

Service Hours - FY15-16 Q3

Service hours % Target	Year to Date	Last Qtr	Full Year Target	% of Target
	FY15-16 Q1-3	FY15-16 Q3	FY15/16	Expect approx 75%
Alfred Health	40,689	13,357	62,650	65 %
Austin Health	31,685	9,890	46,700	68 %
Eastern Health	83,437	26,428	115,530	72 %
Melbourne Health	115,070	32,433	186,080	62 %
Monash Health	95,446	31,721	129,040	74 %
Peninsula Health	37,562	11,724	42,700	88 %
St Vincent's Hospital	40,615	12,731	51,920	78 %
Mercy Health	23,948	7,988	35,390	68 %
Royal Children's	19,341	5,514	29,840	65 %
VIFMH	8,138	2,667	7,700	106 %
Ballarat Health	29,763	9,191	43,620	68 %
Barwon Health	35,988	11,403	54,260	66 %
Bendigo Health	45,888	14,322	59,300	77 %
Goulburn Valley Health	20,899	6,165	28,530	73 %
Latrobe Regional	50,420	15,186	60,140	84 %
Mildura Base Hospital	10,117	3,142	19,380	52 %
Albury Wodonga Health	24,111	7,398	28,530	85 %
South West Health	18,754	6,085	27,890	67 %
TOTAL STATEWIDE	731,871	227,343	1,029,200	71 %

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.