

|  |
| --- |
| Non Admitted Patients  11017 |
| Outcome objective: Victorians are healthy and well  Output group: Acute Health Services  Output: Non Admitted Services |

**OFFICIAL**

**1. Service objective**

The objective is to provide a safe, reliable and timely volunteer delivered patient transport service to vulnerable Victorians, attending essential medical appointments.

**2. Description of the service**

The Community Patient Transport program provides a volunteer led door-to-door transport service to vulnerable Victorians, who do not require clinical supervision during transport and have no alternative transport options, to attend essential medical appointments. These appointments are largely related to acute and specialist care and include cancer treatment and medical check-ups for a limited time period. Clients that meet the eligibility criteria, are referred and authorised to access the service through their health care provider. Health care providers include but are not limited to most major hospitals in the metropolitan and regional areas. The health care providers liaise with the community patient transport service provider to arrange transport for clients.

**3. Client group**

This activity is targeted at vulnerable Victorians who do not require clinical supervision during transport and have no alternative transport options.

**4. Obligations specific to this activity**

In addition to the obligations listed in the Service Agreement, organisations funded to deliver this activity must comply with the following:

**4a. Registration and Accreditation**

N/A

**4b. Program requirements and other policy guidelines**

N/A

**5. Performance**

Funding is subject to achieving the performance targets specified in Schedule 2 of the Service Agreement.

Performance is measured as follows:

**Key performance measure 1: Number of trips**

|  |  |
| --- | --- |
| **Aim/objective** | To gain an understanding of the number of completed volunteer delivered community patient transports per annum. |
| **Target** | The performance measure target is 21,000 volunteer delivered community patient transports per annum. |
| **Type of count** | Cumulative |
| **Counting rule** | To count the number of patient transports. |
| **Data source(s) collection** | * Community Patient Transport Key Reporting Outputs’ |
| **Definition of terms** | Trip / transport – When a vehicle travels between two destinations with a client/patient. Toilet breaks, Work, Health and Safety breaks etc, are not considered as an additional trip, nor any routes the volunteer travels without a client in the car (e.g. for one-way appointments). Trips are counted for each client. • Vehicle takes client to appointment only = 1 trip • Vehicle takes client to and from appointment = 2 trips • Vehicle takes two clients to and from appointments = 4 trips • Vehicle takes two clients to and from appointments, and one client only.  Client / Patient – the individual using the service. 1 person = 1 patient/client. If the patient/client uses the service multiple times over the reporting period, they are still only counted once. |

**Key performance measure 2: Number of completed post acute episodes**

|  |  |
| --- | --- |
| **Aim/objective** | To count the number of post acute episodes |
| **Target** | The performance measure target is provided in the Service Agreement. |
| **Type of count** | Cumulative |
| **Counting rule** | As per counting rule for AIMS reporting and VACS system |
| **Data source(s) collection** | * AIMS/HealthCollect Reporting * Victorian Ambulatory Classification System (VACS) |
| **Definition of terms** | As per counting rule for AIMS reporting and VACS system |

**6. Data collection**

The reporting requirements for this service are:

| **Data collection name** | **Data system** | **Data set** | **Reporting cycle** |
| --- | --- | --- | --- |
| Victorian Ambulatory Classification System (VACS) |  |  |  |
| Community Patient Transport Key Reporting Outputs’ |  | Agreed data set between the Department and the agency | Quarterly |
| AIMS/HealthCollect Reporting | AIMS |  |  |

|  |
| --- |
| To receive this publication in an accessible format, email Service Agreement Strategy and Practice [<sapolicy@dhhs.vic.gov.au](mailto:sapolicy@dhhs.vic.gov.au)>  Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne. © State of Victoria, Department of Health, October 2021.  In this document, ‘Aboriginal’ refers to both Aboriginal and Torres Strait Islander people. ‘Indigenous’ or ‘Koori/Koorie' is retained when part of the title of a report, program or quotation.  ISSN 2653-0937 – Online (PDF/Word)  Available at Department of Families, Fairness and Housing and Department of Health activity search  [<http://providers.dffh.vic.gov.au/families-fairness-housing-health-activity-search](http://providers.dffh.vic.gov.au/families-fairness-housing-health-activity-search)> |