

# Service Agreement - Department of Health and Human Services Tasmania: 2014

## Identifying and definitional attributes

**Metadata item type:** Indicator Set

**Indicator set type:** Other

**METEOR identifier:** 581407

**Registration status:**

- [Tasmanian Health](#), Superseded 12/12/2016

**Description:** Service Agreements between Minister for Health and the Governing Council's of Tasmanian Health Organisations.

The Service Level Agreement is the key accountability agreement between the Tasmanian Government and the Governing Council of each Tasmanian Health Organisation (THO). It is a negotiated agreement between the Minister for Health and the THO Governing Council, and sets out:

- a schedule of services to be provided by the THO
- performance goals and objectives for the THO
- performance standards, performance targets and performance measures for the THO
- reporting requirements
- a THO performance management process
- THO funding provisions.

Service Level Agreements are to be finalised by 30 June each year.

Under the National Health Reform Agreement, Service Level Agreements must also be publicly released within 14 calendar days of their finalisation or amendment.

Under the *Tasmanian Health Organisations Act 2011*, the Service Level Agreements are to be tabled before each House of Parliament, within 10 sitting days after the service agreement is finalised or an amendment is signed.

## Relational attributes

**Related metadata references:** Supersedes [Service Agreement - Department of Health and Human Services Tasmania: 2013](#)

- [Tasmanian Health](#), Superseded 12/12/2016

Has been superseded by [Service Agreement - Department of Health and Human Services Tasmania: 2015](#)

- [Tasmanian Health](#), Superseded 12/12/2016

**Outcome areas linked to this Indicator set:** [Elective surgery access](#)[Tasmanian Health](#), Standard 07/12/2016

[Emergency Department access](#)[Tasmanian Health](#), Standard 07/12/2016

[Hospital Activity](#)[Tasmanian Health](#), Candidate 26/06/2014

**Indicators linked to this  
Indicator set:**

[Service Agreement - Department of Health and Human Services Tasmania: 2014, Elective surgery admissions \(including emergency admissions\), 2014](#)  
[Tasmanian Health](#), Superseded 09/12/2016

[Service Agreement - Department of Health and Human Services Tasmania: 2014, Number of over boundary, urgency category 1 patients on the elective surgery waiting list, 2014](#)  
[Tasmanian Health](#), Superseded 09/12/2016

[Service Agreement - Department of Health and Human Services Tasmania: 2014, Number of over boundary, urgency category 2 patients on the elective surgery waiting list, 2014](#)  
[Tasmanian Health](#), Superseded 09/12/2016

[Service Agreement - Department of Health and Human Services Tasmania: 2014, Number of over boundary, urgency category 3 patients on the elective surgery waiting list, 2014](#)  
[Tasmanian Health](#), Superseded 09/12/2016

[Service Agreement - Department of Health and Human Services Tasmania: 2014, Number of patients on elective surgery waiting lists waiting longer than 365 days, 2014](#)  
[Tasmanian Health](#), Standard 09/12/2016

[Service Agreement - Department of Health and Human Services Tasmania: 2014, Percentage of all emergency department presentations seen within the recommended triage time, 2014](#)  
[Tasmanian Health](#), Superseded 09/12/2016

[Service Agreement - Department of Health and Human Services Tasmania: 2014, Percentage of emergency department did not wait presentations, 2014](#)  
[Tasmanian Health](#), Superseded 09/12/2016

[Service Agreement - Department of Health and Human Services Tasmania: 2014, Percentage of patients with transfer of care completed within 15 and 30 minutes, 2014](#)  
[Tasmanian Health](#), Superseded 09/12/2016

[Service Agreement - Department of Health and Human Services Tasmania: 2014, Percentage of triage 1 emergency department presentations seen within the recommended triage time, 2014](#)  
[Tasmanian Health](#), Superseded 09/12/2016

[Service Agreement - Department of Health and Human Services Tasmania: 2014, Percentage of triage 2 emergency department presentations seen within the recommended triage time, 2014](#)  
[Tasmanian Health](#), Superseded 09/12/2016

[Service Agreement - Department of Health and Human Services Tasmania: 2014, Percentage of urgency category 1 elective surgery patients seen within the clinically recommended time, 2014](#)  
[Tasmanian Health](#), Superseded 09/12/2016

[Service Agreement - Department of Health and Human Services Tasmania: 2014, Time until most admitted patients \(90%\) departed emergency department, 2014](#)  
[Tasmanian Health](#), Superseded 09/12/2016

[Service Agreement - Department of Health and Human Services Tasmania: 2014, Total time \(hours\) spent by ambulance presentations in offload delay, 2014](#)  
[Tasmanian Health](#), Superseded 09/12/2016

[Service Agreement - Department of Health and Human Services Tasmania: 2014, Weighted separations, 2014](#)  
[Tasmanian Health](#), Superseded 09/12/2016

## Collection and usage attributes

**Implementation start date:** 01/07/2014

**Implementation end date:** 30/06/2015

## **Source and reference attributes**

**Submitting organisation:** Department of Health and Human Services Tasmania