Addendum 1

Outcome Based Management (OBM) Framework
2021-22 Key Performance Indicators^a (KPIs) and Targets

^aIncludes Under Treasurer mandated Performance Indicators (PIs)

Addendum 1 – 2021-22 OBM Framework KPIs and Targets

NMHS North Metropolitan Health Service WACHS WA Country Health Service

SMHS South Metropolitan Health Service QUAD Quadriplegic Centre

EMHS PATH

East Metropolitan Health Service PathWest

CAHS Child & Adolescent Health Service
HSS Health Support Services

N/A Not Applicable DOH Department of Health

		Alignment											
Outcomes	Туре	to Outcomes & Services	#	KPI	NMHS	SMHS	EMHS	CAHS	WACHS	QUAD	PATH	HSS	DOH
W			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) Note: Reported as a PI not KPI	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%				
enable effective treatment and restorative healthcare for Western Australians	s KPIs		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 Note: expressed as a rate per 1,000 separations	(a) ≤23.0 (b) ≤17.1 (c) ≤81.8 (d) ≤42.3 (e) ≤36.1 (f) ≤1.1 (g) ≤25.7	(a) ≤23.0 (b) ≤17.1 (c) ≤81.8 (d) ≤42.3 (e) ≤36.1 (f) ≤1.1 (g) ≤25.7	(a) ≤23.0 (b) ≤17.1 (c) ≤81.8 (d) ≤42.3 (e) ≤36.1 (f) ≤1.1 (g) ≤25.7	(c) ≤81.8 (g) ≤25.7	(a) ≤23.0 (b) ≤17.1 (c) ≤81.8 (d) ≤42.3 (e) ≤36.1 (f) ≤1.1 (g) ≤25.7				
nd restorative hea			3.	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 Healthcare-associated <i>Staphylococcus aureus</i> bloodstream infections	(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%				
live treatment a	Effectiveness	Outcome 1	4.	(HA-SABSI) per 10,000 occupied bed-days Survival rates for sentinel conditions	≤ 1.0 <u>Stroke</u> 0-49 years ≥95.2% 50-59 years	≤ 1.0 Stroke 0-49 years ≥95.2% 50-59 years	≤ 1.0 <u>Stroke</u> 0-49 years ≥95.2% 50-59 years	≤ 1.0	≤ 1.0 Stroke 0-49 years ≥95.2% 50-59 years				
					≥94.9% 60-69 years ≥94.1%	≥94.9% 60-69 years ≥94.1% 70-79 years ≥92.3%	≥94.9% <i>60-69 years</i> ≥94.1%		≥94.9% 60-69 years ≥94.1% 70-79 years ≥92.3%				
Public hospital based services that					80+ years ≥86.0% <u>AMI</u> 0-49 years	80+ years ≥86.0% <u>AMI</u> 0-49 years	80+ years ≥86.0% <u>AMI</u> 0-49 years		<i>80</i> + years ≥86.0% <u>AMI</u> <i>0-49 year</i> s				
lic hospital bas					≥99.1% 50-59 years ≥98.8% 60-69 years ≥98.1%	≥98.8%	≥99.1% 50-59 years ≥98.8% 60-69 years ≥98.1%		≥99.1% 50-59 years ≥98.8% 60-69 years ≥98.1%				
1. Pub					<i>70-79 years</i> ≥96.8%	<i>70-79 years</i> ≥96.8%	<i>70-79 years</i> ≥96.8%		<i>70-79 years</i> ≥96.8%				

		Alignment											
Outcomes	Туре	to Outcomes & Services	#	KPI	NMHS	SMHS	EMHS	CAHS	WACHS	QUAD	PATH	нѕѕ	DOH
					<i>80+ years</i> ≥92.1%	<i>80+ years</i> ≥92.1%	<i>80</i> + <i>years</i> ≥92.1%		<i>80</i> + <i>years</i> ≥92.1%				
					<u>FNOF</u>	<u>FNOF</u>	<u>FNOF</u>		<u>FNOF</u>				
					<i>70-79 years</i> ≥98.9%	<i>70-79 years</i> ≥98.9%	70-79 years ≥98.9%		<i>70-79 years</i> ≥98.9%				
					<i>80</i> + <i>years</i> ≥96.9%	<i>80</i> + <i>years</i> ≥96.9%	<i>80</i> + <i>year</i> s ≥96.9%		<i>80</i> + <i>years</i> ≥96.9%				
			5.	Percentage of admitted patients who discharged against medical advice: a) Aboriginal patients; and b) Non-Aboriginal patients	a) ≤2.78%	a) ≤2.78%	a) ≤2.78%	a) ≤2.78%	a) ≤2.78%				
					b) ≤0.99%	b) ≤0.99%	b) ≤0.99%	b) ≤0.99%	b) ≤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%		≤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%				
				Outcome 1 Total Effectiveness KPIs	8	8	8	6	8	0	0	0	0
		Service 1 Public hospital admitted services	9.	Average admitted cost per weighted activity unit	\$6,907	\$6,907	\$6,907	\$6,907	\$6,907				
				Service 1 Total Efficiency KPIs	1	1	1	1	1	0	0	0	0
	KPIs	Service 2 Public hospital emergency services	10.	Average Emergency Department cost per weighted activity unit	\$6,847	\$6,847	\$6,847	\$6,847	\$6,847				
				Service 2 Total Efficiency KPIs	1	1	1	1	1	0	0	0	0
	Efficiency	Service 3 Public hospital non- admitted services	11.	Average non-admitted cost per weighted activity unit	\$6,864	\$6,864	\$6,864	\$6,864	\$6,864				
				Service 3 Total Efficiency KPIs	1	1	1	1	1	0	0	0	0
		Service 4 Mental	12.	Average cost per bed-day in specialised mental health inpatient services	\$1,484	\$1,658	\$1,533	\$3,209	\$2,075				
		health services	13.	Average cost per treatment day of non-admitted care provided by mental health services	\$435	\$524	\$445	\$609	\$544				
				Service 4 Total Efficiency KPIs	2	2	2	2	2	0	0	0	0
	ssat		14.	Outcome 1 Total KPIs Percentage of transition care clients whose functional ability was either maintained or improved during their utilisation of the Transition Care Program	13	13	13	11	13	0	0	0	0 ≥65%
	Effectiveness KPIs	Outcome 2	15.	Percentage of patients satisfied with patient care at the WA Quadriplegic Centre						≥80%			
	Eff		16.	Percentage of people accessing specialist community-based palliative care who are supported to die at home									≥76%

Outcomes	Туре	Alignment to Outcomes & Services	#	КРІ	NMHS	SMHS	EMHS	CAHS	WACHS	QUAD	PATH	HSS	DOH					
to live healthy and safe lives			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					
ns to live heal			18.	Percentage of fully immunised children (a) 12 months; (b) 2 years; (c) 5 years									(a) ≥95% (b) ≥95% (c) ≥95%					
ıstralia			19.	Percentage of 15 year olds in Western Australia that complete their HPV vaccination series									≥80%					
n Au			20.	Rate of women aged 50 – 69 years who participate in breast screening	≥70%													
ıp Wester	ss KPIs	Outcome 2	Outcome 2	Outcome 2	Outcome 2	Outcome 2	Outcome 2	21.	Response times for emergency road-based ambulance services (Percentage of priority 1 calls attended to within 15 minutes in the metropolitan area)									≥90%
es that he	Effectiveness		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%									
continuing care services that help Western Australians	<u> </u>			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) ≥88% (b) ≥67% (c) ≥74%						
ontinui			24.	Percentage of PathWest Quality Assurance Program results within an acceptable range							100%							
and			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%													
nd aged			26.	Percentage of eligible school children who are enrolled in the School Dental Service program	≥78%													
on ar			27.	Percentage of eligible people who accessed Dental Health Services	≥15%													
Prevention, health promotion and			28.	Percentage of patients who access emergency services at a small rural or remote Western Australian hospital and are subsequently discharged home					≥85.0%									
salth				Outcome 2 Total Effectiveness KPIs	4	0	0	0	2	1	2	0	6					
ion, he	KPIs	Service 5	29.	Average cost of a transition care day provided by contracted non- government organisations/service providers									\$318					
reventi	Efficiency k	Aged and continuing care	30.	Average cost per bed-day for specified residential care facilities, flexible care (hostels) and nursing home type residents					\$409									
P	Effic	services	31.	Average cost per bed day for WA Quadriplegic Centre specialist accommodation						\$1,067								

¹ These KPI targets are calculated by the Epidemiology Branch at the same time the data is calculated for annual reporting, i.e. for 2021-22 Annual Report: 2019 national Potential Years of Life Lost (target) will be available in June 2022.

		Alignment											
Outcomes	Туре	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									\$301 ² \$145
		•	33.	Average cost per client receiving contracted palliative care services									\$8,487
		•	34.	Average cost per day of care for non-acute admitted continuing care									\$799
			35.	Average cost to support patients who suffer specific chronic illness and other clients who require continuing care									\$25
				Service 5 Total Efficiency KPIs	0	0	0	0	1	1	0	0	5
			36.	Average cost per person of delivering population health programs by population health units	\$57	\$17	\$32	\$235	245				
		Service 6	37.	Cost per person of providing preventative interventions, health promotion and health protection activities that reduce the incidence of disease or injury									\$149
		Public and community	38.	Average cost per breast screening	\$144								
		health services	39.	Cost per trip for road-based ambulance services, based on the total accrued costs of these services for the total number of trips									\$523
			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					\$7,384				
			41.	Average cost per trip of Patient Assisted Travel Scheme (PATS)					\$505				
				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							\$25		
				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) \$235 (b) \$321								
				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)					\$469				
				Service 9 Total Efficiency KPIs	0	0	0	0	1	0	0	0	0
				Outcome 2 Total KPIs	7	1	1	1	7	2	3	0	13
eadership, support enable a ality and VA health	ness 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%
Strategic I anning and srvices that ife, high qu	Effectiveness		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%	
3. Pla	ŧ			Outcome 3 Total Effectiveness KPIs	0	0	0	0	0	0	0	1	1

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

Outcomes	Туре	Alignment to Outcomes & Services	#	KPI	NMHS	SMHS	EMHS	CAHS	WACHS	QUAD	PATH	HSS	DOH
		Service 10 Health system	47.	Average cost of Public Health Regulatory services per head of population									\$6
	KPIs	managemen t - policy and corporate services	48.	Average cost for the Department of Health to undertake System Manager functions per Health Service Provider full time equivalent									\$5,337
	>			Service 10 Total Efficiency KPIs	0	0	0	0	0	0	0	0	2
	enc		49.	Average cost of Accounts Payable services per transaction								\$6	I
	Efficienc	Service 11 Health	50.	Average cost of payroll and support services to Health Support Services' clients								\$913	
		support	51.	Average cost of Supply Services by purchasing transaction								\$39	
		services	52.	Average cost of providing ICT services to Health Support Services' clients								\$4,313	
				Service 11 Total Efficiency KPIs	0	0	0	0	0	0	0	4	0
	Outcome 3 Total KPIs					0	0	0	0	0	0	5	3
		Total 52	2 KPIs	Total KPIs reported by entity	20	14	14	12	20	2	3	5	16