	7:34	6:46	7:02	8:58	8:31	7:59	7:32	7:50	8:22	7:28	7:25	7:07	7:09	7:27	7:11	7:15	7:08	6:48	7:12	6:59	7:58
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	15:00	16:19	14:46	15:00		16:03	16:07	16:27	17:48		13:25	15:45	15:45	14:47		14:43	17:32	17:19	15:24		15:19	15:21
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	11:54	13:54	12:01	13:10		12:16	12:19	13:46	12:49		10:44	13:55	12:57	12:54		11:37	14:09	14:52	12:17		11:58	12:46
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	1.1	1.1	1.1	1.0		1.1	1.0	1.0	1.0		1.0	1.0	1.0	1.0		1.1	1.0	1.0	1.0		1.0	1.1
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 then	90%	percent	100.0%	100.0%	99.9%	99.9%	99.7%	100.0%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	100.0%	99.9%	99.8%	100.0%	100.0%	98.3%	99.9%	99.8%	99.9%	100.0%
		URGENT																										
5.9a		Total TAT INR	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	4:01	4:07	4:09	4:12	4:15	4:09	4:31	4:28	4:45	4:21	4:04	4:08	4:24	4:36	4:25	4:13	4:30	3:58	4:00	4:15	4:24	4:42
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	0:52	1:13	1:00	1:03	1:04	0:53	1:20	1:12	1:29	1:00	0:52	1:06	1:12	1:09	1:19	1:06	1:23	1:00	0:57	1:03	1:22	1:28
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	3:55	4:41	5:40	5:26	5:41	5:34	5:33	5:42	4:53	5:24	4:58	5:42	6:00	6:00	5:46	5:00	6:00	5:27	5:28	5:36	5:58	5:31
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:51	3:47	3:49	3:37	3:52	4:15	3:43	3:52	4:12	3:54	3:40	3:34	3:46	3:43	3:40	3:42	3:49	3:36	3:51	3:36	3:58	4:24
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:02	0:54	1:04	1:00	1:16	1:25	1:03	1:02	1:15	1:15	0:54	0:57	0:56	1:04	1:06	0:54	1:10	1:09	1:01	0:57	0:52	1:28
5.10c	yes	Total TAT Troponin 98% centile in zone	Turnaround time from 98th centile collection to report, expressed in hour:minutes in zone	less than	6:00	hours: minutes	6:00	5:40	5:37	5:47	6:00	5:59	5:58	6:00	5:36	6:00	5:52	5:42	5:51	5:43	6:00	5:49	5:46	5:59	5:29	5:38	5:53	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 then	95%	percent	98.5%	97.0%	99.0%	99.0%	95.2%	97.2%	97.6%	97.0%	97.6%	97.0%	98.9%	97.2%	98.5%	99.5%	97.4%	96.6%	96.9%	100.0%	99.0%	98.1%	98.4%	95.3%
		6. RECOLLECTS																										
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	10,819	10,807	10,275	10,732	11,411	11,129	10,448	10,137	10,941	11,628	11,247	10,854	10,737	10,915	11,580	10,889	10,638	10,018	10,182	10,938	10,162	10,112
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	7	18	24	15	12	18	19	12	21	23	10	8	23	13	16	16	6	14	14	19	12	6
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.1%	0.2%	0.2%	0.1%	0.1%	0.2%	0.2%	0.1%	0.2%	0.2%	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	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				2					2					2					2			
7.5		Complaints closed	Number of complaints closed year to date			number				1					1					1					2			
7.6		New complaints	Number of new complaints received this week			number																						

							Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed
item	Contract	Indicator	Definition		Target	Unit	1/09/26	2/09/26	3/09/26	4/09/26	7/09/26	8/09/26	9/09/26	10/09/26	11/09/26	14/09/26	15/09/26	16/09/26	17/09/26	18/09/26	21/09/26	22/09/26	23/09/26	24/09/26	25/09/26	28/09/26	29/09/26	30/09/26
7.7		Complaints acknowledgement	Number of new complaints that have received acknowledgement (letter or phone call within 48 hours) this week			number				2					2					2					2			
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					2			
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				50.0%					50.0%					50.0%					100.0%			