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	Thu 1/10/26	Fri 2/10/26	Mon 5/10/26	Tue 6/10/26	Wed 7/10/26	Thu 8/10/26	Fri 9/10/26	Mon 12/10/26	Tue 13/10/26	Wed 14/10/26	Thu 15/10/26	Fri 16/10/26	Mon 19/10/26	Tue 20/10/26	Wed 21/10/26	Thu 22/10/26	Fri 23/10/26	Tue 27/10/26	Wed 28/10/26	Thu 29/10/26	Fri 30/10/26
		1. CALL CENTRE																									
1.1a		Total inbound calls	Number of calls placed / received			number	788	701	854	801	843	781	780	951	872	863	836	849	948	853	887	861	814	1061	857	856	926
1.1b		Total inbound calls - results line	Number of calls placed / received on results line			number	133	121	129	127	162	140	140	158	151	154	143	157	171	163	169	163	114	157	143	119	175
1.2		Total calls answered	Number of calls answered			number	778	685	842	787	817	756	757	929	852	860	818	824	931	818	848	820	772	1,000	828	831	882
1.3a		% calls unanswered	Also known as "abandonment". 1- (1.2 divided by 1.1a)	less than	7.0%	percent	1.3%	2.3%	1.4%	1.8%	3.1%	3.2%	3.0%	2.3%	2.3%	2.1%	2.2%	2.9%	1.8%	4.1%	4.4%	4.8%	5.2%	5.8%	3.4%	2.9%	4.8%
1.3b		% calls unanswered for results line	Also known as "abandonment". 1 - (1.4 divided by 1.1b)	less than	3.0%	percent	1.5%	2.5%	0.8%	0.8%	1.9%	2.1%	2.1%	1.9%	0.7%	2.0%	2.1%	2.6%	1.8%	2.5%	1.8%	2.5%	2.6%	2.6%	2.1%	1.7%	2.3%
1.4		Results calls	Number of calls requesting test results			number	131	118	128	126	159	137	137	155	150	151	140	153	168	159	166	159	111	153	140	117	171
1.5		% results calls	1.4 divided by 1.2			percent	16.9%	17.3%	15.1%	15.9%	19.2%	17.9%	18.0%	16.3%	17.2%	17.5%	16.8%	18.0%	17.7%	18.6%	18.7%	18.5%	13.6%	14.4%	16.3%	13.7%	18.5%
1.6		Average wait time	Average wait time on the phone for results, measured in seconds ("Lab Results" figure)	less than	150	seconds	48	62	46	65	71	70	78	63	52	46	68	67	71	75	74	74	79	77	68	55	74
1.7		Wait time >150 seconds	Number of calls with a wait time of more than 150 seconds			number	13	22	16	20	31	30	32	27	25	26	25	32	21	42	45	48	48	68	35	30	50
1.8		% of calls with wait time >150 seconds	1.7 divided by 1.1	less than		percent	1.7%	3.1%	1.9%	2.5%	3.7%	3.8%	4.1%	2.8%	2.9%	3.0%	3.0%	3.8%	2.2%	4.9%	5.1%	5.6%	5.9%	6.4%	4.1%	3.5%	5.4%
		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	8	13	8	8	9	9	10	9	10	8	9	8	9	11	9	12	10	10	12	10
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	8	6	4	6	8	8	4	5	6	9	6	6	6	5	6	6	9	7	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	7	8	8	6	6	5	7	10	8	10	8	9	11	9	7	7	11	12	12	14	10
2.4		Number waiting	Total number people attending Manukau, Auckland and Waitemata collection centres between 7am and 11am			number	4,333	4,655	4,803	4,635	4,594	4,530	4,872	4,973	5,100	4,867	4,680	5,055	4,990	4,982	4,702	4,444	5,204	4,984	5,059	4,783	4,374
2.5		Long waits	Number of people waiting over 30 minutes			number	98	159	316	108	115	87	162	216	151	236	118	198	209	235	187	127	288	279	341	345	295
2.6		% wait over 30 mins	2.5 divided by 2.4	less than	10%	percent	2.3%	3.4%	6.6%	2.3%	2.5%	1.9%	3.3%	4.3%	3.0%	4.8%	2.5%	3.9%	4.2%	4.7%	4.0%	2.9%	5.5%	5.6%	6.7%	7.2%	6.7%
2.7		Long waits	Maximum wait time (incl GTT's)			minutes	46	64	68	53	50	44	51	66	50	56	81	57	55	55	81	49	49	71	70	79	50
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	300	280	310	320	334	305	315	352	342	330	317	307	320	301	322	325	344	321	340	302	306
3.2		Home visits attended	Number of home visits attended for the day			number	288	271	300	307	328	299	305	343	333	320	308	301	309	293	310	314	335	312	329	288	301
3.3	Yes	% Home visit timeliness	% home visits completed for the day 3.2 divided by 3.1	greater then	90%	percent	96.0%	96.8%	96.8%	95.9%	98.2%	98.0%	96.8%	97.4%	97.4%	97.0%	97.2%	98.0%	96.6%	97.3%	96.3%	96.6%	97.4%	97.2%	96.8%	95.4%	98.4%
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	42	39	44	57	37	27	47	37	69	50	33	48	42	34	28	42	41	57	34	50	44
3.5		Urgent home visits completed	Number of urgent home visits completed for the day			number	42	39	44	57	37	27	47	37	69	50	33	48	42	34	28	42	41	57	34	50	44
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%
		4. LAB																									
4.1		Patient episodes	Total number of patient episodes			number	12,768	12,893	14,189	13,545	13,213	12,772	13,333	14,846	14,929	14,109	13,722	14,242	14,960	14,822	14,097	13,294	13,794	14,774	14,656	14,535	13,654
4.2		Patient tests	Total number of patient tests performed			number	55,173	55,780	60,882	58,508	56,827	56,315	58,255	62,787	63,980	60,373	58,246	60,936	62,507	62,206	58,982	56,523	58,550	60,190	61,585	59,411	57,417
4.3		Urgent tests	Total number of urgent tests			number	650	636	599	691	597	714	701	704	800	722	802	716	763	676	722	718	856	763	828	745	640
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%	100%
4.6		Critical results	Number of critical test results			number	41	24	44	32	29	50	38	50	53	48	34	62	44	38	42	49	33	41	37	38	49
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	41	24	44	31	29	50	38	50	53	47	32	62	44	38	42	49	33	39	37	38	49
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%	97%	100%	100%	100%	100%	100%	98%	94%	100%	100%	100%	100%	100%	100%	95%	100%	100%	100%
4.11		Amended Results	Number of results changed after original result was reported to referrer			number	16	12	3	14	13	13	11	6	14	10	7	6	5	36	10	9	65	3	26	2	10
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%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%

Awanui Labs

item	Contract	Indicator	Definition		Target	Unit	Thu 1/10/26	Fri 2/10/26	Mon 5/10/26	Tue 6/10/26	Wed 7/10/26	Thu 8/10/26	Fri 9/10/26	Mon 12/10/26	Tue 13/10/26	Wed 14/10/26	Thu 15/10/26	Fri 16/10/26	Mon 19/10/26	Tue 20/10/26	Wed 21/10/26	Thu 22/10/26	Fri 23/10/26	Tue 27/10/26	Wed 28/10/26	Thu 29/10/26	Fri 30/10/26
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 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	4:01	4:00	4:58	4:31	4:13	4:01	3:53	4:17	4:30	4:39	4:24	4:18	4:39	5:28	4:10	4:15	4:26	4:32	4:21	4:20	7:57
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	1:35	1:37	3:11	1:43	1:42	1:12	1:17	2:04	2:43	2:20	1:38	1:44	2:10	3:07	1:32	1:57	1:55	2:10	1:50	1:49	6:42
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	6:48	6:50	9:08	6:38	6:49	6:24	6:20	7:08	7:22	7:14	7:10	7:12	7:22	8:24	6:52	6:53	7:13	7:34	7:11	7:08	11:28
5.2a		Total TAT Electrolytes	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	4:49	5:25	5:57	5:19	5:21	5:08	5:07	4:55	5:22	5:08	5:00	4:59	5:06	6:30	5:05	4:59	5:08	5:23	5:35	5:29	5:48
5.2b		Lab TAT Electrolytes	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	3:15	3:56	4:33	3:40	3:41	3:29	3:35	3:09	3:43	3:38	3:05	3:29	3:17	5:46	3:02	3:21	3:24	3:37	4:20	4:00	3:53
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	7:32	8:25	9:44	8:03	8:14	7:55	8:05	7:32	8:18	8:16	7:55	8:09	7:55	11:22	7:32	7:46	7:55	8:24	9:02	8:53	8:58
5.3a		Total TAT HCG Quantification	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:24	5:51	6:59	6:01	5:51	5:45	5:22	5:10	5:13	5:25	5:11	6:24	6:10	6:52	5:37	5:31	5:56	5:22	5:38	6:07	5:49
5.3b		Total TAT HCG Quantification	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	4:17	4:17	7:05	3:50	3:56	4:33	3:48	3:15	3:25	3:18	3:09	3:42	3:31	6:10	3:39	3:16	4:17	3:45	3:51	4:22	4:00
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	8:50	8:38	11:26	8:46	8:51	8:53	8:35	7:25	8:11	7:43	7:50	8:42	8:49	11:47	8:11	7:27	8:44	8:11	8:37	8:50	8:57
5.5a		Total TAT Liver functions	Average turnaround time from collection to report, expressed in hour:minutes	less than	8:00	hours: minutes	5:01	5:33	6:16	5:28	5:27	5:18	5:16	5:04	5:28	5:16	5:06	5:15	4:52	10:52	5:08	5:10	5:15	5:36	5:34	5:36	5:58
5.5b		Total TAT Liver functions	Turnaround time from 90th centile receipt to report, expressed in hour:minutes	less than	4:00	hours: minutes	3:19	3:55	4:34	3:42	3:43	3:39	3:42	3:13	3:47	3:39	3:07	3:43	22:33	5:56	3:04	2:24	3:27	3:45	4:00	4:00	3:57
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	7:33	7:25	9:47	8:06	8:16	7:57	8:08	7:32	8:23	8:20	8:03	8:26	25:12	11:18	7:40	7:41	7:55	8:30	8:46	8:52	9:00
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	16:51	17:23		15:33	16:50	15:27	15:41		15:00	15:28	16:48	15:00		16:00	15:41	16:42	16:22		13:27	17:21	15:48
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	14:30	14:30		11:24	14:10	13:15	12:34		12:49	12:43	14:30	14:01		12:31	12:42	14:45	13:53		8:31	13:42	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	1.0	1.0		1.1	1.0	1.1	1.0		1.5	1.1	1.0	1.0		1.1	1.0	1.5	1.0		1.1	1.0	0.9
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%	99.7%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	99.9%	99.9%	99.8%	99.9%	100.0%	99.9%	99.9%	99.8%	100.0%	100.0%	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	4:27	4:25	4:32	4:08	4:30	5:10	4:07	3:57	4:13	5:45	4:16	4:08	4:48	5:26	4:04	4:23	4:35	4:12	4:16	4:09	4:52
5.9b		Lab TAT INR	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:28	1:17	1:03	0:58	1:21	1:56	1:01	1:01	1:08	2:28	0:57	0:58	1:33	2:01	0:56	1:01	1:09	1:01	1:00	1:09	1:11
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	5:52	4:57	6:49	6:00	5:42	5:52	5:43	5:40	5:19	5:11	5:24	6:41	5:55	5:40	6:00	5:50	5:41	5:29	6:00	5:44	6:00
5.10a		Total TAT - Troponin	Average turnaround time from collection to report, expressed in hour:minutes	less than	6:00	hours: minutes	3:45	4:07	5:00	3:58	4:13	3:56	4:09	3:48	3:55	3:39	3:40	3:49	3:46	4:22	3:46	4:07	3:55	4:01	3:51	4:32	3:51
5.10b		Lab TAT - Troponin	Turnaround time from 95th centile receipt to report, expressed in hour:minutes	less than	3:00	hours: minutes	1:15	1:14	1:22	1:05	1:21	1:15	1:24	1:04	1:09	1:02	1:40	1:07	1:16	1:20	1:01	1:19	1:09	1:16	1:04	1:07	0:58
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	6:00	6:49	6:00	5:37	6:00	5:59	5:57	5:27	5:41	5:47	6:00	5:42	6:00	5:45	5:43	6:00	5:53	5:49	5:49	5:58
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	97.4%	95.0%	91.2%	96.4%	96.8%	97.8%	96.7%	96.8%	97.0%	95.4%	97.1%	95.2%	95.8%	93.9%	97.1%	95.3%	96.3%	95.8%	95.1%	96.8%	88.7%
		6. RECOLLECTS																									
6.1		6.1. Total specimens	Total number of patient episodes (excluding self collects)			number	10,185	10,362	11,438	10,838	10,612	10,306	10,857	11,737	11,632	10,979	10,486	11,169	11,582	11,176	10,755	10,223	10,762	11,260	11,260	10,835	10,328
6.2		6.2. Recollects	Total number of specimens recollected (total from rec panel stats error code summary) (excluding self collects)			number	12	9	19	12	6	12	9	20	17	16	17	19	20	14	12	12	19	10	12	13	24
6.5	yes	6.5 % recollects	6.2 divided by 6.1	less than	1.0%	percent	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%	0.1%	0.2%	0.1%	0.1%	0.2%	0.2%	0.2%	0.1%	0.1%	0.1%	0.2%	0.1%	0.1%	0.1%	0.2%
		7. QUALITY IMPR0VEMENT	**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																					

								Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Tue	Wed	Thu	Fri
item	Contract	Indicator	Definition		Target	Unit		1/10/26	2/10/26	5/10/26	6/10/26	7/10/26	8/10/26	9/10/26	12/10/26	13/10/26	14/10/26	15/10/26	16/10/26	19/10/26	20/10/26	21/10/26	22/10/26	23/10/26	27/10/26	28/10/26	29/10/26	30/10/26
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				2
7.5		Complaints closed	Number of complaints closed year to date			number			2					2					2					2				2
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			2					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			2					2					2					2				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			100.0%					100.0%					100.0%					100.0%				100.0%