

# Annual Service Performance Measures

## Difference from target

Comparison of the 2023 value with the 2023 target

Green	hit target or better
Amber	near miss (within 5% of target or as otherwise defined by the Department)
Red	missed target

## Direction of travel

Comparison of the 2023 value with the 2022 value

Arrow direction indicates whether the 2023 value is more, less or the same as the 2022 value  
 Arrow colour indicates whether direction of travel is **good (Green)**, **bad (Red)** or **steady (Blue)**

Minister	Dept	Lead Service	Performance measure description	2019	2020	2021	2022	2023	What we wanted to achieve in 2023	Difference from target	Direction of Travel
MHSS	HCS	Children's Health	Was Not Brought Rate				11.0%	15.1%	At most: 10.0%	-5.1 PP	↑
MHSS	HCS	Cross Cutting JCM Outcome	Acute bed occupancy at midnight (EL & NEL)	68.2%	52.5%	69.4%	80.5%		At most: 80.0%	N/A	
MHSS	HCS	Cross Cutting JCM Outcome	Acute elective length of stay (not including Samares 2019-21)	2.1	1.3	1.4	2.27	2.5	At most: 3.0	0.167	↑
MHSS	HCS	Efficiency	Elective Theatre List Utilisation		76.6%	79.4%	74.7%	67.0%	At least: 85.0%	-18.1 PP	↓
MHSS	HCS	Mental Health	% Waited > 18 Weeks for Treatment with Jersey Talking Therapies		40.0%	39.0%	50.9%	46.2%	At most: 5.0%	-41.2 PP	↓
MHSS	HCS	Mental Health	Mental Health Acute admissions per 100,000 registered population		246.6	258.9	223.9	204.6	At most: 240.0	0.148	↓
MHSS	HCS	Scheduled Care	% patients waiting > 90 days for Diagnostic procedure				54.9%	66.3%	At most: 25.0%	-41.3 PP	↑
MHSS	HCS	Scheduled Care	% patients waiting > 90 days for Elective Admission	54.1%	50.9%	54.1%	52.7%	56.7%	At most: 25.0%	-31.7 PP	↑
MHSS	HCS	Scheduled Care	% patients waiting > 90 days for first appointment	39.4%	48.9%	47.0%	44.8%	48.2%	At most: 25.0%	-23.2 PP	↑
MHSS	HCS	Scheduled Care	Outpatient DNA Rate		5.6%	6.3%	7.6%	10.7%	At most: 8.0%	-2.7 PP	↑

MHSS	HCS	Scheduled Care	New to follow-up ratio		294.0%	268.0%	282.0%	272.0%	At most: 200.0%	-72.0 PP	↓
MHSS	HCS	Unscheduled Care	% commenced treatment within 60 minutes			70.9%	61.3%	64.6%	At least: 90.0%	-25.4 PP	↑
MHSS	HCS	Unscheduled Care	Emergency Department conversion rate	14.3%	21.6%	16.8%	15.7%	15.6%	At least: 15.0%	0.6 PP	↑