

Service Hours - FY15-16 Q4

Service hours % Target	Year to Date	Last Qtr	Full Year Target	% of Target
	FY15-16 Q1-4	FY15-16 Q4	FY15/16	Expect approx 100%
Alfred Health	55,342	14,583	62,650	88 %
Austin Health	43,044	11,148	46,700	92 %
Eastern Health	112,641	27,977	115,530	97 %
Melbourne Health	150,052	32,408	186,080	81 %
Monash Health	127,290	30,880	129,040	99 %
Peninsula Health	49,525	11,793	42,700	116 %
St Vincent's Hospital	49,831	9,083	51,920	96 %
Mercy Health	30,560	6,626	35,390	86 %
Royal Children's	27,034	7,448	29,840	91 %
VIFMH	10,536	2,342	7,700	137 %
Ballarat Health	38,521	8,648	43,620	88 %
Barwon Health	44,966	8,314	54,260	83 %
Bendigo Health	58,371	12,136	59,300	98 %
Goulburn Valley Health	25,041	4,068	28,530	88 %
Latrobe Regional	62,822	12,149	60,140	104 %
Mildura Base Hospital	13,820	3,693	19,380	71 %
Albury Wodonga Health	31,737	7,010	28,530	111 %
South West Health	25,156	6,310	27,890	90 %
TOTAL STATEWIDE	956,289	216,616	1,029,200	93 %

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.