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| Clinical Mental Health  Community Service Hours |
| Clinical Mental Health Community Service Hours Factsheet, December 2017 |

## Purpose

To provide an update on Clinical Mental Health Community Service Hours targets and guide health service reporting in line with definitions, business rules and performance monitoring.

## Background/ Deliverables

Community Service Hours is an indicator which monitors the level of ambulatory based clinical mental health service delivery.

Community Service Hours were introduced as an output measure in 2010-11. Targets were developed for each health service based on the following calculation:

**Numerator:**

Total health service ambulatory funding provided to services (across CAMHS, adult, aged and Forensicare)

**Denominator:**

Hourly rate of mid-level clinican (including travel costs) = $ per Service Hour

The department undertook modelling to determine an appropriate benchmark, and established that a funding rate of $320 per service hour would be used to set targets for 2010-11.

The figure of $320 per service hour was comparable with fee income earned by private practitioners. Based on Medicare Benefits Scheme (MBS) statistics published by the Department of Health and Ageing, this was estimated at $200 for general practitioners and allied health professionals and $300 per hour for psychiatrists working from their rooms. After allowing for travel time required for public mental health services (only around half of all recorded contact time is in an outpatient clinic setting) and a high proportion of attendances involving more than one clinician, the baseline rate of $320 was calculated.

On this basis, benchmarks were set for aggregate community service hour targets for 2010-11. Since 2010-11, targets for new funding have been set using an indexed service hour price

Additional allocations to ambulatory funding provided to services have resulted in incremental adjustments to community service hour targets.

In 2014–15 the department undertook further modelling which resulted in a rebasing of the service hour price to the then mid-level MBS price. As a consequence minor adjustments to service hour targets occurred for most services at that time.

The Community Service Hour Policy and Funding Guidelines price for 2017-18 has been set at $396.

## Performance Monitoring

The 2016-17 Policy and Funding Guidelines noted for the first time that the department will be implementing a recall policy for underperformance against service hours as part of the department’s Prior Year Adjustment (PYA) process. Implementation of recall via PYA will occur from 2017-18.

The mental health recall policy reconciles the prior year funding with expected activity for clinical community mental health ambulatory services:

* Based on community service hours funded across the financial year
* Determined by the underperformance against funded community service hour target
* Recall triggers where any activity is less than 95% of target and will be recalled at 100% of funding, i.e. a performance result of 90% against target will result in a recall amount equivalent to 5% of targets multiplied by the full per hour service rate
* There is no recall where performance outcome result is between 0-5% of target
* The activity data used to determine the recall is sourced from the CMI/ODS end June dataset
* The Prior Year Adjustment process for mental health services is undertaken in August/September and requires that all relevant data has been accurately reported via the CMI no later than the end of September
* Mental health recall analysis is incorporated into the health service wide Prior Year Adjustment process.

Performance and Program management discussions provide the means for health services to address performance concerns with the department.

## For further information about definitions, business rules relating to Policy and Funding Guidelines please see the Department of Health and Human Services website:

## <https://www2.health.vic.gov.au/about/policy-and-funding-guidelines> to download a copy. Reference search is Vol2: Health Operations, 2017-18 Chapter 2 pp144-145.

## CMI/ODS Definitions and Business Rules

## Community Service Hours

* Community Service Hours are derived from Service Contacts.
* Group contacts are measured from a clinician perspective (that is, in clinician hours) for a number of clients.

### Service Contacts

Service Contacts are derived from the following CMI/ODS Contact types:

* A - Registered client contact
* B - Unregistered client contact
* C - Community contact
* E - Case contact

### Detailed technical service hour KPI definitions are available within quarterly service hour target reports.

For further information about reportable criteria, definitions, business rules and code sets relating to

Contacts, please see the Department of Health and Human Services website:

<https://www2.health.vic.gov.au/mental-health/research-and-reporting/reporting-requirements-for-clinical%20mental-health-services>

If you have any further questions relating to CMI/ODS contact business rules, data reporting and data definitions, please email Mental Health Data Unit, Digital Health Branch: [mhdrreporting@health.vic.gov.au](mailto:mhdrreporting@health.vic.gov.au).

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