

Service Hours - FY14-15 Q3

Service Hours	Last Qtr	Year to Date	Full Year Target	% of Target (expect approx 75%)
	FY14-15 Q3	FY14-15 Q1-3	FY14/15	
Alfred Health	13,740	44,827	64,000	70%
Austin Health	10,945	34,780	47,400	73%
Eastern Health	26,518	85,664	114,800	75%
Melbourne Health	41,246	130,998	191,400	68%
Monash Health	30,411	88,647	123,100	72%
Peninsula Health	12,386	37,314	48,400	77%
St Vincent's Hospital	13,052	40,311	50,000	81%
Mercy Health	8,704	26,343	43,600	60%
Royal Children's	6,492	24,236	31,000	78%
VIFMH	2,269	7,203	7,700	94%
Ballarat Health	10,104	33,553	41,000	82%
Barwon Health	11,782	38,211	53,900	71%
Bendigo Health	10,461	29,237	61,100	48%
Goulburn Valley Health	5,625	17,867	29,700	60%
Latrobe Regional	14,935	44,567	61,000	73%
Mildura Base Hospital	3,806	11,906	17,000	70%
Albury Wodonga Health	7,464	25,313	36,000	70%
South West Health	6,143	19,218	29,000	66%

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 Bouoverie Centre contacts and 2) contacts recorded against inpatient or residential program types, are excluded.