

ADULT Mental Health Quarterly KPI Report - 2016-17 Q2

Inpatient - FY16-17 Q2		Inpatient Local access	Bed Occ. (excl leave)	Trim avg LOS <=35 days	Long stay patient bed occ. >35 days	28 day Re-adm rate (lagged)	Secl per 1000 Occ. beddays	% Multiple secl. episodes	Pre-adm. Contact Rate, In Area Clients	Pre-adm. Contact Rate, In Area Ongoing	Post-discharge follow up Rate	% Valid HoNOS compliant	% From ED to MH bed within 8 hrs
Alfred Health	Inner South East (The Alfred)	73 %	104 %	11.7	11 %	15 %	15.6	6 %	59 %	88 %	87 %	88 %	77 %
Austin Health	North East (Austin)	71 %	65 %	8.4	6 %	12 %	0.7	0 %	55 %	77 %	95 %	16 %	87 %
Eastern Health	Central East (Box Hill)	62 %	93 %	8.2	9 %	19 %	36.6	5 %	70 %	72 %	82 %	42 %	83 %
	Outer East (Maroondah)	80 %	96 %	8.0	8 %	18 %	6.3	2 %	45 %	65 %	72 %	48 %	80 %
	TOTAL	74 %	95 %	8.0	8 %	18 %	15.7	3 %	51 %	67 %	75 %	46 %	81 %
Melbourne Health	Inner West (RMH)	78 %	87 %	8.8	2 %	7 %	15.0	3 %	54 %	70 %	86 %	0 %	40 %
	Mid West (Sunshine)	92 %	95 %	9.8	2 %	13 %	21.0	4 %	41 %	53 %	63 %	95 %	33 %
	North West (Broadmeadows)	82 %	94 %	9.1	7 %	16 %	5.5	0 %	60 %	74 %	83 %	71 %	
	Northern	57 %	100 %	10.5	10 %	12 %	10.8	3 %	54 %	70 %	81 %	10 %	42 %
	TOTAL (excl ORYGEN)	75 %	95 %	9.7	6 %	12 %	13.1	3 %	50 %	66 %	78 %	39 %	39 %
	ORYGEN Youth Health	94 %	94 %	8.8	4 %		16.7	4 %	76 %	77 %	68 %	79 %	
Monash Health	Casey	83 %	98 %	8.9	8 %	15 %	9.3	1 %	44 %	65 %	95 %	94 %	38%
	Dandenong	78 %	101 %	9.1	12 %	14 %	4.3	1 %	42 %	74 %	89 %	67 %	55%
	Middle South (Monash Adult)	43 %	96 %	10.9	4 %	14 %	17.8	5 %	38 %	72 %	85 %	57 %	41%
	TOTAL	70 %	99 %	9.6	9 %	14 %	9.3	2 %	42 %	70 %	89 %	71 %	43%
Peninsula Health	Peninsula	89 %	101 %	11.2	8 %	12 %	6.3	1 %	70 %	83 %	86 %	99 %	62 %
St Vincent's Hospital	Inner East (St Vincent's)	57 %	94 %	10.4	23 %	16 %	10.5	4 %	57 %	70 %	53 %	65 %	54 %
Mercy Health	South West (Werribee)	86 %	88 %	11.3	14 %	18 %	7.5	3 %	64 %	76 %	71 %	2 %	32 %
TOTAL METRO	(Excl ORYGEN)	74 %	95 %	9.7	10 %	14 %	11.4	3 %	53 %	73 %	80 %	54 %	50 %
TOTAL STATEWIDE	(Excl ORYGEN)	79 %	94 %	9.6	10 %	14 %	12.1	3 %	49 %	70 %	73 %	50 %	56 %

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Inpatient - FY16-17 Q2		Inpatient Local access	Bed Occ. (excl leave)	Trim avg LOS <=35 days	Long stay patient bed occ. >35 days	28 day Re-adm rate (lagged)	Secl per 1000 Occ. beddays	% Multiple secl. episodes	Pre-adm. Contact Rate, In Area Clients	Pre-adm. Contact Rate, In Area Ongoing	Post-discharge follow up Rate	% Valid HoNOS compliant	% From ED to MH bed within 8 hrs
Ballarat Health	Grampians	90 %	78 %	10.1	7 %	10 %	10.8	1 %	56 %	67 %	56 %	74 %	88 %
Barwon Health	Barwon	98 %	91 %	8.1	14 %	11 %	23.8	3 %	10 %	18 %	17 %	15 %	79 %
Bendigo Health	Loddon/Southern Mallee	94 %	100 %	10.3	8 %	19 %	9.1	2 %	32 %	52 %	46 %	28 %	50 %
Goulburn Valley Health	Goulburn & Southern	87 %	73 %	9.7	6 %	14 %	13.0	4 %	41 %	50 %	26 %	83 %	75 %
Latrobe Regional	Gippsland	93 %	101 %	9.1	12 %	16 %	1.5	0 %	47 %	82 %	57 %	10 %	81 %
Mildura Base Hospital	Northern Mallee	93 %	72 %	6.0	12 %	13 %	37.8	6 %	60 %	88 %	90 %	84 %	95 %
Albury Wodonga Health	North East & Border	90 %	91 %	9.7	18 %	5 %	27.1	4 %	36 %	43 %	71 %	49 %	71 %
South West Health	South West Health Care	96 %	120 %	8.5	12 %	16 %	13.6	5 %	73 %	86 %	90 %	29 %	87 %
TOTAL RURAL		93 %	91 %	9.0	11 %	13 %	14.3	2 %	40 %	62 %	51 %	37 %	74 %
TOTAL STATEWIDE	(Excl ORYGEN)	79 %	94 %	9.6	10 %	14 %	12.1	3 %	49 %	70 %	73 %	50 %	56 %

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Community - FY16-17 Q2		New case rate	Case re-referral rate (lagged)	Avg length of case (days)	Avg Treat. Days	% Comm. Cases with Client on CTO	% Valid HoNOS compliant	Mean HoNOS at comm. case start	% Clients with sig. improv. case end	% Self Rating Measures Completed	Chg in Mean # of Clin Signif HoNOS items
Alfred Health	Inner South East (The Alfred)	26 %	23 %	212.9	10.9	28 %	48 %	14.4	57 %	0 %	1.7
Austin Health	North East (Austin)	44 %	34 %	112.7	4.2	9 %	82 %	15.3	48 %	2 %	0.9
Eastern Health	Central East (Box Hill)	25 %	20 %	357.6	5.0	22 %	50 %	14.9	51 %	4 %	1.1
	Outer East (Maroondah)	26 %	24 %	175.8	3.0	19 %	35 %	16.7	70 %	3 %	2.1
	TOTAL	26 %	23 %	247.8	3.8	21 %	41 %	15.9	62 %	4 %	3.2
Melbourne Health	Inner West (RMH)	20 %	23 %	184.9	2.4	12 %	0 %	16.5		0 %	
	Mid West (Sunshine)	28 %	24 %	256.9	2.2	16 %	46 %	14.0	63 %	1 %	1.9
	North West (Broadmeadows)	26 %	25 %	184.7	3.9	18 %	54 %	12.2	57 %	1 %	1.4
	Northern	26 %	26 %	323.9	4.8	17 %	25 %	12.0	46 %	1 %	1.4
	TOTAL (excl ORYGEN)	24 %	25 %	243.2	3.3	15 %	36 %	12.7	58 %	1 %	4.6
	ORYGEN Youth Health	28 %	16 %	215.5	4.4	8 %	34 %	15.7	61 %	6 %	1.7
Monash Health	Casey	57 %	25 %	88.9	4.8	16 %	61 %	10.9	43 %	1 %	1.1
	Dandenong	29 %	27 %	273.8	5.8	29 %	79 %	13.4	61 %	1 %	1.8
	Middle South (Monash Adult)	30 %	25 %	344.1	7.6	18 %	66 %	12.1	48 %	4 %	1.1
	TOTAL	40 %	26 %	198.2	6.1	21 %	69 %	11.9	51 %	2 %	4.0
Peninsula Health	Peninsula	39 %	23 %	121.3	6.1	14 %	81 %	13.9	45 %	4 %	1.2
St Vincent's Hospital	Inner East (St Vincent's)	37 %	25 %	137.0	1.9	10 %	13 %	12.8	36 %	5 %	0.9
Mercy Health	South West (Werribee)	53 %	32 %	91.3	4.0	20 %	21 %	11.1	62 %	7 %	0.9
TOTAL METRO	(Excl ORYGEN)	34 %	26 %	175.5	4.5	17 %	49 %	13.1	52 %	2 %	1.4
TOTAL STATEWIDE	(Excl ORYGEN)	31 %	24 %	194.3	4.0	14 %	45 %	13.2	53 %	4 %	1.5

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Community - FY16-17 Q2		New case rate	Case re-referral rate (lagged)	Avg length of case (days)	Avg Treat. Days	% Comm. Cases with Client on CTO	% Valid HoNOS compliant	Mean HoNOS at comm. case start	% Clients with sig. improv. case end	% Self Rating Measures Completed	Chg in Mean # of Clin Signif HoNOS items
Ballarat Health	Grampians	14 %	16 %	416.5	3.2	10 %	16 %	13.0	67 %	4 %	
Barwon Health	Barwon	10 %	9 %	474.2	0.9	7 %	13 %	12.9	33 %	9 %	0.9
Bendigo Health	Loddon/Southern Mallee	36 %	23 %	126.8	2.2	11 %	44 %	12.4	50 %	9 %	1.5
Goulburn Valley Health	Goulburn & Southern	49 %	23 %	74.0	2.1	15 %	11 %	13.0	62 %	6 %	2.3
Latrobe Regional	Gippsland	20 %	18 %	363.8	4.3	9 %	47 %	15.6	55 %	3 %	1.7
Mildura Base Hospital	Northern Mallee	31 %	13 %	138.9	6.5	3 %	80 %	13.3	63 %	10 %	1.7
Albury Wodonga Health	North East & Border	27 %	27 %	214.1	2.2	8 %	35 %	14.4	67 %	7 %	2.3
South West Health	South West Health Care	23 %	15 %	392.2	5.0	5 %	38 %	11.6	68 %	13 %	2.1
TOTAL RURAL		24 %	19 %	247.9	3.0	9 %	35 %	13.2	57 %	8 %	1.8
TOTAL STATEWIDE	(Excl ORYGEN)	31 %	24 %	194.3	4.0	14 %	45 %	13.2	53 %	4 %	1.5

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Inpatient - Year to Date (FY16-17 Q1-2)		Inpatient Local access	Bed Occ. (excl leave)	Trim avg LOS <=35 days	Long stay patient bed occ. >35 days	28 day Re-adm rate (lagged)	Secl per 1000 Occ. beddays	% Multiple secl. episodes	Pre-adm. Contact Rate, In Area Clients	Pre-adm. Contact Rate, In Area Ongoing	Post-discharge follow up Rate	% Valid HoNOS compliant	% From ED to MH bed within 8 hrs
Alfred Health	Inner South East (The Alfred)	77 %	104 %	11.4	13 %	15 %	19.4	5 %	60 %	89 %	86 %	89 %	76 %
Austin Health	North East (Austin)	70 %	69 %	8.7	8 %	10 %	4.7	1 %	59 %	80 %	96 %	15 %	81 %
Eastern Health	Central East (Box Hill)	67 %	91 %	8.3	8 %	18 %	35.4	5 %	67 %	77 %	81 %	33 %	84 %
	Outer East (Maroondah)	80 %	94 %	8.2	7 %	17 %	5.8	1 %	46 %	63 %	70 %	52 %	82 %
	TOTAL	76 %	93 %	8.2	7 %	17 %	15.0	2 %	52 %	67 %	73 %	46 %	83 %
Melbourne Health	Inner West (RMH)	81 %	87 %	8.3	4 %	8 %	17.4	2 %	50 %	68 %	89 %	0 %	40 %
	Mid West (Sunshine)	91 %	94 %	9.6	3 %	15 %	18.5	3 %	41 %	59 %	63 %	95 %	35 %
	North West (Broadmeadows)	83 %	95 %	9.0	9 %	15 %	4.3	1 %	55 %	76 %	88 %	76 %	
	Northern	59 %	99 %	10.6	10 %	12 %	12.7	3 %	48 %	67 %	81 %	8 %	46 %
	TOTAL (excl ORYGEN)	76 %	95 %	9.5	7 %	12 %	13.6	2 %	48 %	67 %	80 %	38 %	41 %
	ORYGEN Youth Health	92 %	93 %	8.9	5 %		13.9	3 %	71 %	73 %	69 %	84 %	
Monash Health	Casey	85 %	98 %	9.1	9 %	18 %	10.6	1 %	41 %	66 %	95 %	92 %	44%
	Dandenong	77 %	100 %	9.7	10 %	15 %	6.1	1 %	42 %	72 %	87 %	69 %	62%
	Middle South (Monash Adult)	41 %	95 %	10.7	4 %	16 %	14.8	4 %	38 %	71 %	90 %	56 %	52%
	TOTAL	69 %	98 %	9.8	8 %	16 %	9.6	2 %	41 %	70 %	90 %	71 %	52%
Peninsula Health	Peninsula	89 %	101 %	11.2	7 %	9 %	3.3	1 %	70 %	81 %	84 %	99 %	68 %
St Vincent's Hospital	Inner East (St Vincent's)	62 %	93 %	10.7	22 %	17 %	14.6	5 %	55 %	66 %	56 %	40 %	58 %
Mercy Health	South West (Werribee)	84 %	92 %	11.9	12 %	16 %	8.1	3 %	62 %	76 %	62 %	1 %	31 %
TOTAL METRO	(Excl ORYGEN)	75 %	95 %	9.8	10 %	15 %	12.3	3 %	52 %	73 %	79 %	52 %	53 %
TOTAL STATEWIDE	(Excl ORYGEN)	79 %	94 %	9.6	10 %	14 %	12.1	3 %	48 %	69 %	72 %	47 %	59 %

ADULT Mental Health Quarterly KPI Report - 2016-17 Q2

Inpatient - Year to Date (FY16-17 Q1-2)		Inpatient Local access	Bed Occ. (excl leave)	Trim avg LOS <=35 days	Long stay patient bed occ. >35 days	28 day Re- adm rate (lagged)	Secl per 1000 Occ. beddays	% Multiple secl. episodes	Pre-adm. Contact Rate, In Area Clients	Pre-adm. Contact Rate, In Area Ongoing	Post- discharge follow up Rate	% Valid HoNOS compliant	% From ED to MH bed within 8 hrs
Ballarat Health	Grampians	92 %	81 %	10.1	7 %	9 %	11.4	2 %	60 %	74 %	65 %	41 %	84 %
Barwon Health	Barwon	97 %	91 %	8.4	11 %	11 %	16.4	2 %	9 %	16 %	14 %	10 %	80 %
Bendigo Health	Loddon/Southern Mallee	94 %	98 %	9.6	9 %	15 %	10.1	2 %	33 %	56 %	49 %	24 %	55 %
Goulburn Valley Health	Goulburn & Southern	87 %	70 %	9.1	9 %	11 %	15.5	4 %	43 %	57 %	31 %	69 %	84 %
Latrobe Regional	Gippsland	93 %	99 %	8.2	10 %	21 %	1.1	0 %	45 %	74 %	52 %	7 %	80 %
Mildura Base Hospital	Northern Mallee	93 %	72 %	6.4	16 %	12 %	21.1	3 %	52 %	79 %	89 %	80 %	97 %
Albury Wodonga Health	North East & Border	92 %	92 %	9.5	18 %	6 %	20.1	4 %	42 %	42 %	59 %	50 %	83 %
South West Health	South West Health Care	97 %	109 %	9.4	12 %	17 %	9.5	3 %	73 %	88 %	90 %	32 %	86 %
TOTAL RURAL		94 %	90 %	8.8	11 %	14 %	11.5	2 %	39 %	61 %	50 %	29 %	76 %
TOTAL STATEWIDE	(Excl ORYGEN)	79 %	94 %	9.6	10 %	14 %	12.1	3 %	48 %	69 %	72 %	47 %	59 %

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Community - Year to Date (FY16-17 Q1-2)		New case rate	Case re-referral rate (lagged)	Avg length of case (days)	Avg Treat. Days	% Comm. Cases with Client on CTO	% Valid HoNOS compliant	Mean HoNOS at comm. case start	% Clients with sig. improv. case end	% Self Rating Measures Completed	Chg in Mean # of Clin Signif HoNOS items
Alfred Health	Inner South East (The Alfred)	26 %	23 %	270.4	10.4	28 %	50 %	14.8	55 %	0 %	1.6
Austin Health	North East (Austin)	45 %	27 %	102.7	4.2	9 %	74 %	15.1	47 %	2 %	1.0
Eastern Health	Central East (Box Hill)	26 %	25 %	304.4	5.2	22 %	47 %	15.3	54 %	4 %	1.2
	Outer East (Maroondah)	27 %	26 %	237.9	2.6	19 %	37 %	16.4	65 %	3 %	1.9
	TOTAL	27 %	25 %	262.6	3.6	20 %	41 %	16.0	61 %	4 %	3.2
Melbourne Health	Inner West (RMH)	21 %	27 %	244.7	2.6	12 %	0 %	15.0	0 %	0 %	
	Mid West (Sunshine)	30 %	24 %	227.9	2.0	15 %	42 %	13.6	65 %	1 %	1.9
	North West (Broadmeadows)	26 %	27 %	196.7	4.0	18 %	48 %	12.2	58 %	1 %	1.4
	Northern	26 %	24 %	318.0	4.7	16 %	26 %	12.7	50 %	1 %	1.6
	TOTAL (excl ORYGEN)	25 %	25 %	249.7	3.3	15 %	34 %	12.9	59 %	1 %	4.9
	ORYGEN Youth Health	28 %	20 %	241.3	4.8	7 %	35 %	16.3	65 %	7 %	1.9
Monash Health	Casey	55 %	25 %	82.9	4.7	17 %	63 %	10.6	46 %	1 %	1.3
	Dandenong	30 %	28 %	454.4	5.8	26 %	82 %	14.0	55 %	1 %	1.7
	Middle South (Monash Adult)	28 %	24 %	324.8	7.7	19 %	68 %	12.6	49 %	5 %	1.1
	TOTAL	38 %	26 %	249.9	6.1	21 %	71 %	12.1	50 %	2 %	4.1
Peninsula Health	Peninsula	39 %	24 %	126.6	6.6	13 %	84 %	13.9	47 %	4 %	1.3
St Vincent's Hospital	Inner East (St Vincent's)	37 %	24 %	144.6	1.9	10 %	12 %	12.8	35 %	6 %	0.7
Mercy Health	South West (Werribee)	55 %	32 %	95.1	2.9	20 %	18 %	11.0	63 %	6 %	1.3
TOTAL METRO	(Excl ORYGEN)	34 %	27 %	190.1	4.4	17 %	49 %	13.3	52 %	2 %	1.4
TOTAL STATEWIDE	(Excl ORYGEN)	31 %	24 %	208.2	4.0	14 %	45 %	13.2	53 %	5 %	1.5

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Community - Year to Date (FY16-17 Q1-2)		New case rate	Case re-referral rate (lagged)	Avg length of case (days)	Avg Treat. Days	% Comm. Cases with Client on CTO	% Valid HoNOS compliant	Mean HoNOS at comm. case start	% Clients with sig. improv. case end	% Self Rating Measures Completed	Chg in Mean # of Clin Signif HoNOS items
Ballarat Health	Grampians	16 %	16 %	448.5	3.6	10 %	22 %	12.2	67 %	8 %	2.7
Barwon Health	Barwon	10 %	13 %	555.6	0.9	9 %	11 %	12.4	47 %	8 %	1.2
Bendigo Health	Loddon/Southern Mallee	38 %	20 %	128.0	2.9	10 %	48 %	12.3	43 %	10 %	1.3
Goulburn Valley Health	Goulburn & Southern	48 %	21 %	112.5	1.7	15 %	12 %	13.5	58 %	8 %	1.9
Latrobe Regional	Gippsland	21 %	17 %	342.2	3.6	9 %	45 %	15.0	55 %	3 %	1.6
Mildura Base Hospital	Northern Mallee	31 %	14 %	160.0	6.2	4 %	76 %	12.8	66 %	9 %	1.8
Albury Wodonga Health	North East & Border	28 %	24 %	194.2	1.9	9 %	37 %	15.3	62 %	10 %	2.0
South West Health	South West Health Care	23 %	16 %	414.6	5.1	5 %	42 %	11.6	63 %	16 %	2.2
TOTAL RURAL		25 %	18 %	263.1	3.0	9 %	36 %	13.0	55 %	9 %	1.7
TOTAL STATEWIDE	(Excl ORYGEN)	31 %	24 %	208.2	4.0	14 %	45 %	13.2	53 %	5 %	1.5

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Definitions

Setting	KPI	Description	Target	Comments
Inpatient	Inpatient Local access	Percentage of separations from inpatient units for residents of the AMHS's catchment. Includes only separations where client was discharged home / to a residential service. Excludes same day stays.		No specified benchmark – reflection of a service's ability to meet the inpatient mental health needs of people within its catchment.
	Bed Occ. (excl leave)	Total number of occupied bed hours (excl leave) in inpatient units divided by total number of funded bed hours.		Underpinning data supports the statewide bed availability query system.
	Trim avg LOS <=35 days	The average length of stay (days) of discharges from inpatient units, excluding same day stays & excluding discharges with length of stay greater than 35 days.		Shorter lengths of stay can be associated with higher readmission rates. Note this KPI is based on the episode start & end dates (as (For ADULT - Can reflect SECU capacity constraints).
	Long stay patient bed occ.	Admission hours for "long stay" admissions in inpatient units, as a proportion of funded bed hours. Excludes the first 35 days (840 hours) of admission.		
	28 day Re-adm rate (lagged)	Number of discharges from an inpatient unit where the client was readmitted (planned or unplanned) to any inpatient unit within 28 days of discharge, compared to the total number of discharges. Lagged by one month. EXCLUDES a)discharges where client was transferred to another inpatient unit, b)same day stays, c)overnight ECT admissions (where ECT occurred on the day of separation), d)re-admissions to the following specialty inpatient units: Mother/Baby, Eating Disorder, PICU and Neuropsychiatry.	14.0 %	Can reflect quality of care, effectiveness of discharge planning, level of support post discharge, and other factors.
	Secl per 1000 Occ. beddays	The number of ended seclusion episodes divided by occupied beddays multiplied by 1000. Occupied beddays excludes leave and same day stays. Excludes units that do not have a seclusion room. (NB. Beddays calculated in minutes & converted to days)	15.0	Policy emphasis is on reducing use of seclusion where possible. Defined according to proposed national definition.
	% Multiple secl. episodes	Percentage of separations with a multiple seclusion episodes during the episode. Seclusion events are recorded here against the team where the client was originally admitted, even though the seclusions may have occurred in different units. Excludes units that do not have a seclusion room (i.e. Forensicare Bass, Daintree & Jardine)	3.0 %	While an initial need for seclusion can sometimes be unforeseen, close management can sometimes avoid repeated episodes.
	Pre-adm. Contact Rate, In Area Clients	Percentage of admissions to inpatient unit(s) for which a community ambulatory service contact was recorded in the seven days immediately preceding the day of admission. Excludes same day stays. Transfers from another hospital and out of area admissions are excluded.	60.0 %	Reflects service responsiveness and a planned approach to admission, rather than a crisis response. NOTE: Data collection from Oct'11 to Jun'12 was affected by protected industrial action.
	Pre-adm. Contact Rate, In Area Ongoing	Percentage of admissions to inpatient unit(s) for which a community ambulatory service contact was recorded in the seven days immediately preceding the day of admission. Excludes same day stays. Transfers from another hospital and out of area admissions are excluded. Clients must have had an open community episode open within the 7 days preceding the admission.	60.0 %	Reflects service responsiveness and a planned approach to admission, rather than a crisis response. NOTE: Data collection from Oct'11 to Jun'12 was affected by protected industrial action.
	Post-discharge follow up Rate	Percentage of non-sameday inpatient separations where client was discharged to private residence / accomodation, for which a contact was recorded in the seven days immediately after discharge (does not include contact made on the day of discharge). When a client is sent on leave & then discharged whilst on leave, contact must occur within the 7 days since the client was on leave. Lagged by 7 days.	75.0 %	Indicator of effective discharge management. NOTE: Data collection from Oct'11 to Jun'12 was affected by protected industrial action.
	% Valid HoNOS compliant	Participation rate in HoNOS (HoNOSCA/HNSADL/HoNOS65) outcome measurement scales (number of valid HoNOS collection events / total number of outcome collection occasions that should be recorded for in-scope service settings). Excludes instances where the HoNOS score entered was invalid (more than 2 times rated as 9). Calculated from Jan'09 onwards only.	85.0 %	Commitment to adoption of outcome measurement part of National Mental Health Strategy, and National Action Plan. Barwon data calculated differently as they do not use tasks in the CMI. NOTE: Data collection from Oct'11 to Jun'12 was affected by protected industrial action.

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Setting	KPI	Description	Target	Comments
	% From ED to MH bed within 8 hrs	Percentage of emergency department presentations departing to a mental health bed within 8 hours of arrival.	80.0 %	Mental health bed access indicator, although affected by local admission practices, such as direct admissions. Activity in all non-specialty EDs is included. Client Groups based on client age at date of presentation (CYMHS <18 yrs, ADULT 18-64yrs, AGED 65+yrs, Unknown ages excluded). EDs without on-site acute MH beds for the appropriate age group are mapped to their responsible AMHS.
Community	New case rate	Number of new community cases opened in the period, as a percentage of number of community cases open at any time during the period.		No specified benchmark set.
	Case re-referral rate (lagged)	Percentage of cases closed during the reporting period where the client involved has a new case opened within six months of case closure. Lagged by six months.		No specified benchmark set. Excludes cases that were opened on the same day or the day after the previous case closure, assuming they are data errors.
	Avg length of case (days)	The average length of case (days) for all community cases that were closed during the reporting period.		No specified benchmark set.
	Avg Treat. Days	The number of distinct days with a contact, for each client with an open community case during the reporting period divided by the number of clients with an open community case during the reporting period. Cases must have been open for more than 91 days.. All reportable contacts are included.		NOTE: Data collection from Oct'11 to Jun'12 was affected by protected industrial action.
	% Comm. Cases with Client on CTO	Percentage of Clients with an open community case during the reporting period, who were concurrently on a CTO (Community Treatment Order) during the reporting period.		From 1/7/2014 the data reflects the new compulsory orders under the MH Act 2014.
	% Valid HoNOS compliant	Participation rate in HoNOS (HoNOSCA/HNSADL/HoNOS65) outcome measurement scales (number of valid HoNOS collection events / total number of outcome collection occasions that should be recorded for in-scope service settings). Excludes instances where the HoNOS score entered was invalid (more than 2 itmes rated as 9). Calculated from Jan'09 onwards only.	85.0 %	Commitment to adoption of outcome measurement part of National Mental Health Strategy, and National Action Plan. Barwon data calculated differently as they do not use tasks in the CMI. NOTE: Data collection from Oct'11 to Jun'12 was affected by protected industrial action.
	Mean HoNOS at comm. case start	The average HoNOS total score (HoNOSCA/HNSADL/HoNOS65) collected on case commencement, excluding invalid scores.		Contextual measure of symptom severity at case commencement. Dates determined from HoNOS completion date. NOTE: Data collection from Oct'11 to Jun'12 was affected by protected industrial action.
	% Clients with sig. improv. case end	Percentage of completed cases with a significant positive change calculation on HoNOS collected on case start and case end. (Total number of cases with a Significant change score >.5 / The total number of completed case in-scope service setting		Method aims to focus more on clinically significant change as opposed to overall change. NOTE: Data collection from Oct'11 to Jun'12 was affected by protected industrial action.