

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

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

## Identifying and definitional attributes

<b>Metadata item type:</b>	Indicator Set
<b>Indicator set type:</b>	Other
<b>METEOR identifier:</b>	581407
<b>Registration status:</b>	<a href="#">Tasmanian Health</a> , Superseded 12/12/2016
<b>Description:</b>	<p>Service Agreements between Minister for Health and the Governing Council's of Tasmanian Health Organisations.</p> <p>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:</p> <ul style="list-style-type: none"><li>• a schedule of services to be provided by the THO</li><li>• performance goals and objectives for the THO</li><li>• performance standards, performance targets and performance measures for the THO</li><li>• reporting requirements</li><li>• a THO performance management process</li><li>• THO funding provisions.</li></ul> <p>Service Level Agreements are to be finalised by 30 June each year.</p> <p>Under the National Health Reform Agreement, Service Level Agreements must also be publicly released within 14 calendar days of their finalisation or amendment.</p> <p>Under the <i>Tasmanian Health Organisations Act 2011</i>, 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.</p>

## Relational attributes

<b>Related metadata references:</b>	<p>Supersedes <a href="#">Service Agreement - Department of Health and Human Services Tasmania: 2013</a> <a href="#">Tasmanian Health</a>, Superseded 12/12/2016</p> <p>Has been superseded by <a href="#">Service Agreement - Department of Health and Human Services Tasmania: 2015</a> <a href="#">Tasmanian Health</a>, Superseded 12/12/2016</p>
<b>Outcome areas linked to this Indicator set:</b>	<p><a href="#">Elective surgery access</a> <a href="#">Tasmanian Health</a>, Standard 07/12/2016</p> <p><a href="#">Emergency Department access</a> <a href="#">Tasmanian Health</a>, Standard 07/12/2016</p> <p><a href="#">Hospital Activity</a> <a href="#">Tasmanian Health</a>, Candidate 26/06/2014</p>

**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