

## Service Hours - FY16-17 Q4

Service hours % Target	Year to Date	Last Qtr	Full Year Target	% of Target
	FY16-17 Q1-4	FY16-17 Q4	FY16/17	Expect approx 100%
Alfred Health	67,015	18,279	75,480	89 %
Austin Health	42,881	12,591	53,489	80 %
Eastern Health	115,664	37,969	132,250	87 %
Melbourne Health	129,633	42,859	214,870	60 %
Monash Health	126,556	37,068	160,343	79 %
Peninsula Health	39,347	11,380	48,522	81 %
St Vincent's Hospital	35,557	14,622	60,264	59 %
Mercy Health	25,805	9,166	44,690	58 %
Royal Children's	31,465	8,863	32,885	96 %
VIFMH	10,675	3,214	10,097	106 %
Ballarat Health	28,496	9,136	48,770	58 %
Barwon Health	31,762	12,623	60,629	52 %
Bendigo Health	43,484	16,668	63,082	69 %
Goulburn Valley Health	13,174	4,971	33,759	39 %
Latrobe Regional	47,736	17,324	63,878	75 %
Mildura Base Hospital	24,610	6,305	22,587	109 %
Albury Wodonga Health	28,896	8,686	31,891	91 %
South West Health	27,065	7,807	31,559	86 %
<b>TOTAL STATEWIDE</b>	<b>869,822</b>	<b>279,530</b>	<b>1,189,045</b>	<b>73 %</b>

KPI Definition - Total Service hours by sector. Includes type 'A' & 'E' registered, type 'B' unregistered and type 'C' community contacts. "Service Hours" is defined as contact hours adjusted for group session contacts. (For group contacts – multiply contact duration by number of Healthcare Professionals present, and divide by the number of patients involved.) Activity measure with targets specified in Policy and Funding Guidelines. Note that 1) Veterans, CEED & The Bouverie Centre contacts and 2) contacts recorded against inpatient or residential program types, are excluded.