

## Service Hours - FY16-17 Q3

Service hours % Target	Year to Date	Last Qtr	Full Year Target	% of Target
	FY16-17 Q1-3	FY16-17 Q3	FY16/17	Expect approx 75%
Alfred Health	48,548	16,690	75,480	64 %
Austin Health	30,128	11,668	53,489	56 %
Eastern Health	77,667	38,910	132,250	59 %
Melbourne Health	85,724	39,897	214,870	40 %
Monash Health	88,376	34,003	160,343	55 %
Peninsula Health	27,821	9,847	48,522	57 %
St Vincent's Hospital	20,725	12,198	60,264	34 %
Mercy Health	16,649	7,933	44,690	37 %
Royal Children's	22,470	6,713	32,885	68 %
VIFMH	7,207	2,755	10,097	71 %
Ballarat Health	19,225	8,052	48,770	39 %
Barwon Health	18,898	11,337	60,629	31 %
Bendigo Health	26,499	15,171	63,082	42 %
Goulburn Valley Health	8,167	4,444	33,759	24 %
Latrobe Regional	30,437	14,596	63,878	48 %
Mildura Base Hospital	16,273	6,143	22,587	72 %
Albury Wodonga Health	18,900	7,197	31,891	59 %
South West Health	19,229	6,708	31,559	61 %
<b>TOTAL STATEWIDE</b>	<b>582,945</b>	<b>254,261</b>	<b>1,189,045</b>	<b>49 %</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.