



## Appendix four – Routine performance monitoring and reporting

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The NSW Health Performance Framework provides that routine monitoring and reporting is done through three mechanisms, as described below.

- Monthly system-wide performance reports provided to each LHD – the Ministry considers this as the primary formal reporting tool for LHD performance against service agreements. The reports sighted by the Audit Team focused on a narrow range of performance measures, specifically:
  - Emergency Department performance
  - Transfer of Care performance (from ambulances)
  - Elective surgery waiting times performance
  - The provision of timely notification to the Ministry of reportable incidents
  - A very high-level summary of the individual LHD's financial performance.
- Quarterly performance meetings with each LHD – Every three months, each LHD meets with the Ministry to discuss performance against a broader range of indicators. These sessions can also include focused sessions on particular topics, and LHDs may provide updates on their progress against strategic priorities.
- Six-monthly reviews of strategic priorities – each health service is required to report progress on their strategic priorities on a six-monthly basis.

In addition, the Framework sets out four performance escalation levels, from level 0 ('no performance issues') through to level 4 ('health service challenged and failing'). The escalation model is discussed further in Section 3.3.