

Service Hours - FY17-18 Q3

Service hours % Target	Year to Date	Last Qtr	Full Year Target	% of Target
	FY17-18 Q1-3	FY17-18 Q3	FY17/18	Expect approx 75%
Alfred Health	54,043	18,235	82,354	66 %
Austin Health	38,108	12,296	57,648	66 %
Eastern Health	110,103	35,528	149,033	74 %
Melbourne Health	184,696	67,534	237,840	78 %
Monash Health	116,713	36,972	178,790	65 %
Peninsula Health	37,837	13,539	53,184	71 %
St Vincent's Hospital	47,149	15,515	64,467	73 %
Mercy Health	35,337	14,908	53,797	66 %
Royal Children's	23,968	7,638	36,191	66 %
VIFMH	8,793	2,879	13,582	65 %
Ballarat Health	29,087	10,619	51,918	56 %
Barwon Health	46,941	15,299	65,546	72 %
Bendigo Health	52,562	17,411	67,300	78 %
Goulburn Valley Health	28,114	9,654	37,311	75 %
Latrobe Regional	51,307	17,893	68,075	75 %
Mildura Base Hospital	17,304	5,435	24,634	70 %
Albury Wodonga Health	26,066	7,467	35,084	74 %
South West Health	24,264	7,901	33,850	72 %
TOTAL STATEWIDE	932,391	316,723	1,310,604	71 %

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.