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Commissioning and Performance

KEY PERFORMANCE INDICATORS

**Drug & Alcohol Services
South Australia (DASSA)**

**Master Definition Document
2022-2023**



Government
of South Australia

SA Health

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Version Control

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ACCESS AND FLOW

DASSA – Outpatient Attendances	
Identifying and definitional attributes	
Short Name:	Outpatient Attendances
Tier:	Tier 1
KPI ID:	AF-DAS-1
Description:	The number of attendances for all outpatient services including the Consultation Liaison Services operating in public hospitals within the reporting period for registered clients.
Computation:	Count (#) of the total number of 'attended' outpatient service contacts
More Information	
Scope:	Data is reported for: <ul style="list-style-type: none"> DASSA
Benchmarks:	Annual Target 36,300
Representation class:	Count (#)
Data Type:	Integer
Unit of Measure:	Services type
Data Source:	<ul style="list-style-type: none"> > Submitting organization: Drug and Alcohol Services SA (DASSA), Population Health and Clinical Monitoring > DASSA Statistics Summary Report DHA submission – Executive Report
Frequency of Reporting:	Monthly (i.e., July Data Reported in August)
Notes:	<ul style="list-style-type: none"> > Excludes contacts recorded for non-registered clients and contacts from Alcohol and Drug Information Service (ADIS) which are recorded as Informal Client Contacts and Triage Referrals. An attendance is defined as a treatment service contact (face to face or telephone) between the client and service provider. This indicator does not consider any indirect client work undertaken by the service provider. The number of attendances may not match the number of individuals or episodes of treatment, as a client may attend multiple times to more than one service facility and/or for more than one episode of treatment, within a specified period.
Related Information:	<ul style="list-style-type: none"> > Service Agreements 2022-23 SA Health

DASSA – Inpatient Separations (non-hospital)	
Identifying and definitional attributes	
Short Name:	Inpatient Separations (non-hospital)
Tier:	Tier 1
KPI ID:	AF-DAS-2
Description:	The total number of separations from inpatient services (registered DASSA clients and includes withdrawal services and residential rehabilitation services) whose separation date fall within the required period.
Computation:	Count (#) of the total number of inpatient separations in the reporting period.
More Information	
Scope:	Data is reported for: <ul style="list-style-type: none"> • DASSA
Benchmarks:	Annual Target 1,600
Representation class:	Count (#)
Data Type:	Integer
Unit of Measure:	Services type
Data Source:	<ul style="list-style-type: none"> > Submitting organization: Drug and Alcohol Services SA (DASSA), Population Health and Clinical Monitoring > DASSA Statistics Summary Report DHA submission – Executive Report
Frequency of Reporting:	Monthly (i.e., July Data Reported in August)
Notes:	<ul style="list-style-type: none"> > The inpatient services include 'overnight' and 'day only' stays. The total number of episode separations may not equate to the number of individuals, as a client may have more than one admission at a single DASSA facility and/or may have admissions at more than one DASSA facility within the period. Separation is defined by clients physically departing from Inpatient Services.
Related Information:	<ul style="list-style-type: none"> > Service Agreements 2022-23 SA Health

DASSA - Percentage of Treatment Completed - Inpatient	
Identifying and definitional attributes	
Short Name:	Completed Inpatient Episodes
Tier:	Tier 1
KPI ID:	AF-DAS-3
Description:	Percentage (%) of Inpatient treatment episodes Completed within the specified reporting period.
Computation:	(Numerator/Denominator)*100
Numerator:	Count (#) of inpatient treatment episodes ceasing with reason for end of treatment as 'Treatment Completed' during the specified period
Denominator:	Count (#) of all inpatient treatment episodes closed during the specified period
More Information	
Scope:	Data is reported for: <ul style="list-style-type: none"> DASSA
Benchmarks:	Performing (Target) >=65.0% Performance Concern <65.0% and >=60.0% Underperforming <60.0%
Representation class:	Count (#)
Data Type:	Integer
Unit of Measure:	Services type
Data Source:	> Submitting organization: Drug and Alcohol Services SA (DASSA), Population Health and Clinical Monitoring > DASSA Statistics Summary Report DHA submission – Executive Report
Frequency of Reporting:	Monthly (i.e., July Data Reported in August)
Notes:	> These episodes relate to registered clients. A client may have more than one episode of treatment and at one or more inpatient services (Withdrawal Services and Residential Rehabilitation Services) within the reporting period. The number of closed episodes of treatment may not equate to individual clients, as a client may have more than one episode of treatment, at one or more DASSA unit, within the Reporting period. > 16 years of age
Related Information:	> Service Agreements 2022-23 SA Health

DASSA - Percentage of Treatment Completed - Outpatient	
Identifying and definitional attributes	
Short Name:	Completed Outpatient Episodes
Tier:	Tier 1
KPI ID:	AF-DAS-4
Description:	Percentage (%) of Outpatient treatment episodes Completed within the specified reporting period.
Computation:	$(\text{Numerator}/\text{Denominator}) * 100$
Numerator:	Count (#) of Outpatient treatment episodes ceasing with reason for end of treatment as 'Treatment Completed' during the specified period
Denominator:	Count (#) of all Outpatient treatment episodes closed during the specified period
More Information	
Scope:	Data is reported for: <ul style="list-style-type: none"> DASSA
Benchmarks:	Performing (Target) $\geq 50.0\%$ Performance Concern $< 50.0\%$ and $\geq 45.0\%$ Underperforming $< 45.0\%$
Representation class:	Percentage (%)
Data Type:	Real
Unit of Measure:	Episode
Data Source:	<ul style="list-style-type: none"> > Submitting organization: Drug and Alcohol Services SA (DASSA), Population Health and Clinical Monitoring > DASSA Statistics Summary Report DHA submission – Executive Report
Frequency of Reporting:	Monthly (i.e., July Data Reported in August)
Notes:	<ul style="list-style-type: none"> > Outpatient treatment episodes relate to registered clients. A client may have more than one episode of treatment and at one or more DASSA Unit within the reporting period. The number of closed episodes of treatment may not equate to individual clients, as a client may have more than one episode of treatment, at one or more DASSA unit, within the Reporting period. > 16 years of age
Related Information:	<ul style="list-style-type: none"> > Service Agreements 2022-23 SA Health

DASSA - South Australian Daily Smoking Prevalence

Identifying and definitional attributes

Short Name:	South Australian Daily Smoking Prevalence
Tier:	Tier 2
KPI ID:	AF-DAS-5
Description:	Percentage (%) of survey respondents aged 15 years and over reporting that they were daily smokers.
Computation:	$(\text{Numerator}/\text{Denominator}) * 100$
Numerator:	Count (#) of survey respondents aged 15 years and over reporting that they were daily smokers
Denominator:	Count (#) of survey respondents aged 15 years and over

More Information

Scope:	Data is reported for: <ul style="list-style-type: none"> DASSA
Benchmarks:	Performing (Target) $\geq 9.0\%$ Performance Concern $< 9.0\%$ and $\geq 11.6\%$ Underperforming $< 11.6\%$
Representation class:	Percentage (%)
Data Type:	Real
Unit of Measure:	Person
Data Source:	> South Australian Health and Medical Research Unit (SAHMRI) Report on Smoking Prevalence – Health Omnibus Survey.
Frequency of Reporting:	Annual (significant reporting lag of up to 12 months)
Notes:	> The Health Omnibus Survey is a face to face survey of approximately 3,000 South Australians aged 15 years and over
Related Information:	> Service Agreements 2022-23 SA Health

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PRODUCTIVITY AND EFFICIENCY

DASSA - Percentage of Outpatients Who Did Not Attend	
Identifying and definitional attributes	
Short Name:	Outpatient Did Not Attend rate
Tier:	Tier 1
KPI ID:	PE-DAS-2
Description:	Percentage (%) of Did Not Attend (DNA) Outpatient appointments where the registered client failed to attend within the reporting period.
Computation:	(Numerator/Denominator)*100
Numerator:	Count (#) of occasions where a client failed to attend their outpatient appointment
Denominator:	Count (#) of registered client outpatient appointments within the reporting period
More Information	
Scope:	Data is reported for: <ul style="list-style-type: none"> • DASSA
Benchmarks:	Performing (Target) >=15.0% Performance Concern <15.0% and >=17.5% Underperforming <17.5%
Representation class:	Percentage (%)
Data Type:	Real
Unit of Measure:	Service contact
Data Source:	> Submitting organization: Drug and Alcohol Services SA (DASSA), Population Health and Clinical Monitoring > DASSA Statistics Summary Report DHA submission – Executive Report
Frequency of Reporting:	Monthly (i.e., July Data Reported in August)
Notes:	> Applies to Community Based Treatment Services in Metropolitan and Country SA. Excludes Outreach and Consultation Liaison Service programs and Withdrawal Services. > 16 years of age
Related Information:	> Service Agreements 2022-23 SA Health

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DASSA - South Australian Alcohol and Other Drug Strategy (SAAOD) Actions	
Identifying and definitional attributes	
Short Name:	SA Alcohol and Other Drug Strategy (SAAOD) Actions
Tier:	Tier 2
KPI ID:	PE-DAS-1
Description:	Percentage (%) of actions implemented from the SAAOD Strategy
Computation:	(Numerator/Denominator)*100
Numerator:	Count (#) of all the actions to commence within the reporting year
Denominator:	Count (#) of the total number of SAAOD Health Actions
More Information	
Scope:	Data is reported for: <ul style="list-style-type: none"> • DASSA
Benchmarks:	Performing (Target) >=60.0% Performance Concern <60.0% and >=55.0% Underperforming <55.0%
Representation class:	Percentage (%)
Data Type:	Real
Unit of Measure:	Services type
Data Source:	<ul style="list-style-type: none"> > Submitting organization: Drug and Alcohol Services SA (DASSA), Population Health and Clinical Monitoring > DASSA Statistics Summary Report DHA submission – Executive Report
Frequency of Reporting:	Annual (significant reporting lag of up to 12 months)
Notes:	<ul style="list-style-type: none"> > South Australian Alcohol and Other Drug Strategy 2022-2026 (In Development)
Related Information:	<ul style="list-style-type: none"> > Service Agreements 2022-23 SA Health

PEOPLE AND CULTURE

WORKFORCE

Completion of Performance Reviews in line with the Commissioner's Determination	
Identifying and definitional attributes	
Short Name:	Performance Review Completion
Tier:	Tier 2
KPI ID:	PC-WF-T2-1
Description:	Percentage (%) of employees who have completed a Performance Review in the preceding 6 month period.
Computation:	(Numerator/Denominator)*100
Numerator:	Employee headcount where a Performance Review was completed in the prior 6-month period.
Denominator:	Employee headcount at the time of the extract that are not: <ul style="list-style-type: none"> Terminated; Position ended (with a POS end date 2 months before the reporting period date) and no current position; Seconded to other agencies; Non-employees; Board and Committee members. Absent on unpaid leave greater than 20 days for contracted staff. Casual staff who have not been paid greater than 28days.
More Information	
Scope:	Data is reported for: <ul style="list-style-type: none"> DASSA
Benchmarks:	Performing (Target) >=40.0% Performance Concern <40.0% and >=38.0% Underperforming <38.0%
Representation class:	Percentage (%)
Data Type:	Real
Unit of Measure:	Services type
Data Source:	<ul style="list-style-type: none"> > Submitting organization: Drug and Alcohol Services SA (DASSA), Population Health and Clinical Monitoring > DASSA Statistics Summary Report DHA submission – Executive Report
Frequency of Reporting:	Annual (significant reporting lag of up to 12 months)

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Notes:	<ul style="list-style-type: none">> An ended position is determined by an employee's POS end date being more than 2 months from the report date, i.e., for August data (compiled in September), employees who have a POS end date of 30 June and prior are excluded.> Performance reviews with a future date are excluded from the calculation.> Absent on unpaid leave greater than 20 days for contracted staff excluded from denominator. 20 days represents working days or 4 weeks.> Casual staff who have not been paid greater than 28 days excluded from denominator. 28 days represents 2 pay cycles, or 4 weeks.> Indicator aligns with the Officer for the Commissioner of Public Sector Employment reporting metrics.> This metric will be RAG rated and contribute to performance level assessment on a 6-monthly basis, with monthly data available via the workbooks.
Related Information:	<ul style="list-style-type: none">> Guideline of the Commissioner for Public Sector Employment: Performance Management and Development: Performance Management & Development Office of the Commissioner for Public Sector Employment.> Service Agreements 2022-23 SA Health.

Employees with Excess Annual Leave Balance	
Identifying and definitional attributes	
Short Name:	Excess Leave
Tier:	Tier 2
KPI ID:	PC-WF-T2-3
Description:	Percentage (%) of employees with annual leave balance greater than or equal to 2 years entitlement (as recorded on LAC).
Computation:	(Numerator/Denominator)*100.
Numerator:	Employee headcount whose annual leave balance is greater than or equal to 2 years entitlement.
Denominator:	Employee headcount of employees eligible to annual leave that are not: <ul style="list-style-type: none"> • Terminated; • Seconded; • Non-employees; • Board and Committee members.
More Information	
Scope:	Data is reported for: <ul style="list-style-type: none"> • DASSA
Benchmarks:	Individual targets to be confirmed at Health Service Level, with a focus on an improvement trajectory.
Representation class:	Percentage (%)
Data Type:	Real
Unit of Measure:	Person
Data Source:	> CHRIS21 and SHARP
Frequency of Reporting:	6-monthly (i.e., July – December data reported in January)
Notes:	<ul style="list-style-type: none"> > Employees as recorded in CHRIS21. > Leave balance (years) for annual leave is a derived figure dependent on an employee being paid a leave average or contract hours when on annual leave represented by a field in PYD for all awards (except SA Public Sector Salaried employees who are all paid contract hours when on leave – the Shared Sector Model). > This metric will be RAG rated and contribute to performance level assessment on a 6-monthly basis, with monthly data available via the workbooks. > Payment Type:

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	<ul style="list-style-type: none">• Contract Hours (Shared Sector Model): Considers the employee's total accrual in hours, any future leave bookings, the leave entitlement in weeks specified by an employee's industrial instrument, and the number of hours per week that they are contracted to work.> Average Hours: Considers an employee's total accrual in days, any future leave bookings, the leave entitlement in weeks specified by an employee's industrial instrument, and the number of days per week they are contracted to work.
Related Information:	<ul style="list-style-type: none">> Service Agreements 2022-23 SA Health.

New Workplace Injury Claims	
Identifying and definitional attributes	
Short Name:	New Workplace Injury Claims
Tier:	Monitor
KPI ID:	PC-WF-M-2
Description:	Count (#) of new workplace injury claims reported in the assessment period
Computation:	Count (#)
More Information	
Scope:	Data is reported for: <ul style="list-style-type: none"> DASSA
Benchmarks:	Performing (Target): <= previous year Performance Concern: N/A Underperforming: >above previous year
Representation class:	Count (#)
Data Type:	Real
Unit of Measure:	Claims
Data Source:	> Self-Insurance Management System (SIMS)
Frequency of Reporting:	6-monthly (i.e., July – December data reported in January)
Notes:	<ul style="list-style-type: none"> > This metric will be RAG rated and contribute to performance level assessment on a 6-monthly basis, with monthly data available via the workbooks. > The number of new workplace injury claims is calculated as the total number of new claims registered in the period, regardless of date of injury, determination or any other factor. This includes all claims whether accepted, rejected, pending determination or withdrawn. Every new claim has a 'Date Registered' date that does not change.
Related Information:	<ul style="list-style-type: none"> > South Australia's Strategic Plan Target 21: Greater Safety at Work. https://data.sa.gov.au/data/dataset/sasp-target-21-greater-safety-at-work > Service Agreements 2022-23 SA Health.

Gross Expenditure for Workplace Injury Claims	
Identifying and definitional attributes	
Short Name:	Expenditure for workplace injury claims
Tier:	Monitor
KPI ID:	PC-WF-M-1
Description:	Gross workers compensation expenditure
Computation:	Gross workers compensation expenditure financial year to date
More Information	
Scope:	Data is reported for: <ul style="list-style-type: none"> DASSA
Benchmarks:	N/A
Representation class:	Count (#)
Data Type:	Real
Unit of Measure:	Currency
Data Source:	> Self-Insurance Management System (SIMS)
Frequency of Reporting:	Monthly (i.e. July data reported in August)
Related Information:	> Service Agreements 2022-23 SA Health



For more information

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