

## Service Hours - FY14-15 Q4

Service hours % Target	Year to Date	Last Qtr	Full Year Target	% of Target
	FY14-15 Q1-4	FY14-15 Q4	FY14/15	Expect approx 100%
Alfred Health	58,594	13,669	64,000	92 %
Austin Health	46,656	11,721	47,400	98 %
Eastern Health	113,399	27,123	114,800	99 %
Melbourne Health	175,988	43,241	191,400	92 %
Monash Health	120,077	31,094	123,100	98 %
Peninsula Health	49,538	12,069	48,400	102 %
St Vincent's Hospital	53,147	12,610	50,000	106 %
Mercy Health	34,460	8,066	43,600	79 %
Royal Children's	32,559	7,874	31,000	105 %
VIFMH	10,134	2,777	7,700	132 %
Ballarat Health	45,069	10,911	41,000	110 %
Barwon Health	49,762	10,839	53,900	92 %
Bendigo Health	44,212	14,822	61,100	72 %
Goulburn Valley Health	24,702	6,781	29,700	83 %
Latrobe Regional	61,024	16,358	61,000	100 %
Mildura Base Hospital	15,588	3,681	17,000	92 %
Albury Wodonga Health	33,786	7,744	36,000	94 %
South West Health	25,604	6,224	29,000	88 %
<b>TOTAL STATEWIDE</b>	<b>994,299</b>	<b>247,605</b>	<b>1,050,100</b>	<b>95 %</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.