

Addendum 1
Outcome Based Management (OBM) Framework
2023-24 Key Performance Indicators^a (KPIs) and Targets

^a Includes Under Treasurer mandated Performance Indicators (PIs)

Addendum 1 – 2023-24 OBM Framework KPIs and Targets

Outcome 1. Public hospital based services that enable effective treatment and restorative healthcare for Western Australians										
Effectiveness KPIs										
#	Title	NMHS	SMHS	EMHS	CAHS	WACHS	QUAD	PATH	HSS	DOH
N/A	Percentage of emergency department patients seen within recommended times: ¹									
	(a) % Triage Category 1 (2 minutes);	100%	100%	100%	100%	100%				
	(b) % Triage Category 2 (10 minutes);	80%	80%	80%	80%	80%				
	(c) % Triage Category 3 (30 minutes);	75%	75%	75%	75%	75%				
	(d) % Triage Category 4 (60 minutes); and	70%	70%	70%	70%	70%				
	(e) % Triage Category 5 (2 hours)	70%	70%	70%	70%	70%				
1	Unplanned hospital readmissions for patients within 28 days for selected surgical procedures:									
	(a) knee replacement;	18.7	18.7	18.7	N/A	18.7				
	(b) hip replacement;	17.1	17.1	17.1	N/A	17.1				
	(c) tonsillectomy & adenoidectomy;	77.3	77.3	77.3	77.3	77.3				
	(d) hysterectomy;	42.4	42.4	42.4	N/A	42.4				
	(e) prostatectomy;	34.5	34.5	34.5	N/A	34.5				
	(f) cataract surgery; and	1.5	1.5	1.5	N/A	1.5				
	(g) appendicectomy	23.9	23.9	23.9	23.9	23.9				
<i>Note: expressed as a rate per 1,000 separations</i>										
2	Percentage of elective wait list patients waiting over boundary for reportable procedures:									
	(a) % Category 1 over 30 days;	0%	0%	0%	0%	0%				
	(b) % Category 2 over 90 days; and	0%	0%	0%	0%	0%				
	(c) % Category 3 over 365 days	0%	0%	0%	0%	0%				
3	Healthcare-associated Staphylococcus aureus bloodstream infections (HA-SABSI) per 10,000 occupied bed-days	≤1.0	≤1.0	≤1.0	≤1.0	≤1.0				
4	Survival rates for sentinel conditions:									
	(a) Stroke									
	0-49 years	≥95.6%	≥95.6%	≥95.6%	N/A	≥95.6%				
	50-59 years	≥95.1%	≥95.1%	≥95.1%	N/A	≥95.1%				
	60-69 years	≥94.7%	≥94.7%	≥94.7%	N/A	≥94.7%				
	70-79 years	≥92.7%	≥92.7%	≥92.7%	N/A	≥92.7%				
	80+ years	≥87.6%	≥87.6%	≥87.6%	N/A	≥87.6%				
	(b) Acute Myocardial Infarction									
	0-49 years	≥98.9%	≥98.9%	≥98.9%	N/A	≥98.9%				
	50-59 years	≥99.0%	≥99.0%	≥99.0%	N/A	≥99.0%				
	60-69 years	≥98.1%	≥98.1%	≥98.1%	N/A	≥98.1%				
	70-79 years	≥97.1%	≥97.1%	≥97.1%	N/A	≥97.1%				
	80+ years	≥92.7%	≥92.7%	≥92.7%	N/A	≥92.7%				
	(c) Fractured Neck of Femur									
	70-79 years	≥98.9%	≥98.9%	≥98.9%	N/A	≥98.9%				
	80+ years	≥97.5%	≥97.5%	≥97.5%	N/A	≥97.5%				
5	Percentage of admitted patients who discharged against medical advice:									
	a) Aboriginal patients; and	≤2.78%	≤2.78%	≤2.78%	≤2.78%	≤2.78%				
	b) Non-Aboriginal patients	≤0.99%	≤0.99%	≤0.99%	≤0.99%	≤0.99%				
6	Percentage of live-born term infants with an Apgar score of less than 7 at 5 minutes post delivery	≤1.8%	≤1.8%	≤1.8%	N/A	≤1.8%				
7	Readmissions to acute specialised mental health inpatient services within 28 days of discharge	≤12%	≤12%	≤12%	≤12%	≤12%				
8	Percentage of post discharge community care within seven days following discharge from acute specialised mental health inpatient services	≥75%	≥75%	≥75%	≥75%	≥75%				
Efficiency KPIs										
Service 1. Public hospital admitted services										
9	Average admitted cost per weighted activity unit	\$7,461	\$7,461	\$7,461	\$7,461	\$7,461				
Service 2. Public hospital emergency services										
10	Average Emergency Department cost per weighted activity unit	\$7,243	\$7,243	\$7,243	\$7,243	\$7,243				
Service 3. Public hospital non-admitted services										
11	Average non-admitted cost per weighted activity unit	\$7,325	\$7,325	\$7,325	\$7,325	\$7,325				
Service 4. Mental health services										
12	Average cost per bed-day in specialised mental health inpatient services:	\$1,541	\$1,999	\$1,876	\$2,937	\$2,236				
13	Average cost per treatment day of non-admitted care provided by mental health services:	\$507	\$593	\$528	\$723	\$595				

¹ This indicator is a Performance Indicator (PI) only due to known data quality limitations.

Outcome 2. Prevention, health promotion and aged and continuing care services that help Western Australians to live healthy and safe lives										
Effectiveness KPIs										
#	Title	NMHS	SMHS	EMHS	CAHS	WACHS	QUAD	PATH	HSS	DOH
14	Percentage of transition care clients whose functional ability was either maintained or improved during their utilisation of the Transition Care Program									≥82%
15	Percentage of patients satisfied with patient care at the WA Quadriplegic Centre						≥80%			
16	Percentage of people accessing specialist community-based palliative care who are supported to die at home									≥76%
17	Potential years of life lost for selected common causes of premature death ¹ (a) Lung cancer; (b) Ischaemic heart disease; (c) Malignant skin cancers; (d) Breast cancer; and (e) Bowel cancer									1.4 2.1 0.3 1.7 1.1
18	Percentage of fully immunised children: (a) 12 months; (b) 2 years; and (c) 5 years									≥95% ≥95% ≥95%
19	Percentage of 15 year olds in Western Australia that completed their HPV vaccination series									≥80%
20	Rate of women aged 50 – 69 years who participate in breast screening	≥70%								
21	Response times for emergency road-based ambulance services (Percentage of priority 1 calls attended to within 15 minutes in the metropolitan area)									≥90%
22	Response times for emergency air-based patient transport services (Percentage of emergency air-based inter-hospital transfers meeting the statewide contract target response time for priority 1 calls) ²					≥80%				
23	Percentage of PathWest test results available to Emergency Departments within the required timeframe (in lab to validated time): (a) Haemoglobin (40 minutes); (b) Potassium (40 minutes); and (c) Troponin (50 minutes)							≥88% ≥67% ≥74%		
24	Percentage of PathWest Quality Assurance Program results within an acceptable range							100%		
25	Percentage of (a) adults and (b) children who have a tooth retreated within six months of receiving initial restorative dental treatment	(a) <6.05% (b) <2.11%								
26	Percentage of eligible school children who are enrolled in the School Dental Service program	≥78%								
27	Percentage of eligible people who accessed Dental Health Services	≥15%								
28	Percentage of patients who access emergency services at a small rural or remote Western Australian hospital and are subsequently discharged home					≥84.8%				
Efficiency KPIs										
Service 5. Aged and continuing care services										
29	Average cost of a transition care day provided by contracted non-government organisations/service providers									\$334
30	Average cost per bed-day for specified residential care facilities, flexible care (hostels) and nursing home type residents					\$437				
31	Average cost per bed day for WA Quadriplegic Centre specialist accommodation						\$1,144			
32	Average cost per: (a) home-based hospital day of care; and (b) occasion of service									\$322 \$149
33	Average cost per client receiving contracted palliative care services									\$9,131
34	Average cost per day of care for non-acute admitted continuing care									\$814
35	Average cost to support patients who suffer specific chronic illness and other clients who require continuing care									\$20
Service 6. Public and community health services										
36	Average cost per person of delivering population health programs by population health units	\$41	\$17	\$22	\$247	\$282				
37	Cost per person of providing preventative interventions, health promotion and health protection activities that reduce the incidence of disease or injury									\$49
38	Average cost per breast screening	\$161								
39	Cost per trip for road-based ambulance services, based on the total accrued costs of these services for the total number of trips									\$673
40	Cost per trip of patient emergency air-based transport, based on the total accrued costs of these services for the total number of trips					\$7,508				
41	Average cost per trip of Patient Assisted Travel Scheme (PATS)					\$499				
Service 7. Pathology Services										
42	Average cost of pathology services per test							\$25		
Service 8. Community dental health services										
43	Average cost per patient visit of WA Health provided dental health programs for: (a) school children; and (b) socio-economically disadvantaged adults	\$262 \$280								
Service 9. Small rural hospital services										
44	Average cost per rural and remote population (selected small rural hospitals)					\$497				

¹ These KPI targets are calculated by the Epidemiology Branch at the same time the data is calculated for annual reporting, i.e. for the 2023-24 Annual Report: 2021 national Potential Years of Life Lost (target) will be available in June 2024. ² A new contract is currently subject to negotiation (the definition, targets and thresholds are under review); noting this will be subject to WACHS CE and Board approvals and formal agreement.

Outcome 3. Strategic leadership, planning and support services that enable a safe, high quality and sustainable WA health system										
Effectiveness KPIs										
#	Title	NMHS	SMHS	EMHS	CAHS	WACHS	QUAD	PATH	HSS	DOH
45	Proportion of stakeholders who indicate the Department of Health to be meeting or exceeding expectations of the delivery of system manager functions									≥75%
46	Percentage of responses from WA Health Service Providers and Department of Health who are satisfied or highly satisfied with the overall service provided by Health Support Services								≥66%	
Efficiency KPIs										
Service 10. Health system management - policy and corporate services										
47	Average cost of public health regulatory services per head of population									\$7
48	Average cost for the Department of Health to undertake system manager functions per health service provider full time equivalent									\$4,752
Service 11. Health support services										
49	Average cost of Accounts Payable services per transaction								\$6	
50	Average cost of payroll and support services to Health Support Services' clients								\$1,458	
51	Average cost of Supply Services by purchasing transaction								\$40	
52	Average cost of providing ICT services to Health Support Services' clients								\$5,771	

Supplementary information: Count of Effectiveness and Efficiency KPIs by Outcome.

	NMHS	SMHS	EMHS	CAHS	WACHS	QUAD	PATH	HSS	DOH
Outcome 1. Public hospital based services that enable effective treatment and restorative healthcare for Western Australians									
Effectiveness KPIs	8	8	8	6	8	0	0	0	0
Service 1. Efficiency KPIs	1	1	1	1	1	0	0	0	0
Service 2. Efficiency KPIs	1	1	1	1	1	0	0	0	0
Service 3. Efficiency KPIs	1	1	1	1	1	0	0	0	0
Service 4. Efficiency KPIs	2	2	2	2	2	0	0	0	0
Total Outcome 1 KPIs	13	13	13	11	13	0	0	0	0
Outcome 2. Prevention, health promotion and aged and continuing care services that help Western Australians to live healthy and safe lives									
Effectiveness KPIs	4	0	0	0	2	1	2	0	6
Service 5. Efficiency KPIs	0	0	0	0	1	1	0	0	5
Service 6. Efficiency KPIs	2	1	1	1	3	0	0	0	2
Service 7. Efficiency KPIs	0	0	0	0	0	0	1	0	0
Service 8. Efficiency KPIs	1	0	0	0	0	0	0	0	0
Service 9. Efficiency KPIs	0	0	0	0	1	0	0	0	0
Total Outcome 2 KPIs	7	1	1	1	7	2	3	0	13
Outcome 3. Strategic leadership, planning and support services that enable a safe, high quality and sustainable WA health system									
Total Effectiveness KPIs	0	0	0	0	0	0	0	1	1
Service 10. Efficiency KPIs	0	0	0	0	0	0	0	0	2
Service 11. Efficiency KPIs	0	0	0	0	0	0	0	4	0
Total Outcome 3 KPIs	0	0	0	0	0	0	0	5	3
Total KPIs reported by entity	20	14	14	12	20	2	3	5	16
Total KPIs	52								