

## Service Hours - FY17-18 Q4

Service hours % Target	Year to Date	Last Qtr	Full Year Target	% of Target
	FY17-18 Q1-4	FY17-18 Q4	FY17/18	Expect approx 100%
Alfred Health	76,239	21,649	82,354	93 %
Austin Health	51,063	12,714	57,648	89 %
Eastern Health	149,284	37,990	149,033	100 %
Melbourne Health	256,509	71,642	237,840	108 %
Monash Health	157,459	40,236	178,790	88 %
Peninsula Health	51,886	13,927	53,184	98 %
St Vincent's Hospital	64,761	17,513	64,467	100 %
Mercy Health	50,718	15,174	53,797	94 %
Royal Children's	36,568	11,209	36,191	101 %
VIFMH	12,223	3,326	13,582	90 %
Ballarat Health	40,081	11,019	51,918	77 %
Barwon Health	63,317	16,348	65,546	97 %
Bendigo Health	70,581	17,723	67,300	105 %
Goulburn Valley Health	36,683	10,046	37,311	98 %
Latrobe Regional	69,130	17,839	68,075	102 %
Mildura Base Hospital	23,674	6,242	24,634	96 %
Albury Wodonga Health	35,613	8,898	35,084	102 %
South West Health	32,178	7,905	33,850	95 %
<b>TOTAL STATEWIDE</b>	<b>1,277,969</b>	<b>341,399</b>	<b>1,310,604</b>	<b>98 %</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.