

Health system

Is the health system (by itself, and with others) working to prevent illness, injury and disease? Is it delivering safe, effective, and accessible coordinated care appropriate for each individual? Is the health system efficient and sustainable? Is the health system working to support/facilitate mental health recovery? Does the health system address the needs of consumers and family/kin/friends/carers (referred to in this framework as 'consumers and carers') and include them as part of the care?

Dimensions of this framework

- **Accessibility**

People can obtain health care at the right place and right time, taking account of different population needs and the affordability of care.

Indicators in this framework

- [KPIs for Australian Public Mental Health Services: PI 09 – Mental health new client index, 2020– \(Service level\)](#)
[Health](#), Standard 13/01/2021
- [KPIs for Australian Public Mental Health Services: PI 10 – Comparative area resources, 2020– \(Service level\)](#)
[Health](#), Standard 13/01/2021
- [KPIs for Australian Public Mental Health Services: PI 08J – Population access to specialised clinical mental health care, 2020](#)
[Health](#), Standard 13/01/2021
- [KPIs for Australian Public Mental Health Services: PI 09J – Mental health new client index, 2020](#)
[Health](#), Standard 13/01/2021
- [KPIs for Australian Public Mental Health Services: PI 08 – Population access to specialised clinical mental health care, 2020– \(Service level\)](#)
[Health](#), Standard 13/01/2021
- [KPIs for Australian Public Mental Health Services: PI 11 – Admission preceded by community mental health care, 2020– \(Service level\)](#)
[Health](#), Standard 13/01/2021
- [KPIs for Australian Public Mental Health Services: PI 11J – Admission preceded by community mental health care, 2020](#)
[Health](#), Standard 13/01/2021
- [KPIs for Australian Public Mental Health Services: PI 08 – Population access to specialised clinical mental health care, 2021– \(Service level\)](#)
[Health](#), Standard 17/12/2021
- [KPIs for Australian Public Mental Health Services: PI 09 – Mental health new client index, 2021– \(Service level\)](#)
[Health](#), Standard 17/12/2021
- [KPIs for Australian Public Mental Health Services: PI 10 – Comparative area resources, 2021– \(Service level\)](#)
[Health](#), Standard 17/12/2021
- [KPIs for Australian Public Mental Health Services: PI 11 – Admission preceded by community mental health care, 2021– \(Service level\)](#)
[Health](#), Standard 17/12/2021
- [KPIs for Australian Public Mental Health Services: PI 08J – Population access to specialised clinical mental health care, 2021](#)
[Health](#), Standard 17/12/2021
- [KPIs for Australian Public Mental Health Services: PI 09J – Mental health new client index, 2021](#)
[Health](#), Standard 17/12/2021
- [KPIs for Australian Public Mental Health Services: PI 11J – Admission preceded by community mental health care, 2021](#)
[Health](#), Standard 17/12/2021
- [KPIs for Australian Public Mental Health Services: PI 08J – Population access to specialised clinical mental health care, 2022](#)
[Health](#), Recorded 06/04/2022
- [KPIs for Australian Public Mental Health Services: PI 09J – Mental health new client index, 2022](#)
[Health](#), Recorded 06/04/2022

- [KPIs for Australian Public Mental Health Services: PI 11J – Admission preceded by community mental health care, 2022](#)
[Health](#), Recorded 06/04/2022

• **Appropriateness**

Service is a person-centred, culturally appropriate, rights-based, trauma-informed and recovery oriented. Mental health consumers and carers are treated with dignity and confidentiality and encouraged to participate in choices related to their care. Consumers and carers report positive experiences (PROMs & PREMs).

Indicators in this framework

- [KPIs for Australian Public Mental Health Services: PI 13 – Mental health consumer outcomes participation, 2020– \(Service level\)](#)
[Health](#), Standard 13/01/2021
- [KPIs for Australian Public Mental Health Services: PI 13 – Mental health consumer outcomes participation, 2021– \(Service level\)](#)
[Health](#), Standard 17/12/2021

• **Continuity of care**

Ability to provide uninterrupted and integrated care or service across program, practitioners and levels over time. Coordination mechanisms work for mental health consumers, carers and health care providers. Care and support is holistic and includes psychosocial and physical dimensions.

Indicators in this framework

- [KPIs for Australian Public Mental Health Services: PI 12J – Post-discharge community mental health care, 2020](#)
[Health](#), Standard 13/01/2021
- [KPIs for Australian Public Mental Health Services: PI 12 – Post-discharge community mental health care, 2020– \(Service level\)](#)
[Health](#), Standard 13/01/2021
- [KPIs for Australian Public Mental Health Services: PI 12 – Post-discharge community mental health care, 2021– \(Service level\)](#)
[Health](#), Standard 17/12/2021
- [KPIs for Australian Public Mental Health Services: PI 12J – Post-discharge community mental health care, 2021](#)
[Health](#), Standard 17/12/2021
- [KPIs for Australian Public Mental Health Services: PI 12J – Post-discharge community mental health care, 2022](#)
[Health](#), Recorded 06/04/2022

• **Effectiveness**

Care, intervention or action achieves the desired outcome from both the clinical perspective (clinician-reported outcome measure–CROMs) and the mental health consumer and carer perspective (patient-reported outcome measures–PROMs). Care provided is based on evidence-based standards.

Indicators in this framework

- [KPIs for Australian Public Mental Health Services: PI 01 – Change in mental health consumer's clinical outcomes, 2020– \(Service level\)](#)
[Health](#), Standard 13/01/2021
- [KPIs for Australian Public Mental Health Services: PI 03J – National Mental Health Service Standards compliance, 2020](#)
[Health](#), Standard 13/01/2021
- [KPIs for Australian Public Mental Health Services: PI 03 – National Mental Health Service Standards compliance, 2020– \(Service level\)](#)
[Health](#), Standard 13/01/2021
- [KPIs for Australian Public Mental Health Services: PI 01J – Change in mental health consumer's clinical outcomes, 2020](#)
[Health](#), Standard 13/01/2021
- [KPIs for Australian Public Mental Health Services: PI 02 – Mental health readmissions to hospital, 2020–](#)

- (Service level)
[Health, Standard 13/01/2021](#)
- [KPIs for Australian Public Mental Health Services: PI 02J – Mental health readmissions to hospital, 2020](#)
[Health, Standard 24/09/2021](#)
- [KPIs for Australian Public Mental Health Services: PI 01J – Change in mental health consumer's clinical outcomes, 2021](#)
[Health, Standard 17/12/2021](#)
- [KPIs for Australian Public Mental Health Services: PI 02 – Mental health readmissions to hospital, 2021– \(Service level\)](#)
[Health, Standard 17/12/2021](#)
- [KPIs for Australian Public Mental Health Services: PI 01 – Change in mental health consumer's clinical outcomes, 2021– \(Service level\)](#)
[Health, Standard 17/12/2021](#)
- [KPIs for Australian Public Mental Health Services: PI 03 – National Mental Health Service Standards compliance, 2021– \(Service level\)](#)
[Health, Standard 17/12/2021](#)
- [KPIs for Australian Public Mental Health Services: PI 02J – Mental health readmissions to hospital, 2021](#)
[Health, Standard 17/12/2021](#)
- [KPIs for Australian Public Mental Health Services: PI 03J – National Mental Health Service Standards compliance, 2021](#)
[Health, Standard 17/12/2021](#)
- [KPIs for Australian Public Mental Health Services: PI 02J – Mental health readmissions to hospital, 2022](#)
[Health, Recorded 06/04/2022](#)
- [KPIs for Australian Public Mental Health Services: PI 01J – Change in mental health consumer's clinical outcomes, 2022](#)
[Health, Recorded 06/04/2022](#)
- [KPIs for Australian Public Mental Health Services: PI 03J – National Mental Health Service Standards compliance, 2021](#)
[Health, Recorded 06/04/2022](#)

• **Efficiency and sustainability**

The right care is delivered at minimum cost and human and physical capital and technology are maintained and renewed *while* innovation occurs to improve efficiency and respond to emerging needs. Members of the workforce receive appropriate support and report positive experiences.

Indicators in this framework

- [KPIs for Australian Public Mental Health Services: PI 04 – Average length of acute mental health inpatient stay, 2020– \(Service level\)](#)
[Health, Standard 13/01/2021](#)
- [KPIs for Australian Public Mental Health Services: PI 05 – Average cost per acute mental health admitted patient day, 2020– \(Service level\)](#)
[Health, Standard 13/01/2021](#)
- [KPIs for Australian Public Mental Health Services: PI 06 – Average treatment days per three-month community mental health care period, 2020– \(Service level\)](#)
[Health, Standard 13/01/2021](#)
- [KPIs for Australian Public Mental Health Services: PI 07 – Average cost per community mental health treatment day, 2020– \(Service level\)](#)
[Health, Standard 13/01/2021](#)
- [KPIs for Australian Public Mental Health Services: PI 04J – Average length of acute mental health inpatient stay, 2020](#)
[Health, Standard 13/01/2021](#)
- [KPIs for Australian Public Mental Health Services: PI 05J – Average cost per acute mental health admitted patient day, 2020](#)
[Health, Standard 13/01/2021](#)
- [KPIs for Australian Public Mental Health Services: PI 06J – Average treatment days per three-month community mental health care period, 2020](#)
[Health, Standard 13/01/2021](#)
- [KPIs for Australian Public Mental Health Services: PI 07J – Average cost per community mental health treatment day, 2020](#)
[Health, Standard 13/01/2021](#)
- [KPIs for Australian Public Mental Health Services: PI 06J – Average treatment days per three-month community mental health care period, 2021](#)
[Health, Standard 17/12/2021](#)
- [KPIs for Australian Public Mental Health Services: PI 07J – Average cost per community mental health treatment day, 2021](#)

- Health, Standard 17/12/2021
- [KPIs for Australian Public Mental Health Services: PI 05 – Average cost per acute mental health admitted patient day, 2021– \(Service level\)](#)
Health, Standard 17/12/2021
- [KPIs for Australian Public Mental Health Services: PI 06 – Average treatment days per three-month community mental health care period, 2021– \(Service level\)](#)
Health, Standard 17/12/2021
- [KPIs for Australian Public Mental Health Services: PI 04 – Average length of acute mental health inpatient stay, 2021– \(Service level\)](#)
Health, Standard 17/12/2021
- [KPIs for Australian Public Mental Health Services: PI 07 – Average cost per community mental health treatment day, 2021– \(Service level\)](#)
Health, Standard 17/12/2021
- [KPIs for Australian Public Mental Health Services: PI 04J – Average length of acute mental health inpatient stay, 2021](#)
Health, Standard 17/12/2021
- [KPIs for Australian Public Mental Health Services: PI 05J – Average cost per acute mental health admitted patient day, 2021](#)
Health, Standard 17/12/2021
- [KPIs for Australian Public Mental Health Services: PI 04J – Average length of acute mental health inpatient stay, 2022](#)
Health, Recorded 06/04/2022
- [KPIs for Australian Public Mental Health Services: PI 06J – Average treatment days per three-month community mental health care period, 2022](#)
Health, Recorded 06/04/2022
- [KPIs for Australian Public Mental Health Services: PI 07J – Average cost per community mental health treatment day, 2022](#)
Health, Recorded 06/04/2022

• **Safety**

The avoidance of, or reduction to, acceptable limits of actual or potential harm (physical or psychological) from health care management or the environment in which health care is delivered. Includes aspects of the safety of care delivered to consumers (including patient-reported incidents and restrictive practices) as well as safety of carers and workforce.

Indicators in this framework

- [KPIs for Australian Public Mental Health Services: PI 16J – Restraint rate, 2020](#)
Health, Standard 13/01/2021
- [KPIs for Australian Public Mental Health Services: PI 15J – Seclusion rate, 2020](#)
Health, Standard 13/01/2021
- [KPIs for Australian Public Mental Health Services: PI 15 – Seclusion rate, 2020– \(Service level\)](#)
Health, Standard 13/01/2021
- [KPIs for Australian Public Mental Health Services: PI 16 – Restraint rate, 2020– \(Service level\)](#)
Health, Standard 13/01/2021
- [KPIs for Australian Public Mental Health Services: PI 15 – Seclusion rate, 2021– \(Service level\)](#)
Health, Standard 17/12/2021
- [KPIs for Australian Public Mental Health Services: PI 16 – Restraint rate, 2021– \(Service level\)](#)
Health, Standard 17/12/2021
- [KPIs for Australian Public Mental Health Services: PI 15J – Seclusion rate, 2021](#)
Health, Standard 17/12/2021
- [KPIs for Australian Public Mental Health Services: PI 16J – Restraint rate, 2021](#)
Health, Standard 17/12/2021
- [KPIs for Australian Public Mental Health Services: PI 17aJ – Involuntary hospital treatment, 2021](#)
Health, Standard 17/12/2021
- [KPIs for Australian Public Mental Health Services: PI 17bJ – Involuntary patient days, 2021](#)
Health, Standard 17/12/2021
- [KPIs for Australian Public Mental Health Services: PI 15J – Seclusion rate, 2022](#)
Health, Recorded 06/04/2022
- [KPIs for Australian Public Mental Health Services: PI 16J – Restraint rate, 2022](#)
Health, Recorded 06/04/2022
- [KPIs for Australian Public Mental Health Services: PI 17aJ – Involuntary hospital treatment, 2022](#)
Health, Recorded 06/04/2022
- [KPIs for Australian Public Mental Health Services: PI 17bJ – Involuntary patient days, 2022](#)
Health, Recorded 06/04/2022

