

Appendix 3

Notifications Key Performance Indicators			
No.	Key Performance Indicator	Definition	Target
1	Lodgement to Assessment	The time taken from the date of an enquiry up until the start of the assessment. This covers the activities for evaluating the initial risk presented, determining whether particulars have been provided and following up where they have not been.	60% within 14 days
			100% within 30 days
2	Lodgement to Closure	The time taken from the date of an enquiry up until to closure at lodgement stage. This covers the activities as described above however represents those matters which are closed as enquiries due to the lack of particulars being established.	100% within 30 days
3	Initial Risk Evaluation	The time taken to complete triage and initial risk evaluation. NB: use of the word evaluation is to address issues raised by the Risk Manager with respect to what meaning is conveyed by the term "risk assessment" (being a formal analysis using a framework of likelihood and consequence).	100% within 3 days
4	Immediate Action Convened	The time from receipt of notification to Immediate Action being convened, where Immediate Action followed Assessment.	100% within 5 days
5	S149 Completion	The time from the receipt of the notification to the completion of the preliminary assessment (s149). This covers the activities of performing a preliminary assessment in accordance with s149 only.	100% within 14 days
6	Assessment to Completion	Time from receipt of notification to completion of assessment stage. This covers the activities of performing a preliminary assessment in accordance with s149, seeking practitioner responses, assessing and developing recommendations for boards and consulting with health complaints entities. (excludes s178 matters)	100% within 60 days
7	S178 Completion	If s178 proposed, the time from Board decision to end of assessment stage.	60% within 60 days
			100% within 110 days
8	Investigation to Completion	The time from the beginning of the investigation stage to the completion of investigation stage.	80% within 6 months
			95% within 12 months
			100% within 18 months
9	Appointment of Investigator	The time from the decision to direct an investigation to the appointment of an investigator.	100% within 5 days
10	Health Assessment Completion	The time from the decision to conduct a health assessment to completion of the health assessment.	90% within 3 months
			100% within 6 months
11	Performance Assessment Completion	The time taken from the decision to conduct a performance assessment to completion of the performance assessment.	90% within 6 months
			100% within 12 months
12	Establishment of Panel Hearing	The time from the decision to conduct the panel hearing to establishment of the panel.	80% within 3 months
			100% within 5 months
13	Panel Hearing to Completion	The time from the decision to conduct the panel hearing to the completion of the panel hearing.	80% within 4 months
			100% within 6 months
14	Establishment of Tribunal Hearing	The time from the decision to go to the tribunal hearing to the date of file letter of referral.	95% within 3 months
			100% within 4 months
15	Tribunal Hearing to Completion	The time from the decision to go to the tribunal hearing to the completion of the tribunal hearing.	Average time in months