

Service Hours - FY17-18 Q2

Service hours % Target	Year to Date	Last Qtr	Full Year Target	% of Target
	FY17-18 Q1-2	FY17-18 Q2	FY17/18	Expect approx 50%
Alfred Health	34,749	17,425	82,354	42 %
Austin Health	25,727	13,012	57,648	45 %
Eastern Health	74,419	36,653	149,033	50 %
Melbourne Health	117,061	65,107	237,840	49 %
Monash Health	79,706	40,577	178,790	45 %
Peninsula Health	24,130	12,544	53,184	45 %
St Vincent's Hospital	31,590	15,733	64,467	49 %
Mercy Health	20,003	10,663	53,797	37 %
Royal Children's	16,143	8,926	36,191	45 %
VIFMH	5,906	2,795	13,582	43 %
Ballarat Health	18,463	9,178	51,918	36 %
Barwon Health	31,601	16,316	65,546	48 %
Bendigo Health	35,143	17,571	67,300	52 %
Goulburn Valley Health	18,406	10,623	37,311	49 %
Latrobe Regional	33,498	16,187	68,075	49 %
Mildura Base Hospital	11,807	5,413	24,634	48 %
Albury Wodonga Health	18,441	9,038	35,084	53 %
South West Health	16,318	8,141	33,850	48 %
TOTAL STATEWIDE	613,112	315,901	1,310,604	47 %

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.