

Addendum 1
Outcome Based Management (OBM) Framework
2019-20 Key Performance Indicators^a (KPIs) and Targets

^aIncludes Under Treasurer mandated Performance Indicators (PIs)

Addendum 1 – 2019-20 OBM Framework KPIs and Targets

NMHS North Metropolitan Health Service
WACHS WA Country Health Service

SMHS South Metropolitan Health Service
QUAD Quadriplegic Centre

EMHS East Metropolitan Health Service
PATH PathWest

CAHS Child & Adolescent Health Service
HSS Health Support Services

N/A Not Applicable
DOH Department of Health

Outcomes	Type	Alignment to Outcomes & Services	#	KPI	NMHS	SMHS	EMHS	CAHS	WACHS	QUAD	PATH	HSS	DOH
1. Public hospital based services that enable effective treatment and restorative healthcare for Western Australians	Effectiveness KPIs	Outcome 1	N/A	Percentage of emergency department patients seen within recommended times: (a) % Triage Category 1 (2 minutes); (b) % Triage Category 2 (10 minutes); (c) % Triage Category 3 (30 minutes); (d) % Triage Category 4 (60 minutes); (e) % Triage Category 5 (2 hours) <i>Note: Reported as a PI not KPI</i>	Cat 1 100% Cat 2 80% Cat 3 75% Cat 4 70% Cat 5 70%	Cat 1 100% Cat 2 80% Cat 3 75% Cat 4 70% Cat 5 70%	Cat 1 100% Cat 2 80% Cat 3 75% Cat 4 70% Cat 5 70%	Cat 1 100% Cat 2 80% Cat 3 75% Cat 4 70% Cat 5 70%	Cat 1 100% Cat 2 80% Cat 3 75% Cat 4 70% Cat 5 70%				
			1.	Unplanned hospital readmissions for patients within 28 days for selected surgical procedures: (a) knee replacement; (b) hip replacement; (c) tonsillectomy & adenoidectomy; (d) hysterectomy; (e) prostatectomy; (f) cataract surgery; (g) appendicectomy <i>Note: expressed as a rate per 1,000 separations</i>	(a) ≤26.2 (b) ≤17.1 (c) ≤61.0 (d) ≤41.3 (e) ≤38.8 (f) ≤1.1 (g) ≤25.7	(a) ≤26.2 (b) ≤17.1 (c) ≤61.0 (d) ≤41.3 (e) ≤38.8 (f) ≤1.1 (g) ≤25.7	(a) ≤26.2 (b) ≤17.1 (c) ≤61.0 (d) ≤41.3 (e) ≤38.8 (f) ≤1.1 (g) ≤25.7	(a) ≤26.2 (b) ≤17.1 (c) ≤61.0 (d) ≤41.3 (e) ≤38.8 (f) ≤1.1 (g) ≤25.7	(a) ≤26.2 (b) ≤17.1 (c) ≤61.0 (d) ≤41.3 (e) ≤38.8 (f) ≤1.1 (g) ≤25.7				
			2.	Percentage of elective wait list patients waiting over boundary for reportable procedures (a) % Category 1 over 30 days (b) % Category 2 over 90 days (c) % Category 3 over 365 days	(a) 0% (b) 0% (c) 0%	(a) 0% (b) 0% (c) 0%	(a) 0% (b) 0% (c) 0%	(a) 0% (b) 0% (c) 0%	(a) 0% (b) 0% (c) 0%				
			3.	Healthcare-associated <i>Staphylococcus aureus</i> 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	<u>Stroke</u> 0-49 years 94.4% 50-59 years 93.4% 60-69 years 93.5% 70-79 years 91.3% 80+ years 83.2% <u>AMI</u> 0-49 years 99.0% 50-59 years 98.9% 60-69 years 98% 70-79 years 96.5% 80+ years	<u>Stroke</u> 0-49 years 94.4% 50-59 years 93.4% 60-69 years 93.5% 70-79 years 91.3% 80+ years 83.2% <u>AMI</u> 0-49 years 99.0% 50-59 years 98.9% 60-69 years 98% 70-79 years 96.5% 80+ years	<u>Stroke</u> 0-49 years 94.4% 50-59 years 93.4% 60-69 years 93.5% 70-79 years 91.3% 80+ years 83.2% <u>AMI</u> 0-49 years 99.0% 50-59 years 98.9% 60-69 years 98% 70-79 years 96.5% 80+ years	<u>Stroke</u> 0-49 years 94.4% 50-59 years 93.4% 60-69 years 93.5% 70-79 years 91.3% 80+ years 83.2% <u>AMI</u> 0-49 years 99.0% 50-59 years 98.9% 60-69 years 98% 70-79 years 96.5% 80+ years					

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2. Prevention, health promotion and aged and continuing care services that help Western Australians to live healthy and safe lives	Effectiveness KPIs	Outcome 2	17.	Loss of life from premature death due to identifiable causes of preventable disease or injury: (a) Lung cancer; (b) Ischaemic heart disease; (c) Falls; (d) Melanoma; (e) Breast cancer									(a) TBD ¹ (b) TBD (c) TBD (d) TBD (e) TBD			
			18.	Percentage of fully immunised children (a) 12 months; (b) 2 years; (c) 5 years											(a) ≥95% (b) ≥95% (c) ≥95%	
			19.	Percentage of 15 year olds in Western Australia that complete 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)							≥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); (c) Troponin (50 minutes)										(a) ≥86% (b) ≥67% (c) ≥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) <7.7% (b) <2.6%											
			26.	Percentage of eligible school children who are enrolled in the School Dental Service program	≥69%											
			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								91.2%				
			Outcome 2 Total Effectiveness KPIs					4	0	0	0	2	3	2	0	6
	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									\$321			
			30.	Average cost per bed-day for specified residential care facilities, flexible care (hostels) and nursing home type residents					\$315							
			31.	Average cost per bed day for WA Quadriplegic Centre specialist accommodation						\$1,091						

¹ The targets for KPI are calculated by the Epidemiology Branch at the same time the data is calculated for annual reporting, i.e. for 2019/20 Annual Report: 2017 national Potential Years of Life Lost (target) will be available in June 2020

Outcomes	Type	Alignment to Outcomes & Services	#	KPI	NMHS	SMHS	EMHS	CAHS	WACHS	QUAD	PATH	HSS	DOH			
			32.	Average cost per home-based hospital day of care and occasion of service									\$321 ² \$129			
			33.	Average cost per client receiving contracted palliative care services											\$5,900	
			34.	Average cost per day of care for non-acute admitted continuing care											\$666	
			35.	Average cost to support patients who suffer specific chronic illness and other clients who require continuing care											\$27	
			Service 5 Total Efficiency KPIs				0	0	0	0	1	2	0	0	5	
			Service 6 Public and community health services	36.	Average cost per person of delivering population health programs by population health units	\$49	\$18	\$17	\$222	\$238						
				37.	Cost per person of providing preventative interventions, health promotion and health protection activities that reduce the incidence of disease or injury											\$37
				38.	Average cost per breast screening	\$158										
				39.	Cost per trip for road-based ambulance services, based on the total accrued costs of these services for the total number of trips											\$494
				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						\$7,624					
			41.	Average cost per trip of Patient Assisted Travel Scheme (PATS)						\$463						
			Service 6 Total Efficiency KPIs				2	1	1	1	3	0	0	0	2	
			Service 7 Pathology Services	42.	Average cost of pathology services per test panel									\$28		
			Service 7 Total Efficiency KPIs				0	0	0	0	0	0	1	0	0	
			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	(a) \$181 (b) \$267										
			Service 8 Total Efficiency KPIs				1	0	0	0	0	0	0	0	0	
			Service 9 Small rural hospital services	44.	Average cost per rural and remote population (selected small rural hospitals)						\$422					
Service 9 Total Efficiency KPIs				0	0	0	0	1	0	0	0	0				
Outcome 2 Total KPIs				7	1	1	1	7	5	5	0	14				
3. Strategic leadership, planning and support services that enable a safe, high quality and sustainable WA health system.	Effectiveness KPIs	Outcome 3	45.	Proportion of stakeholders who indicate the Department of Health to be meeting or exceeding expectations of the delivery of System Manager functions									≥85%			
			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								≥50%				
		Outcome 3 Total Effectiveness KPIs				0	0	0	0	0	0	1	1			

² First target relates to day of care and the second relates to occasions of service.

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	Efficiency KPIs	Service 9 Health system management - policy and corporate services	47.	Average cost of Public Health Regulatory services per head of population									\$4	
			48.	Average cost for the Department of Health to undertake System Manager functions per Health Service Provider full time equivalent									\$5,042	
		Service 9 Total Efficiency KPIs			0	0	0	0	0	0		0	2	
	Service 10 Health support services		49.	Average cost of Accounts Payable services per transaction									\$8	
			50.	Average cost of payroll and support services to Health Support Services' clients									\$955	
			51.	Average cost of Supply Services by purchasing transaction									\$38	
			52.	Average cost of providing ICT services to Health Support Services' clients									\$4,790	
		Service 10 Total Efficiency KPIs			0	0	0	0	0	0	0	5	0	
	Outcome 3 Total KPIs			0	0	0	0	0	0	0	0	5	3	
	Total 52 KPIs			Total KPIs reported by entity		20	14	14	12	20	3	3	5	16