

## Service Hours - FY15-16 Q2

Service hours % Target	Year to Date	Last Qtr	Full Year Target	% of Target
	FY15-16 Q1-2	FY15-16 Q2	FY15/16	Expect approx 50%
Alfred Health	27,059	13,028	62,650	43 %
Austin Health	21,638	9,807	46,700	46 %
Eastern Health	56,034	26,581	115,530	49 %
Melbourne Health	81,268	38,457	186,080	44 %
Monash Health	63,108	31,659	129,040	49 %
Peninsula Health	25,983	12,557	42,700	61 %
St Vincent's Hospital	27,712	13,535	51,920	53 %
Mercy Health	16,202	8,281	35,390	46 %
Royal Children's	13,663	6,714	29,840	46 %
VIFMH	5,225	2,627	7,700	68 %
Ballarat Health	20,451	9,255	43,620	47 %
Barwon Health	21,776	10,402	54,260	40 %
Bendigo Health	31,451	15,082	59,300	53 %
Goulburn Valley Health	14,679	6,968	28,530	51 %
Latrobe Regional	35,114	16,803	60,140	58 %
Mildura Base Hospital	6,913	3,465	19,380	36 %
Albury Wodonga Health	15,963	7,562	28,530	56 %
South West Health	12,577	6,024	27,890	45 %
<b>TOTAL STATEWIDE</b>	<b>496,816</b>	<b>238,807</b>	<b>1,029,200</b>	<b>48 %</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 Bouoverie Centre contacts and 2) contacts recorded against inpatient or residential program types, are excluded.