

## Service Hours - FY16-17 Q2

Service hours % Target	Year to Date	Last Qtr	Full Year Target	% of Target
	FY16-17 Q1-2	FY16-17 Q2	FY16/17	Expect approx 50%
Alfred Health	31,473	16,086	75,480	42%
Austin Health	18,329	9,264	53,489	34%
Eastern Health	38,120	19,583	132,250	29%
Melbourne Health	44,811	22,495	214,870	21%
Monash Health	53,071	26,085	160,343	33%
Peninsula Health	17,754	8,127	48,522	37%
St Vincent's Hospital	8,260	4,170	60,264	14%
Mercy Health	8,728	5,477	44,690	20%
Royal Children's	15,699	8,042	32,885	48%
VIFMH	4,315	2,161	10,097	44%
Ballarat Health	11,089	5,319	48,770	23%
Barwon Health	7,266	4,192	60,629	12%
Bendigo Health	11,227	5,062	63,082	18%
Goulburn Valley Health	3,676	2,356	33,759	11%
Latrobe Regional	15,742	9,181	63,878	25%
Mildura Base Hospital	9,826	5,748	22,587	44%
Albury Wodonga Health	11,053	5,579	31,891	35%
South West Health	12,465	6,062	31,559	40%
<b>TOTAL STATEWIDE</b>	<b>322,904</b>	<b>164,989</b>	<b>1,189,045</b>	<b>27%</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 Bouverie Centre contacts and 2) contacts recorded against inpatient or residential program types, are excluded.

