

Service Agreement - Department of Health and Human Services Tasmania: 2017

Identifying and definitional attributes

Metadata item type: Indicator Set

Indicator set type: Other

METEOR identifier: 675810

Registration status:

- [Tasmanian Health](#), Superseded 28/03/2019

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

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

- a schedule of services to be provided by the THS
- performance goals and objectives for the THS
- performance standards, performance targets and performance measures for the THS
- reporting requirements
- a THS performance management process
- THS 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: 2016](#)

- [Tasmanian Health](#), Superseded 28/03/2019

Has been superseded by [Service Plan - Department of Health Tasmania: 2018](#)

- [Tasmanian Health](#), Superseded 24/07/2019

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

**Indicators linked to this
Indicator set:**

[Service Agreement - Department of Health and Human Services Tasmania: 2017, ACC 1-2 - Emergency Department - Percentage of triage 1 and all emergency department presentations seen within the recommended triage time, 2017](#)
[Tasmanian Health](#), Superseded 28/03/2019

[Service Agreement - Department of Health and Human Services Tasmania: 2017, ACC3 - Emergency Department - Percentage of emergency department did not wait presentations, 2017](#)
[Tasmanian Health](#), Superseded 28/03/2019

[Service Agreement - Department of Health and Human Services Tasmania: 2017, ACC4 - Emergency Department - Percentage of all emergency department patients with an ED length of stay less than 4 hours, 2017](#)
[Tasmanian Health](#), Superseded 28/03/2019

[Service Agreement - Department of Health and Human Services Tasmania: 2017, ACC5 - Emergency Department - Percentage of emergency department patients admitted through the ED with an ED length of stay less than 8 hours, 2017](#)
[Tasmanian Health](#), Superseded 28/03/2019

[Service Agreement - Department of Health and Human Services Tasmania: 2017, ACC6 - Emergency Department - Percentage of all emergency department patients with an ED length of stay less than 24 hours, 2017](#)
[Tasmanian Health](#), Superseded 28/03/2019

[Service Agreement - Department of Health and Human Services Tasmania: 2017, ACC7, 10, 13 - Elective Surgery - Number of elective surgery patients who are treated in turn by urgency category, 2017](#)
[Tasmanian Health](#), Superseded 28/03/2019

[Service Agreement - Department of Health and Human Services Tasmania: 2017, ACC8, 11, 14 - Elective Surgery - Percentage of elective surgery patients seen within the clinically recommended time by urgency category, 2017](#)
[Tasmanian Health](#), Superseded 28/03/2019

[Service Agreement - Department of Health and Human Services Tasmania: 2017, ACC9, 12, 15 - Elective Surgery - Category 1-3 maximum overdue days, 2017](#)
[Tasmanian Health](#), Superseded 28/03/2019

[Service Agreement - Department of Health and Human Services Tasmania: 2017, ACT1 - National Weighted Activity Units, 2017](#)
[Tasmanian Health](#), Superseded 28/03/2019

[Service Agreement - Department of Health and Human Services Tasmania: 2017, ACT2 - Elective Surgery - Elective surgery admissions, 2017](#)
[Tasmanian Health](#), Superseded 28/03/2019

[Service Agreement - Department of Health and Human Services Tasmania: 2017, EF3 - 28 day readmission rate - all patients \(excludes mental health patients\), 2017](#)
[Tasmanian Health](#), Superseded 28/03/2019

[Service Agreement - Department of Health and Human Services Tasmania: 2017, EFF3-4, Emergency Department - Total time \(hours\) spent by ambulance presentations in offload delay, 2017](#)
[Tasmanian Health](#), Superseded 28/03/2019

[Service Agreement - Department of Health and Human Services Tasmania: 2017, EFF5 - Elective Surgery - Number of hospital initiated postponements for pre and post admission for Elective Surgery procedures, 2017](#)
[Tasmanian Health](#), Superseded 28/03/2019

Collection and usage attributes

Implementation start date: 01/07/2017

Implementation end date: 30/06/2018

Source and reference attributes

Submitting organisation: Department of Health and Human Services Tasmania