Mental Health Services
Key Performance Indicator Metadata 2025

Adult Acute Mental Health Services

1	**KPI Title**	MH10 - Rate of admissions to adult acute inpatient units per 100,000 population in mental health catchment per quarter.
1a	**KPI Short Title**	Rate of admissions to adult acute inpatient units per 100,000 population
2	**KPI Description**	This metric is designed to measure the rate of admission per 100,000 population in mental health catchment to adult mental health acute inpatient units.
3	**KPI Rationale**	Reduced admissions could be used as a proxy measure for provision of community alternatives.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	2025 National 56.6. This target is reported cumulatively.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	n/a
5	**KPI Calculation**	Total number of admissions to acute inpatient units divided by population aged 18 or over in mental health catchment * 100,000. Rates are currently collected and calculated by HRB using existing MH catchment area populations rather than IHA area populations. This is particularly relevant given that rates are calculated per 100,000 population. More info available from HRB.
6	**Data Source**	Health Research Board to National Business Information Unit.
6a	**Data Sign Off**	Submission at Acute Unit
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Quarterly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	Total number of admissions to acute inpatient units divided by population aged 18 or over in mental health catchment
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Quarterly
12	**KPI Reporting Frequency**	Quarterly
13	**KPI Report Period**	Q-1Q
14	**KPI Reporting Aggregation**	Adult Acute Units
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
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Adult Inpatient		
1	**KPI Title**	MH11 - First admission rates to adult acute units (that is, first ever admission), per 100,000 population in mental health catchment area per quarter
1a	**KPI Short Title**	First admission rates to adult acute units per 100,000 population
2	**KPI Description**	First admissions are admissions of persons who were not previously admitted to the receiving hospital or unit or to any other psychiatric in-patient facility.
3	**KPI Rationale**	This metric is designed to measure first admission rates to adult acute units (that is, first ever admission). per 100,000 in the mental health catchment area.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	2025 21.3. This metric is reported cumulatively.
4a	**Target Trajectory**	NSP 2025 - This metric is reported cumulatively.
4b	**Volume Metrics**	N/a
5	**KPI Calculation**	Number of First admission to acute units (that is, first ever admission) during reporting period divided by population aged 18 years or over *100,000. First Admissions / rates are currently collected and calculated using existing MH catchment area populations rather than IHA area populations. This is particularly relevant given that rates are calculated per 100,000 population. More info available from HRB.
6	**Data Source**	Health Research Board to National Business Information Unit.
6a	**Data Sign Off**	Submission at Acute Unit
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Quarterly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	Number of First admission to acute units (that is, first ever admission) during reporting period divided by population of mental health catchment area aged 18 years or over
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Quarterly
12	**KPI Reporting Frequency**	Quarterly
13	**KPI Report Period**	Q-1Q
14	**KPI Reporting Aggregation**	Adult Acute Units
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
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Adult Inpatient		
1	**KPI Title**	MH12 - Acute re-admission as a percentage of admissions.
1a	**KPI Short Title**	Acute re-admission as a percentage of admissions
2	**KPI Description**	Rate of readmission as a % of all admissions
3	**KPI Rationale**	This metric is designed to measure the percentage of patients readmitted to adult mental health acute inpatient units and is linked to the earlier metric on Total admissions – see comments there.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	Target 2025 62%. This metric is reported cumulatively.
4a	**Target Trajectory**	
4b	**Volume Metrics**	N/A
5	**KPI Calculation**	1. Total No. of Admissions minus total number of first admissions = total no. of readmissions 2. Total no. of readmissions is divided by total admissions and presented as percentage.
6	**Data Source**	Health Research Board to NBIU Non acute Team
6a	**Data Sign Off**	Submission at Acute Unit
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Quarterly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	1. Total No. of Admissions minus total number of first admissions = total no. of readmissions 2. Total no. of readmissions is divided by total admissions and presented as percentage
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Quarterly
12	**KPI Reporting Frequency**	Quarterly
13	**KPI Report Period**	Q-1Q
14	**KPI Reporting Aggregation**	Adult Acute Units
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
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Adult Inpatient		
1	**KPI Title**	MH13 - Inpatient readmission rates to adult acute units per 100,000 population in mental health catchment area per quarter.
1a	**KPI Short Title**	Inpatient readmission rates to adult acute units per 100,000 population
2	**KPI Description**	Re-admissions are admissions of persons who were either previously admitted to the receiving hospital or unit or to any other psychiatric in-patient facility. The relevant number is calculated by subtracting the number of first admissions from total admissions and expressed as a rate per 100,000 head of population in mental health catchment area.
3	**KPI Rationale**	This metric is designed to measure readmission rates to acute units, per 100,000 population. Readmission rates can be an indicator of the effectiveness of interventions and/or an indicator of the prevalence of severe and enduring mental illness requiring episodic inpatient interventions.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	Target 2025 35.3. This metric is reported cumulatively.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	N/A
5	**KPI Calculation**	Re-admissions are admissions of persons who were either previously admitted to the receiving hospital or unit or to any other psychiatric in-patient facility. The relevant number is calculated by subtracting the number of first admissions from total admissions and expressed as a rate per 100,000 head of population in mental health catchment area.
6	**Data Source**	Health Research Board to NBIU Non acute team
6a	**Data Sign Off**	Submission at Acute Unit
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Quarterly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	Number of Admissions to acute units, Number of First admission to acute units (that is, first ever admission),
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Quarterly
12	**KPI Reporting Frequency**	Quarterly
13	**KPI Report Period**	Q-1Q
14	**KPI Reporting Aggregation**	Adult Acute Units
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
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Adult Inpatient		
1	**KPI Title**	MH14 - Number of adult acute inpatient beds per 100,000 population in the mental health catchment area per quarter
1a	**KPI Short Title**	Number of adult acute inpatient beds per 100,000 population per quarter
2	**KPI Description**	The total number of acute psychiatric beds within the mental health catchment per 100,000 population.
3	**KPI Rationale**	The metric tracks the number of acute inpatient beds per 100,000 population to be measured against the recommendations in A Vision for Change
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	Target 2025: 19.7 This metric is reported cumulatively.
4a	**Target Trajectory**	
4b	**Volume Metrics**	N/A
5	**KPI Calculation**	Number of acute Inpatient places / Population *100,000 / rates are currently collected and calculated by HRB using existing MH catchment area populations rather than IHA area populations. This is particularly relevant given that rates are calculated per 100,000 population. More info available from HRB.
6	**Data Source**	Health Research Board to National Business Information Unit.
6a	**Data Sign Off**	Submission at Acute Unit
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Quarterly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	Number of acute Inpatient places, Population of Mental Health Catchment
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Quarterly
12	**KPI Reporting Frequency**	Quarterly
13	**KPI Report Period**	Q-1Q
14	**KPI Reporting Aggregation**	Adult Acute Units
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
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Adult Inpatient

1	**KPI Title**	MH15 - Number of adult involuntary admissions.
1a	**KPI Short Title**	Number of adult involuntary admissions.
2	**KPI Description**	HRB (NPIRS) definition: The legal status recorded by NPIRS is that recorded on admission. Changes may occur in legal status following admission but this is not recorded by the NPIRS. In addition in accordance with 16(1)A of the Mental Health Act 2001 details of all Admission Orders must be provided to the Mental Health Commission.
3	**KPI Rationale**	The metric collects data of the number of adult service users who are admitted involuntarily under the Mental Health Act.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	NSP 2025 expected activity 2,338 reported cumulatively
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	HSE Dublin & North East (437) HSE West & North West (360) HSE Mid West (168) HSE South West (412) HSE Dublin & South East (505) HSE Dublin & Midlands (456)
5	**KPI Calculation**	Count.
6	**Data Source**	Health Research Board to National Business Information Unit.
6a	**Data Sign Off**	Submission at Acute Unit
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Quarterly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	Number of adult involuntary admissions
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Quarterly
12	**KPI Reporting Frequency**	Quarterly
13	**KPI Report Period**	Q-1Q
14	**KPI Reporting Aggregation**	Adult Acute Units
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
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Adult Inpatient

1	**KPI Title**	MH16 - Rate of adult involuntary admissions per 100,000 population in mental health catchment per quarter.
1a	**KPI Short Title**	Rate of adult involuntary admissions per 100,000 population per quarter.
2	**KPI Description**	HRB (NPIRS) definition : The legal status recorded by NPIRS is that recorded on admission. Changes may occur in legal status following admission but this is not recorded by the NPIRS. In addition in accordance with 16(1)A of the Mental Health Act 2001 details of all Admission Orders must be provided to the Mental Health
3	**KPI Rationale**	The metric collects data of the rate per 100,000 population of adults admitted involuntarily under the Mental Health Act 2001.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	Target 2025: National 11.4. This metric is reported cumulatively.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	N/A
5	**KPI Calculation**	No. of involuntary admissions expressed as a rate per 100,000 population.
6	**Data Source**	Health Research Board to National Business Information Unit.
6a	**Data Sign Off**	Submission at Acute Unit
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Quarterly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	Number of involuntary admissions of adults
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Quarterly
12	**KPI Reporting Frequency**	Quarterly
13	**KPI Report Period**	Q-1Q
14	**KPI Reporting Aggregation**	Adult Acute Units
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
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Adult Inpatient	
1	**KPI Title**	MH8 - Number of admissions to adult acute inpatient units
1a	**KPI Short Title**	Number of admissions to adult acute inpatient units
2	**KPI Description**	This metric is designed to measure the total number admitted to adult mental health acute inpatient units.
3	**KPI Rationale**	This metric is used to support the preparation of indicators based on rates of admission. Reduced admissions could be used as a proxy measure for provision of community alternatives. Similarly, a trend of increasing admission rates could alert the Area Mental Health Management Team to a lack of capacity in community settings and/or increased demand for secondary care mental health services
3a	**Indicator Classification**	National Scorecard Quadrant a) Qualty and Safety b) Access
4	**National Target**	2025 National expected activity 11,661. This metric is reported cumulatively.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	HSE Dublin & North East (2,281) HSE West & North West (2,287) HSE Mid West (725) HSE South West (2,143) HSE Dublin & South East (2,182) HSE Dublin & Midlands (2,043)
5	**KPI Calculation**	Count.
6	**Data Source**	Health Research Board to National Business Information Unit
6a	**Data Sign Off**	Submission at Acute Unit
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Quarterly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	The total number admitted to adult mental health acute inpatient units.
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Quarterly
12	**KPI Reporting Frequency**	Quarterly
13	**KPI Report Period**	Q-1Q
14	**KPI Reporting Aggregation**	Adult Acute Units
15	**KPI is reported in which reports?**	Management Data Report (MDR), National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
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Adult Inpatient		
1	**KPI Title**	MH9 - Median length of stay
1a	**KPI Short Title**	Median length of stay
2	**KPI Description**	Median length of stay is the middle number in the sequence of numbers created by listing all of the figures for length of stay during the period of less than one year. Where such a sequence has an even amount of numbers, the median is the average of the two middle numbers.
3	**KPI Rationale**	Measurement of length of stay can be used as a comparator of service provision in conjunction with other data having regard to evidence base for addressing certain diagnosis. It can also act as a proxy for effective community secondary care provision.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	NSP 2025 11.0. This metric is reported PIT.
4a	**Target Trajectory**	11.0
4b	**Volume Metrics**	N/A
5	**KPI Calculation**	Median length of stay is the middle number in the sequence of numbers created by listing all of the figures for length of stay during the period of less than one year. Where such a sequence has an even amount of numbers, the median is the average of the two middle numbers.
6	**Data Source**	Health Research Board to National Business Information Unit.
6a	**Data Sign Off**	Submission at Acute Unit
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Quarterly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	The middle number in the sequence of numbers created by listing all of the figures for length of stay during the period of less than one year. Where such a sequence has an even amount of numbers, the median is the average of the two middle numbers.
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Quarterly
12	**KPI Reporting Frequency**	Quarterly
13	**KPI Report Period**	Q-1Q
14	**KPI Reporting Aggregation**	Adult Acute Units
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
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General Adult Community Mental Health Services

1	**KPI Title**	MH18 - Number of General Adult Mental Health Teams
1a	**KPI Short Title**	Number of GAMH Teams
2	**KPI Description**	The General Adult Community Mental Health Teams coordinates a range of interventions for individuals in a variety of locations, including home care treatment, day hospital, outpatient facilities and in-patient units, and interacts and liaises with specialist catchment or regional services to coordinate the care of individuals who require special consideration. A Vision for Change recommends that there should be one General Adult Community Mental Health Team per 50,000 population
3	**KPI Rationale**	The General Adult Community Mental Health Team is the core mechanism for the delivery of secondary care mental health services to adults and the KPI is to monitor the provision of community mental health services
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	2025 National expected activity 112. This metric is reported PIT.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	HSE Dublin & North East (25) HSE West & North West (18) HSE Mid West (11) HSE South West (17) HSE Dublin & South East (21) HSE Dublin & Midlands (20)
5	**KPI Calculation**	
6	**Data Source**	From General Adult Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	The number of General Adult Community Mental Health Teams
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
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Community Adult

#	Field	Value
1	**KPI Title**	MH19 - Number of referrals (including re-referred) received by General Adult Mental Health Teams
1a	**KPI Short Title**	No. of referrals received by GAMHT
2	**KPI Description**	This metric is designed to measure the number of referrals received (i) over 16 years and less than 18 years old (ii) over 18th birthday referred to each General Adult Mental Health Team during the reporting period. First or re-referrals to General Adult Services generally take place in an outpatient clinic or may occasionally be seen in the patient's home. The patients are for the most part home-based. Homes include : - a private house (owned or rented etc.) - a private or public residential setting e.g. a nursing home - transitory accommodation e.g. hostel for the homeless, refugee centre or B&B Referrals do not include: i. Referrals between members of the community mental health team.ii. Specialist clinics such as for adults with ADHD.iii. Referrals seen in hospital settings (whether general, maternity, geriatric etc.)
3	**KPI Rationale**	The KPI is intended to measure the level of demand for the General Adult Community Mental Health Team
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	2025 National expected activity 50,138. This metric is reported cumulatively.
4a	**Target Trajectory**	
4b	**Volume Metrics**	HSE Dublin & North East (10,277) HSE West & North West (9,414) HSE Mid West (4,969) HSE South West (7,415) HSE Dublin & South East (8,869) HSE Dublin & Midlands (9,194)
5	**KPI Calculation**	
6	**Data Source**	From General Adult Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	Number of referrals by age group
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
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Community Adult	
1 **KPI Title**	MH20 - Number of referrals (including re-referred) accepted by General Adult Mental Health Team
1a **KPI Short Title**	No. of referrals accepted by GAMHT
2 **KPI Description**	This metric is designed to measure the number of referrals accepted based on the criteria operated by General Adult Mental Health Team in the reported period by (i) over 16y and less than 18 years old (ii) over 18th birthday referred to each General Adult Mental Health Team during the reporting period.
3 **KPI Rationale**	The purpose of this metric is to gain information over time on the numbers of referrals accepted to support the monitoring and evaluating of trends over time per area/ region and across the service nationally.
3a **Indicator Classification**	National Scorecard Quadrant b) Access
4 **National Target**	2025 National expected activity NSP 42,116. This metric is reported cumulatively.
4a **Target Trajectory**	This metric is reported cumulatively.
4b **Volume Metrics**	HSE Dublin & North East (8,634) HSE West & North West (7,907) HSE Mid West (4,173) HSE South West (6,229) HSE Dublin & South East (7,450) HSE Dublin & Midlands (7,723)
5 **KPI Calculation**	
6 **Data Source**	From General Adult Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a **Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b **Data Quality Issues**	N/A
7 **Data Collection Frequency**	Monthly
8 **Tracer Conditions**	Not applicable at this time
9 **Minimum Data Set MDS**	Number of referrals accepted, by age
10 **International Comparison**	Not applicable at this time
11 **KPI Monitoring**	Monthly
12 **KPI Reporting Frequency**	Monthly
13 **KPI Report Period**	M
14 **KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15 **KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16 **Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
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	Community Adult	
1	**KPI Title**	MH21 - Number of new (including re-referred) cases offered first appointment and Seen or DNA by wait time by (i) over 16 years and less than18 years old (ii) over 18th birthday referred to General Adult Mental Health Team during the reporting period. i) <1 Weeks ii) > 1 Weeks but <= 2 Weeks iii) > 2 Weeks but <= 3 Weeks iv) > 3 Weeks but <= 4 Weeks v) > 4 Weeks but <= 8 Weeks vi) > 8 Weeks but <= 12 Weeks vii) >12 Weeks
1a	**KPI Short Title**	No. of GAMHT New/Re-Referred cases offered (seen or DNA) in the month
2	**KPI Description**	Refers to General Adult Community Mental Health Team. Re-referred case: A re-referral is the referral of a patient to a health professional of a specific profession, when the patient has been previously referred to the same profession for the same condition at the same location. A re-referral always marks the start of a new episode. Wait time: The number of weeks from the point at which the referral is received by a member of the General Adult MH team to the day the assessment takes place (less any delay due to client postponement of assessment) excluding both of those days. Sub Definitions: Wait Time is day referral received in the office when it is date stamped by admin staff. (Triage in each service should be efficient and mechanisms put in place it occurs as close as possible to day received). A DNA if an appointment is offered and the patient fails to attend or make contact in sufficient time as to allow the service to reschedule or re-offer appointment this would then be constituted as a DNA
3	**KPI Rationale**	Wait times to General Adult MH team for mental health assessment provide a measure of service access in the community and the timeliness of that access.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	2025 National expected activity NSP 38,018. This metric is reported cumulatively.
4a	**Target Trajectory**	This metric is reported cumulatively.
4b	**Volume Metrics**	HSE Dublin & North East (7,794) HSE West & North West (7,138) HSE Mid West (3,764) HSE South West (5,620) HSE Dublin & South East (6,725) HSE Dublin & Midlands (6,977)
5	**KPI Calculation**	
6	**Data Source**	From General Adult Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	Number of referrals , number appointments offered, number of DNA, by age
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

	Community Adult	
1	**KPI Title**	MH22 - Number of new (including re-referred) cases offered first appointment and Seen by wait time by (i) over 16 years and less than 18 years old (ii) over 18th birthday referred to General Adult Mental Health Team during the reporting period. i) <1 Weeks ii) > 1 Weeks but <= 2 Weeks iii) > 2 Weeks but <= 3 Weeks iv) > 3 Weeks but <= 4 Weeks v) > 4 Weeks but <= 8 Weeks vi) > 8 Weeks but <= 12 Weeks vii) >12 Weeks
1a	**KPI Short Title**	No. of GAMHT New/Re-Referred cases seen in the current month
2	**KPI Description**	Refers to General Adult Community Mental Health Team. Re-referred case: A re-referral is the referral of a patient to a health professional of a specific profession, when the patient has been previously referred to the same profession for the same condition at the same location. A re-referral always marks the start of a new episode. Wait time: The number of Weeks from the point at which the referral is received by a member of the General Adult MH team to the day the assessment takes place (less any delay due to client postponement of assessment) excluding both of those days. Sub Definitions: Wait Time is day referral received in the office when it is date stamped by admin staff. (Triage in each service should be efficient and mechanisms put in place it occurs as close as possible to day received) A DNA if an appointment is offered and the patient fails to attend or make contact in sufficient time as to allow the service to reschedule or re-offer appointment this would then be constituted as a DNA
3	**KPI Rationale**	Wait times to General Adult MH team for mental health assessment provide a measure of service access in the community and the timeliness of that access.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	2025 National expected activity NSP 31,166. This metric is reported cumulatively.
4a	**Target Trajectory**	This metric is reported cumulatively
4b	**Volume Metrics**	HSE Dublin & North East (6,390) HSE West & North West (5,851) HSE Mid West (3,086) HSE South West (4,608) HSE Dublin & South East (5,513) HSE Dublin & Midlands (5,718)
5	**KPI Calculation**	
6	**Data Source**	From General Adult Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	Number of referrals, number appointments offered, number of DNA, by age
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	Management Data Report (MDR), National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

	Community Adult	
1	**KPI Title**	MH23 - Number of new (including re-referred) cases offered first appointment and DNA by wait time by (i) over 16 years and less than 18 years old (ii) over 18th birthday referred to General Adult Mental Health Team during the reporting period. i) <1 Weeks ii) > 1 Weeks but <= 2 Weeks iii) > 2 Weeks but <= 3 Weeks iv) > 3 Weeks but <= 4 Weeks v) > 4 Weeks but <= 8 Weeks vi) > 8 Weeks but <= 12 Weeks vii) >12 Weeks
1a	**KPI Short Title**	No. of GAMHT New/Re-Referred cases DNA in the current month
2	**KPI Description**	Refers to General Adult Community Mental Health Team. Re-referred case: A re-referral is the referral of a patient to a health professional of a specific profession, when the patient has been previously referred to the same profession for the same condition at the same location. A re-referral always marks the start of a new episode. Wait time: The number of weeks from the point at which the referral is received by a member of the General Adult MH team to the day the assessment takes place (less any delay due to client postponement of assessment) excluding both of those days. Sub Definitions: Wait Time is day referral received in the office when it is date stamped by admin staff. (Triage in each service should be efficient and mechanisms put in place it occurs as close as possible to day received) A DNA if an appointment is offered and the patient fails to attend or make contact in sufficient time as to allow the service to reschedule or re-offer appointment this would then be constituted as a DNA
3	**KPI Rationale**	Wait times to General Adult MH team for mental health assessment provide a measure of service access in the community and the timeliness of that access.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	2025 National expected activity NSP 6,852. This metric is reported cumulatively.
4a	**Target Trajectory**	This metric is reported cumulatively
4b	**Volume Metrics**	HSE Dublin & North East (1,404) HSE West & North West (1,287) HSE Mid West (678) HSE South West (1,012) HSE Dublin & South East (1,212) HSE Dublin & Midlands (1,259)
5	**KPI Calculation**	
6	**Data Source**	From General Adult Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	Number of referrals, number appointments offered, number of DNA, by age
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

Community Adult

1	**KPI Title**	MH25 - Number of cases closed/discharged by General Adult Mental Health Team
1a	**KPI Short Title**	Number of cases closed/discharged by GAMHT
2	**KPI Description**	This metric is designed to measure the number of cases closed/discharged to other service or to Primary Care or through case of death (i) over 16y and less than 18 years old (ii) over 18th birthday from the General Adult Mental Health Team during the reporting period (include in cases closed/discharged those cases that were seen and discharged from service in initial assessment)
3	**KPI Rationale**	KPI is designed to measure throughput of General Adult Community Mental Health Teams in conjunction with other indicators.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	2025 National expected activity 33,691. This metric is reported cumulatively.
4a	**Target Trajectory**	
4b	**Volume Metrics**	HSE Dublin & North East (6,907) HSE West & North West (6,324) HSE Mid West (3,339) HSE South West (4,983) HSE Dublin & South East (5,960) HSE Dublin & Midlands (6,178)
5	**KPI Calculation**	
6	**Data Source**	From General Adult Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	Number of cases, number discharged
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

Community Adult	
1	**KPI Title**	MH194 - Teams Number of Active Cases
1a	**KPI Short Title**	Caseload of Team
2	**KPI Description**	The total number of cases currently active in the team at the end of each Quarter. The metric is designed to capture the number of open active cases the service has at the end of each quarter The total number of open active cases within the team with service users only counted once i.e. 1 service user on two different clinicians caseload should only be recorded as 1 open active case.
3	**KPI Rationale**	Allows the service to measure Caseload trends across teams and caseload can then be compared per whole time equvilent numbers.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access
4	**National Target**	NSP 2025 target - XXXX
4a	**Target**	NSP 2025 target - XXXX
4b	**Volume Metrics**	
5	**KPI Calculation**	Count Point in Time
6	**Data Source**	From Adult Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	
7	**Data Collection Frequency**	Quarterly Q
8	**Tracer Conditions**	N/A
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	
11	**KPI Monitoring**	Quarterly: Other – give details: As required
12	**KPI Reporting Frequency**	Quarterly: Other – give details: As required
13	**KPI Report Period**	Quarterly: Other – give details: As required
14	**KPI Reporting Aggregation**	Individual Teams to National / Health Region / Integrated Health Area (IHA) to National
15	**KPI is reported in which reports?**	Mental Health Reports
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

Community Adult	
1 **KPI Title**	MH190 - Total Number of 'face to face' Consultation Appointments
1a **KPI Short Title**	Face to Face Consultations
2 **KPI Description**	The metric is designed to capture the number of appointments (both new & existing), by Attended, DNA or Cancelled, by the location in which the appointment is offered in the reporting month. (Definition below). An Attended appointment is the event a service user is offered and attends the location of appointment, regardless of how many clinicians are there present during the appointment. DNA – a planned appointment not attended by the service user, this does not include appointments cancelled by the clinician. Cancelled- a planned appointment cancelled by the service user within sufficient time as to allow appointment to be offered to another service user. Group Therapies - can be recorded but should only be recorded once and not as clinical contacts i.e. 15 service users attending group therapy and delivered by 3 clinicians should be recorded as 15 attended appointments and not as 45 appointments. Location of Appointment: Clinic - an establishment or hospital department where Mental Health outpatients routinely occur Home - Service users normal place of residence Hospital - CAMHS only were no service offered or available by a liaison team School - CAMHS only Service user normal place of learning Online Video or Telephone consultation- Appointment which has been schuduled and is conducted via telephone or online video platform Other - not in categories above
3 **KPI Rationale**	The purpose of this metric is to gain information over time on the numbers of appointments offerred by the General Adult team in that particular reporting period and monitoring and evaluating the trends over time per HSE region and across the service nationally.
3a **Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access
4 **National Target**	NSP 2025 target - XXXX
4a **Target**	NSP 2025 target - XXXX
4b **Volume Metrics**	
5 **KPI Calculation**	Count Cumulative
6 **Data Source**	From Adult Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to Business Information Unit.
6a **Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b **Data Quality Issues**	
7 **Data Collection Frequency**	Monthly M
8 **Tracer Conditions**	N/A
9 **Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10 **International Comparison**	
11 **KPI Monitoring**	Monthly; Other – give details: As required
12 **KPI Reporting Frequency**	Monthly; Other – give details: As required
13 **KPI Report Period**	Monthly; Other – give details: As required
14 **KPI Reporting Aggregation**	National; Region; Hospital Group; Hospital; National / Health Region / Integrated Health Area (IHA); sub-National / Health Region / Integrated Health Area (IHA) level (please give details); Other, please specify Service Level General Adult
15 **KPI is reported in which reports?**	Mental Health Reports
16 **Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17 **Additional Information**	
KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

Community Adult	
1	**KPI Title**	MH1 - % of accepted referrals / re-referrals offered first appointment within 12 weeks by General Adult Community Mental Health Teams
1a	**KPI Short Title**	General Adult % New/Re-Referrals offered first appointment within 12 weeks.
2	**KPI Description**	Wait time: The number of weeks from the point at which the referral is received by a member of the General Adult Community Mental Health team to the day the assessment takes place (less any delay due to client postponement of assessment) and excluding both of those days.
3	**KPI Rationale**	Wait times to access General Adult Community Mental Health Team for a mental health assessment provides a measure of service availability in the community and the timeliness of that access.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	NSP 2025 ≥90%. This metric is reported cumulatively.
4a	**Target Trajectory**	≥90%
4b	**Volume Metrics**	N/A
5	**KPI Calculation**	Count number of new cases seen within 12 weeks and divide by number of new appointments offered within 12 weeks and calculate the percentage against overall number of new/re-referred cases accepted.
6	**Data Source**	From General Adult Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	Number of accepted referrals/re-referrals; number of accepted referrals/Re-referrals within time frame;
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	Management Data Report (MDR), National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

	Community Adult	
1	**KPI Title**	MH2 - % of accepted referrals / re-referrals offered first appointment and seen within 12 weeks by General Adult Community Mental Health Teams
1a	**KPI Short Title**	% New/Re-Referred offered apointment and seen <12 weeks
2	**KPI Description**	Wait time: The number of weeks from the point at which the referral is received by a member of the General Adult Community Mental Health team to the day the assessment takes place (less any delay due to client postponement of assessment) and excluding both of those days.
3	**KPI Rationale**	Wait times to access General Adult Community Mental Health Team for a mental health assessment provides a measure of service availability in the community and the timeliness of that access.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	NSP 2025 ≥75%. This metric is reported cumulatively.
4a	**Target Trajectory**	≥75%
4b	**Volume Metrics**	N/A
5	**KPI Calculation**	Count number of new cases seen within 12 weeks and divide by number of new appointments offered within 12 weeks and calculate the percentage against overall number of new/re-referred cases accepted.
6	**Data Source**	From General Adult Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	Number of accepted referrals/re-referrals; number of accepted referrals. Re-referrals within time frame;
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	Management Data Report (MDR), National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
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Community Adult	
1	**KPI Title**	MH24 - % of new (including re-referred) General Adult Community Mental Health Team cases offered appointment and DNA in the current month
1a	**KPI Short Title**	% New/Re-Referred offered appointment and DNA in current month.
2	**KPI Description**	Percentage of new (including re-referred) cases offered first appointment and that did not attend (DNA) appointment when referred to General Adult Mental Health Team during the reporting period, by (i) over 16y and less than 18 years old (ii) over 18th birthday. A DNA: if an appointment is offered and the patient fails to attend or make contact in sufficient time as to allow the service to reschedule or re-offer appointment this would then be constituted as a DNA
3	**KPI Rationale**	The focus is to reduce the DNA rates for new and re-referrals to Community Mental Health Teams in CAMHS, General Adult and Psychiatry of Old Age. The aim to introduce a standard response to DNAs in each service and identify areas that have a significant DNA problem.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	NSP 2025 target: ≤22%. This metric is reported cumulatively.
4a	**Target Trajectory**	≤22%
4b	**Volume Metrics**	N/A
5	**KPI Calculation**	Count number of new cases DNA and divide by total number of new appointments offered and calculate the percentage against overall number of new/re-referred cases accepted.
6	**Data Source**	From General Adult Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	number of appointments offered
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	Management Data Report (MDR), National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

Psychiatry of Later Life Mental Health Services

1	KPI Title	MH26 - Number of Psychiatry of Later Life Mental HealthTeams
1a	KPI Short Title	No. of POLL MH Teams
2	KPI Description	The Psychiatry of Later Life Service coordinates a range of interventions for individuals in a variety of locations, including home care treatment, day hospital, outpatient facilities and in-patient units, and interacts and liaises with specialist catchment or regional services to coordinate the care of individuals who require special consideration.
3	KPI Rationale	Measure of the provision of Psychiatry of Later Life Teams by population as per Vision recommendations
3a	Indicator Classification	National Scorecard Quadrant b) Access
4	National Target	2025 National expected activity 34. This metric is reported PIT
4a	Target Trajectory	a) Performance targets constant over the full year
4b	Volume Metrics	HSE Dublin & North East (6) HSE West & North West (8) HSE Mid West (3) HSE South West (4) HSE Dublin & South East (8) HSE Dublin & Midlands (5)
5	KPI Calculation	
6	Data Source	From Psychiatry of Later Life Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	Data Sign Off	Submission at National / Health Region / Integrated Health Area (IHA)
6b	Data Quality Issues	N/A
7	Data Collection Frequency	Monthly
8	Tracer Conditions	Not applicable at this time
9	Minimum Data Set MDS	Number of Teams
10	International Comparison	Not applicable at this time
11	KPI Monitoring	Monthly
12	KPI Reporting Frequency	Monthly
13	KPI Report Period	M
14	KPI Reporting Aggregation	National / Health Region / Integrated Health Area (IHA) and individual teams
15	KPI is reported in which reports?	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	Web link to data	https://www.hse.ie/eng/services/publications/performancereports/
17	Additional Information	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

Psychiatry of Later Life

1	**KPI Title**	MH27 - Number of referrals (including re-referred) received by Psychiatry of Later Life Mental Health Teams
1a	**KPI Short Title**	No. of POLL MH referrals received
2	**KPI Description**	This metric is designed to measure the number of referrals received by the Psychiatry of Later Life Service team during the reporting period for patients over their 65th birthday. First or re/referrals to the Psychiatry of Old Age Service consist mostly of those whom will be seen on domiciliary assessment but some may be seen in OPD settings. The patients are for the most part home-based. Homes include :- a private house (owned or rented etc.) - a private or public residential setting e.g. a nursing home - transitory accommodation e.g. hostel for the homeless , refugee centre or B&B Referrals do not include:i. Referrals between different members of the team.ii. Referrals to specialist clinics such as memory clinics.iii. Referrals seen in hospital settings. (whether general, maternity, geriatric etc.)
3	**KPI Rationale**	The purpose of this metric is to gain information over time on the numbers of referrals accepted to support the monitoring and evaluating of trends over time per area/ region and across the service nationally.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	2025 National expected activity 12,980. This metric is reported cumulatively.
4a	**Target Trajectory**	
4b	**Volume Metrics**	HSE Dublin & North East (2,643) HSE West & North West (2,545) HSE Mid West (1,516) HSE South West (822) HSE Dublin & South East (2,789) HSE Dublin & Midlands (2,655)
5	**KPI Calculation**	
6	**Data Source**	From Psychiatry of Later Life Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	Number of referrals
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

Psychiatry of Later Life

1	**KPI Title**	MH28 - Number of referrals (including re-referred) accepted by Psychiatry of Later Life Mental Health Team
1a	**KPI Short Title**	No. of POLL MH referrals accepted
2	**KPI Description**	This metric is designed to measure the number of referrals accepted based on the criteria operated the Psychiatry of Later Life Team during the reporting period for patients over their 65th birthday
3	**KPI Rationale**	The purpose of this metric is to gain information over time on the numbers of referrals accepted to support the monitoring and evaluating of trends over time per area/ region and across the service nationally.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	2025 National expected activity 11,039. This metric is reported cumulatively.
4a	**Target Trajectory**	
4b	**Volume Metrics**	HSE Dublin & North East (2,248) HSE West & North West (2,164) HSE Mid West (1,289) HSE South West (699) HSE Dublin & South East (2,373) HSE Dublin & Midlands (2,266)
5	**KPI Calculation**	
6	**Data Source**	From Psychiatry of Later Life Community Mental Health Team to ISA Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	Number of referrals
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

	Psychiatry of Later Life	
1	**KPI Title**	MH29 - Number of new (including re-referred) cases offered first appointment and Seen or DNA in the Psychiatry of Old Age Mental Health Team by wait time during the reporting period for patients over their 65th birthday i) <1 Weeks ii) > 1 Weeks but <= 2 Weeks iii) > 2 Weeks but <= 3 Weeks iv) > 3 Weeks but <= 4 Weeks v) > 4 Weeks but <= 8 Weeks vi) > 8 Weeks but <= 12 Weeks vii) >12 Weeks
1a	**KPI Short Title**	No. of POLL MH New/Referred cases offerd (seen and DNA) in the current month
2	**KPI Description**	Refers to Psychiatry of Later Life Mental Health Service. Re-referred case: A re-referral is the referral of a patient to a health professional of a specific profession, when the patient has been previously referred to the same profession for the same condition at the same location. A re-referral always marks the start of a new episode. Wait time: The number of Weeks from the point at which the referral is received by a member of the Community MH team to the day the assessment takes place (less any delay due to client postponement of assessment) excluding both of those days. Sub Definitions: Wait Time is day referral received in the office when it is date stamped by admin staff. (Triage in each service should be efficient and mechanisms put in place that this occurs as close as possible to day received) A DNA: if an appointment is offered and the patient fails to attend or make contact in sufficient time as to allow the service to reschedule or re-offer appointment this would then be constituted as a DNA. A domiciliary DNA is defined as a confirmed appointment for the domiciliary but the person not being present in the house when the clinician arrives to carry out the assessment.
3	**KPI Rationale**	Wait times to Psychiatry of Later Life MH team for mental health assessment provide a measure of service access in the community and the timeliness of that access.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	2025 National expected activity 10,233. This metric is reported cumulatively.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	HSE Dublin & North East (2,082) HSE West & North West (2,005) HSE Mid West (1,196) HSE South West (649) HSE Dublin & South East (2,201) HSE Dublin & Midlands (2,100)
5	**KPI Calculation**	
6	**Data Source**	From Psychiatry of Later Life Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	number of appointments offered
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

Psychiatry of Later Life		
1	**KPI Title**	MH30 - Number of new (including re-referred) cases offered first appointment and Seen in the Psychiatry of Later Life Mental Health Team by wait time during the reporting period for patients over their 65th birthday i) <1 Weeks ii) > 1 Weeks but <= 2 Weeks iii) > 2 Weeks but <= 3 Weeks iv) > 3 Weeks but <= 4 Weeks v) > 4 Weeks but <= 8 Weeks vi) > 8 Weeks but <= 12 Weeks vii) >12 Weeks
1a	**KPI Short Title**	No. of POLL MH New/Re-Referred cases seen in the current month
2	**KPI Description**	Refers to Psychiatry of Later Life Mental Health Service. Re-referred case: A re-referral is the referral of a patient to a health professional of a specific profession, when the patient has been previously referred to the same profession for the same condition at the same location. A re-referral always marks the start of a new episode. Wait time: The number of Weeks from the point at which the referral is received by a member of the Community MH team to the day the assessment takes place (less any delay due to client postponement of assessment) excluding both of those days. Sub Definitions: Wait Time is day referral received in the office when it is date stamped by admin staff. (Triage in each service should be efficient and mechanisms put in place that this occurs as close as possible to day received) A DNA: if an appointment is offered and the patient fails to attend or make contact in sufficient time as to allow the service to reschedule or re-offer appointment this would then be constituted as a DNA. A domiciliary DNA is defined as a confirmed appointment for the domiciliary but the person not being present in the house when the clinician arrives to carry out the assessment.
3	**KPI Rationale**	Wait times to Psychiatry of Later Life MH team for mental health assessment provide a measure of service access in the community and the timeliness of that access.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	2025 National expected activity 9,936. This metric is reported cumulatively.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	HSE Dublin & North East (2,022) HSE West & North West (1,947) HSE Mid West (1,161) HSE South West (630) HSE Dublin & South East (2,137) HSE Dublin & Midlands (2,039)
5	**KPI Calculation**	
6	**Data Source**	From Psychiatry of Later Life Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	Number of appointments offered
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	Management Data Report (MDR), National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

	Psychiatry of Later Life	
1	**KPI Title**	MH31 - Number of new (including re-referred) cases offered first appointment and DNA in the Psychiatry of Later Life Mental Health Team by wait time during the reporting period for patients over their 65th birthday i) <1 Weeks ii) > 1 Weeks but <= 2 Weeks iii) > 2 Weeks but <= 3 Weeks iv) > 3 Weeks but <= 4 Weeks v) > 4 Weeks but <= 8 Weeks vi) > 8 Weeks but <= 12 Weeks vii) >12 Weeks
1a	**KPI Short Title**	No. of POLL MH New/Re-referred cases DNA in the current month
2	**KPI Description**	Refers to Psychiatry of Later Life Mental Health Service. Re-referred case: A re-referral is the referral of a patient to a health professional of a specific profession, when the patient has been previously referred to the same profession for the same condition at the same location. A re-referral always marks the start of a new episode. Wait time: The number of Weeks from the point at which the referral is received by a member of the Community MH team to the day the assessment takes place (less any delay due to client postponement of assessment) excluding both of those days. Sub Definitions: Wait Time is day referral received in the office when it is date stamped by admin staff. (Triage in each service should be efficient and mechanisms put in place that this occurs as close as possible to day received) A DNA: if an appointment is offered and the patient fails to attend or make contact in sufficient time as to allow the service to reschedule or re-offer appointment this would then be constituted as a DNA. A domiciliary DNA is defined as a confirmed appointment for the domiciliary but the person not being present in the house when the clinician arrives to carry out the assessment.
3	**KPI Rationale**	Wait times to Psychiatry of Later Life MH team for mental health assessment provide a measure of service access in the community and the timeliness of that access.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	2025 National expected activity 297.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	HSE Dublin & North East (60) HSE West & North West (58) HSE Mid West (35) HSE South West (19) HSE Dublin & South East (64) HSE Dublin & Midlands (61)
5	**KPI Calculation**	
6	**Data Source**	From Psychiatry of Later Life Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	Number of appointments offered
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

Psychiatry of Later Life		
1	**KPI Title**	MH33 - Number of cases closed/discharged by Psychiatry of Later Life Mental Health Team
1a	**KPI Short Title**	No. of POLL MH cases closed
2	**KPI Description**	This metric is designed to measure the number of cases closed/discharged to other service or Primary Care or through case of death by the Psychiatry of Later Life Team during the reporting period for patients over their 65th birthday.(include in cases closed/discharged those cases that were seen and discharged from service in initial assessment)
3	**KPI Rationale**	The purpose of this metric is to gain information over time on the numbers of cases closed/discharged and monitoring and evaluating the trends over time per area/ region and across the service nationally.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access
4	**National Target**	2025 National expected activity 8,831 This metric is reported cumulatively.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	HSE Dublin & North East (1,799) HSE West & North West (1,732) HSE Mid West (1,031) HSE South West (559) HSE Dublin & South East (1,898) HSE Dublin & Midlands (1,812)
5	**KPI Calculation**	
6	**Data Source**	From Psychiatry of Later Life Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	Number of cases discharged, closed
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

Psychiatry of Later Life		
1	**KPI Title**	MH189 - Teams Number of Active Cases
1a	**KPI Short Title**	Caseload of Team
2	**KPI Description**	The total number of cases currently active in the team at the end of each Quarter. The metric is designed to capture the number of open active cases the service has at the end of each quarter. The total number of open active cases within the team with service users only counted once i.e. 1 service user on two different clinicians caseload should only be recorded as 1 open active case.
3	**KPI Rationale**	Allows the service to measure Caseload trends across teams and caseload can then be compared per whole time equvilent numbers.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access
4	**National Target**	NSP 2025 target - XXXX
4a	**Target**	NSP 2025 target - XXXX
4b	**Volume Metrics**	
5	**KPI Calculation**	Count Point in Time
6	**Data Source**	From POLL Team to National / Health Region / Integrated Health Area (IHA) Manager to Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	
7	**Data Collection Frequency**	Quarterly
8	**Tracer Conditions**	N/A
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	
11	**KPI Monitoring**	Quarterly: Other – give details: As required
12	**KPI Reporting Frequency**	Quarterly: Other – give details: As required
13	**KPI Report Period**	Quarterly: Other – give details: As required
14	**KPI Reporting Aggregation**	Hospital Group; Hospital; National / Health Region / Integrated Health Area (IHA); Other, please specify Service Level - POLL Team
15	**KPI is reported in which reports?**	Mental Health Reports
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

Psychiatry of Later Life	
1 **KPI Title**	MH185 - Total Number of 'face to face' Consultation Appointments
1a **KPI Short Title**	Face to Face Consultations
2 **KPI Description**	The metric is designed to capture the number of appointments (both new & existing), by Attended, DNA or Cancelled, by the location in which the appointment is offered in the reporting month. (Definition below). An Attended appointment is the event a service user is offered and attends the location of appointment, regardless of how many clinicians are there present during the appointment. DNA – a planned appointment not attended by the service user, this does not include appointments cancelled by the clinician. Cancelled- a planned appointment cancelled by the service user within sufficient time as to allow appointment to be offered to another service user. Group Therapies - can be recorded but should only be recorded once and not as clinical contacts i.e. 15 service users attending group therapy and delivered by 3 clinicians should be recorded as 15 attended appointments and not as 45 appointments. Location of Appointment: Clinic - an establishment or hospital department where Mental Health outpatients routinely occur Home - Service users normal place of residence Hospital - CAMHS only were no service offered or available by a liaison team School - CAMHS only Service user normal place of learning Online Video or Telephone consultation- Appointment which has been schuduled and is conducted via telephone or online video platform Other - not in categories above
3 **KPI Rationale**	The purpose of this metric is to gain information over time on the numbers of appointments offerred by the POLL team in that particular reporting period and monitoring and evaluating the trends over time per HSE region and across the service nationally.
3a **Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access
4 **National Target**	NSP 2025 target - XXXX
4a **Target**	NSP 2025 target - XXXX
4b **Volume Metrics**	
5 **KPI Calculation**	Count Cumulative
6 **Data Source**	From POLL Team to National / Health Region / Integrated Health Area (IHA) Manager to Business Information Unit.
6a **Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b **Data Quality Issues**	
7 **Data Collection Frequency**	Monthly M
8 **Tracer Conditions**	N/A
9 **Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10 **International Comparison**	
11 **KPI Monitoring**	Monthly; Other – give details: As required
12 **KPI Reporting Frequency**	Monthly; Other – give details: As required
13 **KPI Report Period**	Monthly; Other – give details: As required
14 **KPI Reporting Aggregation**	Monthly M
15 **KPI is reported in which reports?**	Mental Health Reports
16 **Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17 **Additional Information**	
KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

	Psychiatry of Later Life	
1	**KPI Title**	MH3 - % of accepted referrals / re-referrals offered first appointment within 12 weeks by Psychiatry of Later Life Community Mental Health Teams
1a	**KPI Short Title**	% New/Re-Referred offered first appointment within 12 weeks
2	**KPI Description**	Wait time: The number of weeks from the point at which the referral is received by a member of the Psychiatry of Later Life Community Mental Health team to the day the assessment takes place (less any delay due to client postponement of assessment) and excluding both of those days.
3	**KPI Rationale**	Wait times to access Psychiatry of Later Life Community Mental Health Team for mental health assessment provides a measure of service availability in the community and the timeliness of that access.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety
4	**National Target**	NSP 2025 target ≥98%. This metric is reported cumulatively.
4a	**Target Trajectory**	≥ 98%
4b	**Volume Metrics**	N/A
5	**KPI Calculation**	Count number of new cases seen within 12 weeks and divide by number of new appointments offered within 12 weeks and calculate the percentage against the overall number of new/re-referred cases accepted.
6	**Data Source**	From General Adult Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	Number of accepted referrals/re-referrals; numer of accepted referrals/re-referrals within timeframe
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M-1M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	Management Data Report (MDR), National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

	Psychiatry of Later Life	
1	**KPI Title**	MH32 - % of new (including re-referred) Later Life Psychiatry Team cases offered appointment and DNA in the current month
1a	**KPI Short Title**	% New/Re-Referred offered appointment and DNA in Current Month
2	**KPI Description**	Number of new (including re-referred) cases offered first appointment and and that did not attend (DNA) appointment in the Psychiatry of Later Life Mental Health Team during the reporting period for patients over their 65th birthday. A DNA: if an appointment is offered and the patient fails to attend or make contact in sufficient time as to allow the service to reschedule or re-offer appointment this would then be constituted as a DNA. A domiciliary DNA is defined as a confirmed appointment for the domiciliary but the person not being present in the house when the clinician arrives to carry out the assessment.
3	**KPI Rationale**	The focus is to reduce the DNA rates for new and re-referrals to Community Mental Health Teams in CAMHS, General Adult and Psychiatry of Later Life. The aim to introduce a standard response to DNAs in each service and identify areas that have a significant DNA problem.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	NSP 2025 target ≤3%. This metric is reported cumulatively.
4a	**Target Trajectory**	≤3%
4b	**Volume Metrics**	N/A
5	**KPI Calculation**	Count number of new cases DNA and divide by total number of new appointments offered and calculate the percentage against overall number of new/re-referred cases accepted.
6	**Data Source**	From General Adult Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	Number of appointments offered
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M-1M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	Management Data Report (MDR), National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

Psychiatry of Later Life		
1	**KPI Title**	MH4 - % of accepted referrals / re-referrals offered first appointment and seen within 12 weeks by Psychiatry of Later Life Community Mental Health Teams
1a	**KPI Short Title**	% New/Re-Referred offered first appointment and seen within 12 weeks
2	**KPI Description**	Wait time: The number of weeks from the point at which the referral is received by a member of the Psychiatry of Later Life Community Mental Health team to the day the assessment takes place (less any delay due to client postponement of assessment) and excluding both of those days.
3	**KPI Rationale**	Wait times to access Psychiatry of Later Life Community Mental Health Team for mental health assessment provides a measure of service availability in the community and the timeliness of that access.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety
4	**National Target**	NSP 2025 target ≥95%. This metric is reported cumulatively.
4a	**Target Trajectory**	≥95%
4b	**Volume Metrics**	N/A
5	**KPI Calculation**	Count number of new cases seen within 12 weeks and divide by number of new appointments offered within 12 weeks and calculate the percentage against the overall number of new/re-referred cases accepted.
6	**Data Source**	From General Adult Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	Number of accepted referrals/re-referrals; numer of accepted referrals/re-referrals within timeframe
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	Management Data Report (MDR), National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

Child & Adolescent Mental Health Services - Inpatient

1	**KPI Title**	MH5 - Admissions of children to HSE Child and Adolescent Acute Inpatient Units as a % of the total number of admissions of children to mental health acute inpatient units
1a	**KPI Short Title**	Child and adolescent admissions to CAMHS units as % of total admissions to approved centres
2	**KPI Description**	This metric is designed to measure the total number of HSE/HSE funded Child and Adolescent Acute Inpatient admissions as a percentage of all acute inpatient admissions of children and adolescents whether admitted to HSE/HSE funded CAMHS acute inpatient units and or HSE/HSE funded Adult Mental Health Acute Inpatient Units and excluding admissions to private units.
3	**KPI Rationale**	This is a quality metric to measure compliance with the Mental Health Commission regulation in respect of admission of children and adolescents to age appropriate acute inpatient units. It is also designed to monitor the operation of the HSE/HSE funded Child and Adolescent Acute Inpatient units and demonstrate the benefits realisation from the investment in CAMHS acute inpatient provision.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety
4	**National Target**	NSP 2025 target ≥90%. This metric is reported cumulatively.
4a	**Target Trajectory**	≥90%
4b	**Volume Metrics**	N/A
5	**KPI Calculation**	Count of all admissions of children to HSE/HSE funded CAMHs Acute Inpatient Units, count of all admissions of children and adolescents to HSE/HSE funded Adult Acute Mental Health Inpatient Units; Sum of both counts. Calculate percentage of number of children and adolescents admitted to HSE/HSE funded CAMHs inpatient units as against total number of admissions of children and adolescents excluding admissions to private units.
6	**Data Source**	From CAMHS Inpatient Units & Mental Health commission to Children/Adolescent Inpatient Coordinator to National Business Information Unit.
6a	**Data Sign Off**	Submission at Acute Unit
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	The number of children and adolescents admitted to HSE/HSE funded CAMHS Inpatient Units; The number of children and adolescents admitted to HSE/HSE funded Adult Acute Mental Health Inpatient Units
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	Health Region and individual Units
15	**KPI is reported in which reports?**	Management Data Report (MDR), National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

	CAMHS Inpatient	
1	**KPI Title**	MH57 - Percentage of Bed days used in HSE Child and Adolescent Acute Inpatient Units as a total of Bed days used by children in mental health acute inpatient units
1a	**KPI Short Title**	% of bed days used in age appropriate units
2	**KPI Description**	This metric is designed to measure the total number of HSE/HSE funded Child and Adolescent Acute Inpatient bed days used as a percentage of all acute inpatient bed days of children and adolescents whether admitted to HSE/HSE funded CAMHS acute inpatient units and or HSE/HSE funded Adult Mental Health Acute Inpatient Units and excluding admissions to private units.
3	**KPI Rationale**	This is a quality metric to measure compliance with the Mental Health Commission regulation in respect of admission of children and adolescents to age appropriate acute inpatient units. It is also designed to monitor the operation of the HSE/HSE funded Child and Adolescent Acute Inpatient units and demonstrate the benefits realisation from the investment in CAMHS acute inpatient provision.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety
4	**National Target**	NSP 2025 target ≥95%. This metric is reported cumulatively.
4a	**Target Trajectory**	≥95%
4b	**Volume Metrics**	N/A
5	**KPI Calculation**	Count of all Bed days of children to HSE/HSE funded CAMHs Acute Inpatient Units, count of all Bed Days of children and adolescents (based on location of admission) to HSE/HSE funded Adult Acute Mental Health Inpatient Units (based on location of unit); Sum of both counts. Calculate percentage of number of children and adolescents bed days used to HSE/HSE funded CAMHs inpatient units as against total number of bed days used of children and adolescents excluding admissions to private units.
6	**Data Source**	From CAMHS Inpatient Units & Mental Health commission to Children/Adolescent Inpatient Coordinator to National Business Information Unit.
6a	**Data Sign Off**	Submission at Acute Unit
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	The number of children and adolescents admitted to HSE/HSE funded CAMHS Inpatient Units; The number of children and adolescents admitted to HSE/HSE funded Adult Acute Mental Health Inpatient Units
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	Health Region and individual Units
15	**KPI is reported in which reports?**	Management Data Report (MDR), National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
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CAMHS Inpatient

1	**KPI Title**	MH37 - Number of Child/Adolescent admissions to HSE/HSE Funded Child and Adolescent mental health in-patient units
1a	**KPI Short Title**	No. of Child/Adolescent admissions to HSE/HSE funded CAMHS inpatient units
2	**KPI Description**	Number of admissions to HSE Child and Adolescent Inpatient Units.
3	**KPI Rationale**	To monitor the number of admissions to each C&A unit
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	2025 National Expected Activity 320. This metric is reported cumulatively.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	HSE Dublin & North East (60) HSE West & North West (85) HSE South West (65) HSE Dublin & Midlands (110)
5	**KPI Calculation**	
6	**Data Source**	From CAMHS Inpatient Units to Children/Adolescent Inpatient Coordinator to National Business Information Unit.
6a	**Data Sign Off**	Submission at Acute Unit
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Inpatient psychiatric treatment is usually indicated for children and adolescents with severe psychiatric disorders such as schizophrenia, depression, and mania. Other presentations include severe complex medical-psychiatric disorders such as anorexia / bulimia. Admission may also be required for clarification of diagnosis and appropriate treatment or for the commencement and monitoring of medication. The increasing incidence of the more severe mental health disorders in later adolescence increases the need for inpatient admission.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details. For each admission a form is sent to the Mental Health Commission informing of admission
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	Health Region and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

	CAMHS Inpatient	
1	**KPI Title**	MH38 - 41 Number of children/adolescents admitted to adult HSE mental health inpatient units: i) <16 yrs ii) <17 yrs iii) <18 yrs
1a	**KPI Short Title**	No. of children/adolescents admitted to adult HSE mental health inpatient units
2	**KPI Description**	Number of children/adolescents admitted to adult HSE mental health inpatient units.
3	**KPI Rationale**	The Mental Health Commission code of practice on regulating the admission of children under 18 to adult inpatient units. From July 1st 2009, no child under 16 is to be admitted to an adult inpatient unit except in exceptional circumstances, from December 2010, no child under 17 can be admitted to an adult inpatient unit except under exceptional circumstances. With effect from 1st December 2011, no child under 18 should be admitted to an adult inpatient unit unless in exceptional circumstances. This metric is to monitor compliance with the code of practice.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	2025 National expected activity <30. This metric is reported cumulatively.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	<18 yrs (<30)
5	**KPI Calculation**	
6	**Data Source**	From Mental Health commission to Children/Adolescent Inpatient Coordinator to National Business Information Unit.
6a	**Data Sign Off**	Submission at Acute Unit
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	The Mental Health Commission set a timeline for achievement of this goal. From July 2009 no admission of children under the age of 16 years, except in specified exceptional circumstances, to adult units was to take place. In December 2010 this age limit increased to include children under the age of 17 years. In December 2011 this increased to include all children under the age of 18 years.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details. For each admission a form is sent to the Mental Health Commission informing of admission
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	Health Region and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

Child & Adolescent Mental Health Services - Community

1	**KPI Title**	MH34 - Number of Child and Adolescent Community Mental Health Teams
1a	**KPI Short Title**	No. of CAMHS Teams
2	**KPI Description**	Vision for Change recommended the number of Community Child and Adolescent Mental Health Teams.
3	**KPI Rationale**	Implementation of recommendations of A Vision for Change and to address the Regulations of the Mental Health Commission.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	2025 National expected activity 81. This metric is reported PIT.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	HSE Dublin & North East (19) HSE West & North West (12) HSE Mid West (7) HSE South West (11) HSE Dublin & South East (15) HSE Dublin & Midlands (17)
5	**KPI Calculation**	
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	1 team per 50,000 head of population as per VFC
9	**Minimum Data Set MDS**	No of CAMHS Commnunity Mental Health Teams
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

CAMHS

1	**KPI Title**	MH43 - Number of child/adolescent referrals (including re-referred) received by mental health services
1a	**KPI Short Title**	No. of referrals received by CAMHS
2	**KPI Description**	This metric is designed to measure the number of child/ adolescents (i) under 16yrs and (ii) over 16years but not yet reached their 18th birthday referred to each CAMH Service during the reporting period.
3	**KPI Rationale**	The purpose of this metric is to gain information over time on the numbers of referrals to support the monitoring and evaluating of trends over time per area/ region and across the service nationally.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	2025 National Expected Activity 24,154. This metric is reported cumulatively.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	HSE Dublin & North East (4,568) HSE West & North West (3,591) HSE Mid West (1,720) HSE South West (2,996) HSE Dublin & South East (5,712) HSE Dublin & Midlands (5,567)
5	**KPI Calculation**	The total number of child/adolescent referrals received each month
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	Management Data Report (MDR), National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

	CAMHS	
1	**KPI Title**	MH44 - No. of child / adolescent referrals (including re-referred) accepted by Mental Health Services
1a	**KPI Short Title**	No. of referrals accepted by CAMHS
2	**KPI Description**	This metric is designed to measure the number child/ adolescent (i) under 16y and (ii) over 16y but not yet reached their 18th birthday accepted by each CAMH Service during the reporting period.
3	**KPI Rationale**	The purpose of this metric is to gain information over time on the numbers of referrals accepted, based on the criteria operated by the CAMHS team in that particular reporting period and monitoring and evaluating the trends over time per HSE region and across the service nationally. .
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	2025 National Expected Activity 16,912. This metric is reported cumulatively.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	HSE Dublin & North East (3,199) HSE West & North West (2,514) HSE Mid West (1,205) HSE South West (2,099) HSE Dublin & South East (3,998) HSE Dublin & Midlands (3,897)
5	**KPI Calculation**	The total number of child/adolescent referrals accepted each month
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
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CAMHS

1	**KPI Title**	MH45 - No. of new (including re-referred) CAMHs Team cases offered first appointment for the current month (seen and DNA)
1a	**KPI Short Title**	No. of CAMHS New/Re-referred cases offered (seen and DNA) in the current month
2	**KPI Description**	Number of new (including re-referred) child / adolescent cases seen or Did Not Attend their first appointment
3	**KPI Rationale**	To monitor trends in relation to referrals..
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	2025 National Expected Activity 14,884. This metric is reported cumulatively.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	HSE Dublin & North East (2,815) HSE West & North West (2,212) HSE Mid West (1,061) HSE South West (1,849) HSE Dublin & South East (3,517) HSE Dublin & Midlands (3,430)
5	**KPI Calculation**	Count number of new appointments offered and subtract those who did not attend.
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

CAMHS

#		
1	**KPI Title**	MH46 - No. of new (including re-referred) child/adolescent referrals seen in the current month
1a	**KPI Short Title**	No. of CAMHS New/Re-referred cases seen in the current month
2	**KPI Description**	Number of New/Re-referred child/adolescent cases seen or DNA first appointment
3	**KPI Rationale**	To monitor trends in relation to referrals..
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	2025 National expected activity: 13,529 This metric is reported cumulatively.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	HSE Dublin & North East (2,560) HSE West & North West (2,010) HSE Mid West (965) HSE South West (1,680) HSE Dublin & South East (3,196) HSE Dublin & Midlands (3,118)
5	**KPI Calculation**	Count number of new appointments offered and subtract those who did not attend.
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	Management Data Report (MDR), National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
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	CAMHS	
1	**KPI Title**	MH47 - No. of new (including re-referred) child/adolescent referrals offered appointment and DNA in the current month
2	**KPI Description**	No. of CAMHS New/Re-referred cases DNA in the current month
3	**KPI Rationale**	To monitor trends in relation to referrals..
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	2025 National Expected Activity 1,355. This metric is reported cumulatively.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	HSE Dublin & North East (255) HSE West & North West (202) HSE Mid West (96) HSE South West (169) HSE Dublin & South East (321) HSE Dublin & Midlands (312)
5	**KPI Calculation**	Count number of new appointments offered and subtract those who did not attend.
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

CAMHS		
1	**KPI Title**	MH49 - Number of cases closed/discharged by CAMHS service
1a	**KPI Short Title**	Number of cases closed/discharged by CAMHS service
2	**KPI Description**	This metric is designed to measure the number of cases closed/discharged from each CAMH Service during the reporting period.
3	**KPI Rationale**	The purpose of this metric is to gain information over time on the numbers of cases closed/discharged and monitoring and evaluating the trends over time per area/ region and across the service nationally.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	2025 National Expected Activity 13,529. This metric is reported cumulatively.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	HSE Dublin & North East (2,560) HSE West & North West (2,010) HSE Mid West (965) HSE South West (1,680) HSE Dublin & South East (3,196) HSE Dublin & Midlands (3,118)
5	**KPI Calculation**	Total number of child/adolescent cases closed/discharged.
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Cases are closed or discharged back to GP, Other CAMHS, Other Community Service and Adult Service
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.Discharge summary letter
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

CAMHS

1	**KPI Title**	MH50 - Total No. to be seen for a first appointment at the end of each month.
1a	**KPI Short Title**	Waiting to be seen for a first appointment at the end of each month
2	**KPI Description**	Wait time: The time elapsed from the point at which the referral is received & accepted by a member of the CAMHS team to the day the assessment takes place (less any delay due to client postponement of assessment).
3	**KPI Rationale**	Wait times to CAMHS for mental health assessment provide a measure of the response time of the service.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	NSP 2025 expected activity 3,751. This metric is reported PIT
4a	**Target Trajectory**	Performance targets constant over the full year
4b	**Volume Metrics**	HSE Dublin & North East (721) HSE West & North West (461) HSE Mid West (222) HSE South West (967) HSE Dublin & South East (551) HSE Dublin & Midlands (829)
5	**KPI Calculation**	The number of child/adolescent on waiting list at the each month by time length of time on wait list.
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

CAMHS

1	**KPI Title**	MH51 - Total No. to be seen by CAMHS waiting 0-3 months
1a	**KPI Short Title**	Waiting 0-3 months to be seen by CAMHS
2	**KPI Description**	Wait time: The time elapsed from the point at which the referral is received & accepted by a member of the CAMHS team to the day the assessment takes place (less any delay due to client postponement of assessment).
3	**KPI Rationale**	Wait times to CAMHS for mental health assessment provide a measure of the response time of the service.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	NSP 2025 National Expected Activity 1,562. This metric is reported PIT
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	HSE Dublin & North East (246) HSE West & North West (252) HSE Mid West (112) HSE South West (179) HSE Dublin & South East (317) HSE Dublin & Midlands (456)
5	**KPI Calculation**	The number of child/adolescent on waiting list at the each quarter by time length of time on wait list. .
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

CAMHS	
1	**KPI Title**	MH52 - Total No. to be seen by CAMHS waiting 3-6 months
1a	**KPI Short Title**	Waiting 3-6 months to be seen by CAMHS
2	**KPI Description**	Wait time: The time elapsed from the point at which the referral is received & accepted by a member of the CAMHS team to the day the assessment takes place (less any delay due to client postponement of assessment).
3	**KPI Rationale**	Wait times to CAMHS for mental health assessment provide a measure of the response time of the service.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	NSP 2025 Expected Activity 873 This metric is reported PIT.
4a	**Target Trajectory**	A) Performance targets constant over the full year
4b	**Volume Metrics**	HSE Dublin & North East (195) HSE West & North West (125) HSE Mid West (49) HSE South West (173) HSE Dublin & South East (129) HSE Dublin & Midlands (202)
5	**KPI Calculation**	The number of child/adolescent on waiting list at the each quarter by time length of time on wait list.
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

CAMHS

#	Field	Value
1	KPI Title	MH53 - Total No. to be seen by CAMHS waiting 6-9 months
1a	KPI Short Title	Waiting 6-9 months to be seen by CAMHS
2	KPI Description	Wait time: The time elapsed from the point at which the referral is received & accepted by a member of the CAMHS team to the day the assessment takes place (less any delay due to client postponement of assessment).
3	KPI Rationale	Wait times to CAMHS for mental health assessment provide a measure of the response time of the service.
3a	Indicator Classification	National Scorecard Quadrant b) Access
4	National Target	NSP 2025 National Expected Activity 730. This metric is reported PIT.
4a	Target Trajectory	a) Performance targets constant over the full year
4b	Volume Metrics	HSE Dublin & North East (168) HSE West & North West (51) HSE Mid West (35) HSE South West (310) HSE Dublin & South East (69) HSE Dublin & Midlands (97)
5	KPI Calculation	The number of child/adolescent on waiting list at the each quarter by time length of time on wait list.
6	Data Source	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	Data Sign Off	Submission at National / Health Region / Integrated Health Area (IHA)
6b	Data Quality Issues	N/A
7	Data Collection Frequency	Monthly
8	Tracer Conditions	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	Minimum Data Set MDS	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	International Comparison	No
11	KPI Monitoring	Monthly
12	KPI Reporting Frequency	Monthly
13	KPI Report Period	M
14	KPI Reporting Aggregation	National / Health Region / Integrated Health Area (IHA) and individual teams
15	KPI is reported in which reports?	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	Web link to data	https://www.hse.ie/eng/services/publications/performancereports/
17	Additional Information	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

CAMHS

1	**KPI Title**	MH54 - Total No. to be seen by CAMHS waiting 9-12 months
1a	**KPI Short Title**	Waiting 9-12 months to be seen by CAMHS
2	**KPI Description**	Wait time: The time elapsed from the point at which the referral is received & accepted by a member of the CAMHS team to the day the assessment takes place (less any delay due to client postponement of assessment).
3	**KPI Rationale**	Wait times to CAMHS for mental health assessment provide a measure of the response time of the service.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	NSP 2025 National Expected Activity 586. This metric is reported PIT.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	HSE Dublin & North East (112) HSE West & North West (33) HSE Mid West (26) HSE South West (305) HSE Dublin & South East (36) HSE Dublin & Midlands (74)
5	**KPI Calculation**	The number of child/adolescent on waiting list at the each quarter by time length of time on wait list.
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

CAMHS

1	**KPI Title**	MH55 - Total No. to be seen by CAMHS waiting >12 months
1a	**KPI Short Title**	Waiting >12 months to be seen by CAMHS
2	**KPI Description**	Wait time: The time elapsed from the point at which the referral is received & accepted by a member of the CAMHS team to the day the assessment takes place (less any delay due to client postponement of assessment).
3	**KPI Rationale**	Wait times to CAMHS for mental health assessment provide a measure of the response time of the service.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	NSP 2025 0 This metric is reported PIT.
4a	**Target Trajectory**	0
4b	**Volume Metrics**	0
5	**KPI Calculation**	The number of child/adolescent on waiting list at the each quarter by time length of time on wait list.
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

CAMHS		
1	**KPI Title**	MH59 - Total No. to be seen by CAMHS waiting 15 months - 18 months
1a	**KPI Short Title**	Waiting 15-18 months to be seen by CAMHS
2	**KPI Description**	Wait time: The time elapsed from the point at which the referral is received & accepted by a member of the CAMHS team to the day the assessment takes place (less any delay due to client postponement of assessment).
3	**KPI Rationale**	Wait times to CAMHS for mental health assessment provide a measure of the response time of the service.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	N/A. This metric is reported PIT.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	0
5	**KPI Calculation**	The number of child/adolescent on waiting list at the each quarter by time length of time on wait list.
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

	CAMHS	
1	**KPI Title**	MH60 - Total No. to be seen by CAMHS waiting 18 months - 21 months
1a	**KPI Short Title**	Waiting 18-21 months to be seen by CAMHS
2	**KPI Description**	Wait time: The time elapsed from the point at which the referral is received & accepted by a member of the CAMHS team to the day the assessment takes place (less any delay due to client postponement of assessment).
3	**KPI Rationale**	Wait times to CAMHS for mental health assessment provide a measure of the response time of the service.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	N/A. This metric is reported PIT.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	0
5	**KPI Calculation**	The number of child/adolescent on waiting list at the each quarter by time length of time on wait list.
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

	CAMHS	
1	**KPI Title**	MH61 - Total No. to be seen by CAMHS waiting 21 months - 24 months
1a	**KPI Short Title**	Waiting 21-24 months to be seen by CAMHS
2	**KPI Description**	Wait time: The time elapsed from the point at which the referral is received & accepted by a member of the CAMHS team to the day the assessment takes place (less any delay due to client postponement of assessment).
3	**KPI Rationale**	Wait times to CAMHS for mental health assessment provide a measure of the response time of the service.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access
4	**National Target**	N/A. This metric is reported PIT.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	0
5	**KPI Calculation**	The number of child/adolescent on waiting list at the each quarter by time length of time on wait list.
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

CAMHS		
1	**KPI Title**	MH62 - Total No. to be seen by CAMHS waiting 24 months - 27 months
1a	**KPI Short Title**	Waiting 24-27 months to be seen by CAMHS
2	**KPI Description**	Wait time: The time elapsed from the point at which the referral is received & accepted by a member of the CAMHS team to the day the assessment takes place (less any delay due to client postponement of assessment).
3	**KPI Rationale**	Wait times to CAMHS for mental health assessment provide a measure of the response time of the service.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	N/A. This metric is reported PIT.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	0
5	**KPI Calculation**	The number of child/adolescent on waiting list at the each quarter by time length of time on wait list.
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

	CAMHS	
1	**KPI Title**	MH64 - Total No. to be seen by CAMHS waiting 30 months - 33 months
1a	**KPI Short Title**	Waiting 30-33 months to be seen by CAMHS
2	**KPI Description**	Wait time: The time elapsed from the point at which the referral is received & accepted by a member of the CAMHS team to the day the assessment takes place (less any delay due to client postponement of assessment).
3	**KPI Rationale**	Wait times to CAMHS for mental health assessment provide a measure of the response time of the service.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	N/A. This metric is reported PIT.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	0
5	**KPI Calculation**	The number of child/adolescent on waiting list at the each quarter by time length of time on wait list.
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

	CAMHS	
1	**KPI Title**	MH65 - Total No. to be seen by CAMHS waiting 33 months - 36 months
1a	**KPI Short Title**	Waiting 33-36 months to be seen by CAMHS
2	**KPI Description**	Wait time: The time elapsed from the point at which the referral is received & accepted by a member of the CAMHS team to the day the assessment takes place (less any delay due to client postponement of assessment).
3	**KPI Rationale**	Wait times to CAMHS for mental health assessment provide a measure of the response time of the service.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	N/A. This metric is reported PIT.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	0
5	**KPI Calculation**	The number of child/adolescent on waiting list at the each quarter by time length of time on wait list.
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

CAMHS

1	**KPI Title**	MH66 - Total No. to be seen by CAMHS waiting 36 months - 39 months
1a	**KPI Short Title**	Waiting 36-39 months to be seen by CAMHS
2	**KPI Description**	Wait time: The time elapsed from the point at which the referral is received & accepted by a member of the CAMHS team to the day the assessment takes place (less any delay due to client postponement of assessment).
3	**KPI Rationale**	Wait times to CAMHS for mental health assessment provide a measure of the response time of the service.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	N/A. This metric is reported PIT.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	0
5	**KPI Calculation**	The number of child/adolescent on waiting list at the each quarter by time length of time on wait list.
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

CAMHS	
1	**KPI Title**	MH67 - Total No. to be seen by CAMHS waiting 39 months - 42 months
1a	**KPI Short Title**	Waiting 39-42 months to be seen by CAMHS
2	**KPI Description**	Wait time: The time elapsed from the point at which the referral is received & accepted by a member of the CAMHS team to the day the assessment takes place (less any delay due to client postponement of assessment).
3	**KPI Rationale**	Wait times to CAMHS for mental health assessment provide a measure of the response time of the service.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	N/A. This metric is reported PIT.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	0
5	**KPI Calculation**	The number of child/adolescent on waiting list at the each quarter by time length of time on wait list.
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

CAMHS

#	Field	Value
1	**KPI Title**	MH68 - Total No. to be seen by CAMHS waiting 42 months - 45 months
1a	**KPI Short Title**	Waiting 42-45 months to be seen by CAMHS
2	**KPI Description**	Wait time: The time elapsed from the point at which the referral is received & accepted by a member of the CAMHS team to the day the assessment takes place (less any delay due to client postponement of assessment).
3	**KPI Rationale**	Wait times to CAMHS for mental health assessment provide a measure of the response time of the service.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	N/A. This metric is reported PIT.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	0
5	**KPI Calculation**	The number of child/adolescent on waiting list at the each quarter by time length of time on wait list.
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

	CAMHS	
1	**KPI Title**	MH69 - Total No. to be seen by CAMHS waiting 45 months - 48 months
1a	**KPI Short Title**	Waiting 45-48 months to be seen by CAMHS
2	**KPI Description**	Wait time: The time elapsed from the point at which the referral is received & accepted by a member of the CAMHS team to the day the assessment takes place (less any delay due to client postponement of assessment).
3	**KPI Rationale**	Wait times to CAMHS for mental health assessment provide a measure of the response time of the service.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	N/A. This metric is reported PIT.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	0
5	**KPI Calculation**	The number of child/adolescent on waiting list at the each quarter by time length of time on wait list.
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

CAMHS

1	**KPI Title**	MH70 - Total No. to be seen by CAMHS waiting > 48 months
1a	**KPI Short Title**	Waiting >48 months to be seen by CAMHS
2	**KPI Description**	Wait time: The time elapsed from the point at which the referral is received & accepted by a member of the CAMHS team to the day the assessment takes place (less any delay due to client postponement of assessment).
3	**KPI Rationale**	Wait times to CAMHS for mental health assessment provide a measure of the response time of the service.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	N/A. This metric is reported PIT.
4a	**Target Trajectory**	a) Performance targets constant over the full year
4b	**Volume Metrics**	0
5	**KPI Calculation**	The number of child/adolescent on waiting list at the each quarter by time length of time on wait list.
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

CAMHS	
1	**KPI Title**	MH93 - Teams Number of Active Cases
1a	**KPI Short Title**	Caseload of Team
2	**KPI Description**	The total number of cases currently active in the team at the end of each Quarter. The metric is designed to capture the number of open active cases the service has at the end of each quarter. The total number of open active cases within the team with service users only counted once i.e. 1 service user on two different clinicians caseload should only be recorded as 1 open active case.
3	**KPI Rationale**	Allows the service to measure Caseload trends across teams and caseload can then be compared per whole time equvilent numbers.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access
4	**National Target**	NSP 2025 target - XXXX
4a	**Target**	NSP 2025 target - XXXX
4b	**Volume Metrics**	
5	**KPI Calculation**	Count Point in Time
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	
7	**Data Collection Frequency**	Quarterly Q
8	**Tracer Conditions**	N/A
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	
11	**KPI Monitoring**	Quarterly: Other – give details: As required
12	**KPI Reporting Frequency**	Quarterly: Other – give details: As required
13	**KPI Report Period**	Quarterly: Other – give details: As required
14	**KPI Reporting Aggregation**	Individual Teams to National / Health Region / Integrated Health Area (IHA) to National
15	**KPI is reported in which reports?**	Mental Health Reports
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

CAMHS	
1 **KPI Title**	MH89 - Total Number of 'face to face' Consultation Appointments
1a **KPI Short Title**	Face to Face Consultations
2 **KPI Description**	The metric is designed to capture the number of appointments (both new & existing), by Attended, DNA or Cancelled, by the location in which the appointment is offered in the reporting month. (Definition below). An Attended appointment is the event a service user is offered and attends the location of appointment, regardless of how many clinicians are there present during the appointment. DNA – a planned appointment not attended by the service user, this does not include appointments cancelled by the clinician. Cancelled- a planned appointment cancelled by the service user within sufficient time as to allow appointment to be offered to another service user. Group Therapies - can be recorded but should only be recorded once and not as clinical contacts i.e. 15 service users attending group therapy and delivered by 3 clinicians should be recorded as 15 attended appointments and not as 45 appointments. Location of Appointment: Clinic - an establishment or hospital department where Mental Health outpatients routinely occur Home - Service users normal place of residence Hospital - CAMHS only were no service offered or available by a liaison team School - CAMHS only Service user normal place of learning Online Video or Telephone consultation- Appointment which has been scheduled and is conducted via telephone or online video platform Other - not in categories above
3 **KPI Rationale**	The purpose of this metric is to gain information over time on the numbers of appointments offerred by the CAMHS team in that particular reporting period and monitoring and evaluating the trends over time per HSE region and across the service nationally.
3a **Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access
4 **National Target**	NSP 2025 target - XXXX
4a **Target**	NSP 2025 target - XXXX
4b **Volume Metrics**	
5 **KPI Calculation**	Count Cumulative
6 **Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to Business Information Unit.
6a **Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b **Data Quality Issues**	
7 **Data Collection Frequency**	Monthly M
8 **Tracer Conditions**	N/A
9 **Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10 **International Comparison**	
11 **KPI Monitoring**	Monthly; Other – give details: As required
12 **KPI Reporting Frequency**	Monthly; Other – give details: As required
13 **KPI Report Period**	Monthly; Other – give details: As required
14 **KPI Reporting Aggregation**	Hospital Group; Hospital; National / Health Region / Integrated Health Area (IHA); Other, please specify Service Level CAMHS
15 **KPI is reported in which reports?**	Mental Health Reports
16 **Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17 **Additional Information**	
KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

CAMHS		
1	**KPI Title**	MH6 - % of accepted referrals / re-referrals offered first appointment within 12 weeks by Child and Adolescent Community Mental Health Teams.
1a	**KPI Short Title**	% New/Re-Referred offered first appointment within 12 weeks
2	**KPI Description**	Wait time: The number of weeks from the point at which the referral is received by a member of the CAMHS Community Mental Health Team to the day the assessment takes place (less any delay due to client postponement of assessment) and excluding both of those days.
3	**KPI Rationale**	Wait times to access CAMHS Community Mental Health Teams for a mental health assessment provides a measure of service availability in the community and the timeliness of that access.Monitoring the number of new (including re-referred) cases seen overall from referral and evaluating the trends over time per HSE region and across the service nationally as it relates to target. Monitor trends in relation to referrals.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety
4	**National Target**	NSP 2025 target ≥80%. This metric is reported cumulatively.
4a	**Target Trajectory**	≥80%
4b	**Volume Metrics**	N/A
5	**KPI Calculation**	Count number of new cases seen within 12 weeks and divide by number of new appointments offered within 12 weeks and calculate the percentage against the overall number of new/re-referred cases accepted.
6	**Data Source**	From General Adult Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	Number of accespted referrals/re-referrals; number of accepted referrals/re-referrals within timeframe
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	Management Data Report (MDR), National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

CAMHS		
1	**KPI Title**	MH7 - % of accepted referrals / re-referrals offered first appointment and seen within 12 weeks by Child and Adolescent Community Mental Health Teams.
1a	**KPI Short Title**	% New/Re-Referred offered first appointment and seen within 12 weeks
2	**KPI Description**	Wait time: The number of weeks from the point at which the referral is received by a member of the CAMHS Community Mental Health Team to the day the assessment takes place (less any delay due to client postponement of assessment) and excluding both of those days.
3	**KPI Rationale**	Wait times to access CAMHS Community Mental Health Teams for a mental health assessment provides a measure of service availability in the community and the timeliness of that access. Monitoring the number of new (including re-referred) cases seen overall from referral and evaluating the trends over time per HSE region and across the service nationally as it relates to target. Monitor trends in relation to referrals.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety
4	**National Target**	NSP 2025 target ≥78%. This metric is reported cumulatively.
4a	**Target Trajectory**	≥78%
4b	**Volume Metrics**	N/A
5	**KPI Calculation**	Count number of new cases seen within 12 weeks and divide by number of new appointments offered within 12 weeks and calculate the percentage against the overall number of new/re-referred cases accepted.
6	**Data Source**	From General Adult Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	Not applicable at this time
9	**Minimum Data Set MDS**	Number of accepted referrals/re-referrals; number of accepted referrals/re-referrals within timeframe
10	**International Comparison**	Not applicable at this time
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	Management Data Report (MDR), National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

	CAMHS	
1	**KPI Title**	MH48 - % of new (including re-referred) child/adolescent referrals offered appointment and DNA in the current month
1a	**KPI Short Title**	% New/Re-Referred offered appointment and DNA in current month
2	**KPI Description**	Number of new (including re-referred) child / adolescent cases and Did Not Attend their first appointment
3	**KPI Rationale**	The focus is to reduce the DNA rates for new and re-referrals to Community Mental Health Teams in CAMHS, General Adult and Psychiatry of Old Age. The aim to introduce a standard response to DNAs in each service and identify areas that have a significant DNA problem.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	NSP 2025 target ≤10%. This metric is reported cumulatively.
4a	**Target Trajectory**	≤10%
4b	**Volume Metrics**	N/A
5	**KPI Calculation**	Count number of new cases DNA and divide by total number of new appointments offered and calculate the percentage against overall number of new/re-referred cases accepted.
6	**Data Source**	From General Adult Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to National Business Information Unit.
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	Management Data Report (MDR), National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

CAMHS		
1	**KPI Title**	MH72 - % of accepted referrals / re-referrals offered first appointment and seen within 12 months by Child and Adolescent Community Mental Health Teams excluding DNAs
1a	**KPI Short Title**	% New/Re-Referred offered first appointment and seen within 12 months, excl. DNAs
2	**KPI Description**	Wait time: The number of weeks/ months from the point at which the referral is received by a member of the CAMHS Community Mental Health Team to the day the assessment takes place (less any delay due to client postponement of assessment) and excluding both of those days.
3	**KPI Rationale**	Wait times to CAMHS for mental health assessment provide a measure of the response time of the service.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	NSP 2025 ≥95%. This metric is reported Cumulatively.
4a	**Target Trajectory**	≥95%
4b	**Volume Metrics**	N/A
5	**KPI Calculation**	Count of cases seen as a % of all seen within 12 months
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to Performance Management and Improvement Unit
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	All CAMHS teams screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	Management Data Report (MDR), National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

	CAMHS	
1	**KPI Title**	MH73 - % of urgent referrals to Child and Adolescent Mental Health Teams responded to within three working days
1a	**KPI Short Title**	% of urgent referrals responded to within 3 working days
2	**KPI Description**	% of urgent referrals to Child and Adolescent Mental Health Teams responded to within three working days
3	**KPI Rationale**	Wait times for urgent referral response time by the service.
3a	**Indicator Classification**	National Scorecard Quadrant b) Access
4	**National Target**	NSP 2025 ≥90% This metric is reported Cumulatively
4a	**Target Trajectory**	≥90%
4b	**Volume Metrics**	≥90%
5	**KPI Calculation**	Sum of urgent referrals, 0-15 and 16/17 years old responded to within 3 days divided by all urgent referrals responds time.
6	**Data Source**	From CAMHS Community Mental Health Team to National / Health Region / Integrated Health Area (IHA) Manager to Performance Management and Improvement Unit
6a	**Data Sign Off**	Submission at National / Health Region / Integrated Health Area (IHA)
6b	**Data Quality Issues**	N/A
7	**Data Collection Frequency**	Monthly
8	**Tracer Conditions**	
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	No
11	**KPI Monitoring**	Monthly
12	**KPI Reporting Frequency**	Monthly
13	**KPI Report Period**	M
14	**KPI Reporting Aggregation**	National / Health Region / Integrated Health Area (IHA) and individual teams
15	**KPI is reported in which reports?**	Management Data Report (MDR), National Performance Report (NPR), Regional Performance Report (RPR), Annual Report
16	**Web link to data**	https://www.hse.ie/eng/services/publications/performancereports/
17	**Additional Information**	As reported in the HSE Performance Report
	KPI owner/lead for implementation	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	PBI data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

NCS (CAPA)	
1	**KPI Title**	Total No. of Referrals
1a	**KPI Short Title**	No. of Referrals
2	**KPI Description**	This refers to the total number of referrals received by the service each month. Institutional - Any client referred who experienced childhood abuse in institutional care. Non-Institutional – Any client referred who experienced childhood abuse outside of institutional settings e.g. familial, extra-familial or unspecified. Mother and Babies Home – Any client referred who was a former resident of a state Mother and Baby Home. Re-referrals – Any client referred for a second or subsequent time. Self-referrals – Any client who refers themselves to the service. Agency referral – Any client referred by an external agency e.g. Adult Mental Health Services, GPs, Tusla. Gender – The client's stated gender at the referral stage.
3	**KPI Rationale**	This metric is designed to measure the number of referrals accepted based on the criteria operated the Counsellors and Psychotherapists Association Service who have reached their 18th birthday referred to each CaPA Service during the reporting period.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access c) Finance, Governance and Compliance d) Workforce
4	**National Target**	NSP 2025 target - XXXX
4a	**Target**	NSP 2025 target - XXXX
4b	**Volume Metrics**	
5	**KPI Calculation**	Count Cumulative
6	**Data Source**	From Counselling service to Health Region Manager to Business Information Unit.
6a	**Data Sign Off**	National Counselling Service
6b	**Data Quality Issues**	
7	**Data Collection Frequency**	Monthly M
8	**Tracer Conditions**	All Counselling services screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	
11	**KPI Monitoring**	Monthly; Other – give details: As required
12	**KPI Reporting Frequency**	Monthly; Other – give details: As required
13	**KPI Report Period**	Monthly; Other – give details: As required
14	**KPI Reporting Aggregation**	Monthly M
15	**KPI is reported in which reports?**	
16	**Web link to data**	
17	**Additional Information**	
18	**KPI owner/lead for implementation**	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	BIU data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

NCS (CAPA)		
1	**KPI Title**	Referrals Source
1a	**KPI Short Title**	Referrals Source
2	**KPI Description**	Referral source refers to the origin of the referral and referral agent. It is used to measure the number of referrals received from the referral source.
3	**KPI Rationale**	This metric is designed to measure the number of referrals accepted based on the criteria operated the Counsellors and Psychotherapists Association Service who have reached their 18th birthday referred to each CaPA Service during the reporting period.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access c) Finance, Governance and Compliance d) Workforce
4	**National Target**	NSP 2025 target - XXXX
4a	**Target**	NSP 2025 target - XXXX
4b	**Volume Metrics**	
5	**KPI Calculation**	Count Cumulative
6	**Data Source**	From Counselling service to Health Region Manager to Business Information Unit.
6a	**Data Sign Off**	National Counselling Service
6b	**Data Quality Issues**	
7	**Data Collection Frequency**	Monthly M
8	**Tracer Conditions**	All Counselling services screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	
11	**KPI Monitoring**	Monthly; Other – give details: As required
12	**KPI Reporting Frequency**	Monthly; Other – give details: As required
13	**KPI Report Period**	Monthly; Other – give details: As required
14	**KPI Reporting Aggregation**	Monthly M
15	**KPI is reported in which reports?**	
16	**Web link to data**	
17	**Additional Information**	
18	**KPI owner/lead for implementation**	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	BIU data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

NCS (CAPA)		
1	**KPI Title**	Gender
1a	**KPI Short Title**	Gender
2	**KPI Description**	Gender of the referral. It is used to measure the number & gender of referrals received from the referral source.
3	**KPI Rationale**	This metric is designed to measure the number of referrals by Gender accepted based on the criteria operated the Counsellors and Psychotherapists Association Service who have reached their 18th birthday referred to each CaPA Service during the reporting period.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access c) Finance, Governance and Compliance d) Workforce
4	**National Target**	NSP 2025 target - XXXX
4a	**Target**	NSP 2025 target - XXXX
4b	**Volume Metrics**	
5	**KPI Calculation**	Count Cumulative
6	**Data Source**	From Counselling service to Health Region Manager to Business Information Unit.
6a	**Data Sign Off**	National Counselling service
6b	**Data Quality Issues**	
7	**Data Collection Frequency**	Monthly M
8	**Tracer Conditions**	All Counselling services screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	
11	**KPI Monitoring**	Monthly; Other – give details: As required
12	**KPI Reporting Frequency**	Monthly; Other – give details: As required
13	**KPI Report Period**	Monthly; Other – give details: As required
14	**KPI Reporting Aggregation**	Monthly M
15	**KPI is reported in which reports?**	
16	**Web link to data**	
17	**Additional Information**	
18	**KPI owner/lead for implementation**	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	BIU data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

NCS (CAPA)

1	**KPI Title**	Summary of Appointments (Including Initial assesments, Counselling & Group) - Offered
1a	**KPI Short Title**	Appointments offered
2	**KPI Description**	This refers to the total number of initial assessment, counselling and group appointments that are offered to clients. This breaks down the number of appointments that have been 'Attended' or 'DNA' by the client and 'Cancelled' by the Client or Counsellor/Therapist.
3	**KPI Rationale**	This metric is designed to measure the number clients offered an appointment in the Counsellors and Psychotherapists Association Service who have reached their 18th birthday referred to each CaPA Service during the reporting period.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access c) Finance, Governance and Compliance d) Workforce
4	**National Target**	New
4a	**Target**	NSP 2025 target - XXXX
4b	**Volume Metrics**	
5	**KPI Calculation**	Count Cumulative
6	**Data Source**	From Counselling service to Health Region Manager to Business Information Unit.
6a	**Data Sign Off**	National Counselling Service
6b	**Data Quality Issues**	
7	**Data Collection Frequency**	Monthly M
8	**Tracer Conditions**	All Counselling services screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	
11	**KPI Monitoring**	Monthly; Other – give details: As required
12	**KPI Reporting Frequency**	Monthly; Other – give details: As required
13	**KPI Report Period**	Monthly; Other – give details: As required
14	**KPI Reporting Aggregation**	Monthly M
15	**KPI is reported in which reports?**	
16	**Web link to data**	
17	**Additional Information**	
18	**KPI owner/lead for implementation**	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	BIU data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

NCS (CAPA)

1	**KPI Title**	Summary of the Delivery of Appointments (Including Initial assesments, Counselling & Group) - Attended
1a	**KPI Short Title**	Appointments attended
2	**KPI Description**	This refers to the total number of 'Attended' appointments including initial assessments and counselling. This also captures how each appointment was delivered: Face to Face (F2F) Structured Telephone Counselling (STC) Online Video Counselling (OVC)
3	**KPI Rationale**	This metric is designed to measure the number clients offered an appointment and location of appointment in the Counsellors and Psychotherapists Association Service who have reached their 18th birthday referred to each CaPA Service during the reporting period.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access c) Finance, Governance and Compliance d) Workforce
4	**National Target**	New
4a	**Target**	NSP 2025 target - XXXX
4b	**Volume Metrics**	
5	**KPI Calculation**	Count Cumulative
6	**Data Source**	From Counselling service to Health Region Manager to Business Information Unit.
6a	**Data Sign Off**	National Counselling Service
6b	**Data Quality Issues**	
7	**Data Collection Frequency**	Monthly M
8	**Tracer Conditions**	All Counselling Services screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	
11	**KPI Monitoring**	Monthly; Other – give details: As required
12	**KPI Reporting Frequency**	Monthly; Other – give details: As required
13	**KPI Report Period**	Monthly; Other – give details: As required
14	**KPI Reporting Aggregation**	Monthly M
15	**KPI is reported in which reports?**	
16	**Web link to data**	
17	**Additional Information**	
18	**KPI owner/lead for implementation**	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	BIU data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

	NCS (CAPA)	
1	**KPI Title**	Client Progression figures - Monthly
1a	**KPI Short Title**	Client Progression
2	**KPI Description**	This refers to the numbers of clients within the service and their status in relation to their stage of intervention rather than appointment figures. This metric is designed to measure: 1) the number of clients who were offered an initial appointment 2) the number of clients who were offered a counselling appointment subsequent to their initial assessment appointment 3) the number of clients attending on-going counselling 4) the number of clients attending group therapy sessions 5) Clients Discharged
3	**KPI Rationale**	This metric is designed to measure the number of referrals accepted based on the criteria operated the Counsellors and Psychotherapists Association Service who have reached their 18th birthday referred to each CaPA Service during the reporting period.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access c) Finance, Governance and Compliance d) Workforce
4	**National Target**	New
4a	**Target**	NSP 2025 target - XXXX
4b	**Volume Metrics**	
5	**KPI Calculation**	Count Cumulative
6	**Data Source**	From Counselling service to Health Region Manager to Business Information Unit.
6a	**Data Sign Off**	National Counselling Service
6b	**Data Quality Issues**	
7	**Data Collection Frequency**	Monthly M
8	**Tracer Conditions**	All Counselling services screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	
11	**KPI Monitoring**	Monthly; Other – give details: As required
12	**KPI Reporting Frequency**	Monthly; Other – give details: As required
13	**KPI Report Period**	Monthly; Other – give details: As required
14	**KPI Reporting Aggregation**	Monthly M
15	**KPI is reported in which reports?**	
16	**Web link to data**	
17	**Additional Information**	
18	**KPI owner/lead for implementation**	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	BIU data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

NCS (CAPA)	
1 **KPI Title**	Wait Time to Screening/ Assessment - Monthly
1a **KPI Short Title**	Wait Time to Screening/ Assessment
2 **KPI Description**	Data is counted from date of referral to date of screening appt/assessment offered. Required given high level of self-referrals. Purpose to gather picture of client supports, links with additional services as required, address risk, and assess if this is the correct service for the client. Screening delivered by a clinician.
3 **KPI Rationale**	This metric is designed to measure the numbers Wait Time to Screening/ Assessment in the Counsellors and Psychotherapists Association Service who have reached their 18th birthday referred to each CaPA Service during the reporting period.
3a **Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access c) Finance, Governance and Compliance d) Workforce
4 **National Target**	NSP 2025 target - XXXX
4a **Target**	NSP 2025 target - XXXX
4b **Volume Metrics**	
5 **KPI Calculation**	Count Cumulative
6 **Data Source**	From Counselling service to Health Region Manager to Business Information Unit.
6a **Data Sign Off**	National Counselling Service
6b **Data Quality Issues**	
7 **Data Collection Frequency**	Monthly M
8 **Tracer Conditions**	All Counselling services screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9 **Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10 **International Comparison**	
11 **KPI Monitoring**	Monthly; Other – give details: As required
12 **KPI Reporting Frequency**	Monthly; Other – give details: As required
13 **KPI Report Period**	Monthly; Other – give details: As required
14 **KPI Reporting Aggregation**	Monthly M
15 **KPI is reported in which reports?**	
16 **Web link to data**	
17 **Additional Information**	
18 **KPI owner/lead for implementation**	Donan Kelly, Acting Head of Operations HSE Mental Health Services
BIU data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

NCS (CAPA)	
1 **KPI Title**	Offered and Waiting by Choice/Need - Monthly
1a **KPI Short Title**	Offered and Waiting by Choice/Need
2 **KPI Description**	Clients offered a service but waiting by choice/need: includes paused clients, waiting for face to face, waiting for particular reasons including specific gender, day/time/location requested appointments, health reasons, therapy modality, other. Informs resource allocation. This category only gets activated when an appointment is offered. Waiting time is calculated from date of first appointment offered.
3 **KPI Rationale**	This metric is designed to measure the numbers Offered and Waiting by Choice/Need in the Counsellors and Psychotherapists Association Service who have reached their 18th birthday referred to each CaPA Service during the reporting period.
3a **Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access c) Finance, Governance and Compliance d) Workforce
4 **National Target**	NSP 2025 target - XXXX
4a **Target**	NSP 2025 target - XXXX
4b **Volume Metrics**	
5 **KPI Calculation**	Count Cumulative
6 **Data Source**	From Counselling service to Health Region Manager to Business Information Unit.
6a **Data Sign Off**	National Counselling Service
6b **Data Quality Issues**	
7 **Data Collection Frequency**	Monthly M
8 **Tracer Conditions**	All Counselling services screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9 **Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10 **International Comparison**	
11 **KPI Monitoring**	Monthly; Other – give details: As required
12 **KPI Reporting Frequency**	Monthly; Other – give details: As required
13 **KPI Report Period**	Monthly; Other – give details: As required
14 **KPI Reporting Aggregation**	Monthly M
15 **KPI is reported in which reports?**	
16 **Web link to data**	
17 **Additional Information**	
18 **KPI owner/lead for implementation**	Donan Kelly, Acting Head of Operations HSE Mental Health Services
BIU data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

NCS (CAPA)		
1	**KPI Title**	Wait Time to be Seen On-going Counselling - Monthly
1a	**KPI Short Title**	Wait Time On-going Counselling
2	**KPI Description**	This refers to the length of time that each client is waiting to be offered an counselling appointment. Clients are classed as waiting until they are offered a counselling appointment by a Counsellor/Therapist. Calculated from date of Initial Assessment/Screening to date of first appointment for on-going counselling offered. This metric also seeks to measure the number of clients who have yet to be offered a counselling appointment by a Counsellor/Therapist.
3	**KPI Rationale**	This metric is designed to measure the numbers Wait Time to be Seen On-going Counselling in the Counsellors and Psychotherapists Association Service who have reached their 18th birthday referred to each CaPA Service during the reporting period.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access c) Finance, Governance and Compliance d) Workforce
4	**National Target**	NSP 2025 target - XXXX
4a	**Target**	NSP 2025 target - XXXX
4b	**Volume Metrics**	
5	**KPI Calculation**	Count Cumulative
6	**Data Source**	From Counselling service to Health Region Manager to Business Information Unit.
6a	**Data Sign Off**	National Counselling Service
6b	**Data Quality Issues**	
7	**Data Collection Frequency**	Monthly M
8	**Tracer Conditions**	All Counselling services screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	
11	**KPI Monitoring**	Monthly; Other – give details: As required
12	**KPI Reporting Frequency**	Monthly; Other – give details: As required
13	**KPI Report Period**	Monthly; Other – give details: As required
14	**KPI Reporting Aggregation**	Monthly M
15	**KPI is reported in which reports?**	
16	**Web link to data**	
17	**Additional Information**	
18	**KPI owner/lead for implementation**	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	BIU data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

	NCS (CIPC)	
1	**KPI Title**	Total No. of Referrals
1a	**KPI Short Title**	No. of Referrals
2	**KPI Description**	This refers to the total number of referrals received by the service each month. Cervical Referrals - This refers to the total number of referrals received in relation to clients who are affected, directly and indirectly, by the Cervical Check Screening Programme (Cervical Check 221 and RCOG). Re-referred case: A re-referral is the referral of a client to the service when the client has been previously referred to the same service for the same condition. A re-referral always marks the start of a new session Opt-in: Clients who contact to opt-in for attending counselling
3	**KPI Rationale**	This metric is designed to measure the number of referrals accepted based on the criteria operated the Counselling in Primary Care (CIPC) Service who have reached their 18th birthday referred to each CIPC Service during the reporting period.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access c) Finance, Governance and Compliance d) Workforce
4	**National Target**	NSP 2025 target - XXXX
4a	**Target**	NSP 2025 target - XXXX
4b	**Volume Metrics**	
5	**KPI Calculation**	Count
6	**Data Source**	From Counselling Service to Health Region Manager to Business Information Unit.
6a	**Data Sign Off**	National Counselling Service
6b	**Data Quality Issues**	
7	**Data Collection Frequency**	Monthly M
8	**Tracer Conditions**	All Counselling Services screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	
11	**KPI Monitoring**	Monthly; Other – give details: As required
12	**KPI Reporting Frequency**	Monthly; Other – give details: As required
13	**KPI Report Period**	Monthly; Other – give details: As required
14	**KPI Reporting Aggregation**	Monthly M
15	**KPI is reported in which reports?**	
16	**Web link to data**	
17	**Additional Information**	
18	**KPI owner/lead for implementation**	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	BIU data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

NCS (CIPC)	
1	**KPI Title**	Referrals Source
1a	**KPI Short Title**	Referral Source
2	**KPI Description**	Referral source refers to the origin of the referral and referral agent. It is used to measure the number of referrals received from the referral source.
3	**KPI Rationale**	This metric is designed to measure the number of referrals accepted based on the criteria operated the Counselling in Primary Care (CIPC) Service who have reached their 18th birthday referred to each CIPC Service during the reporting period.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access c) Finance, Governance and Compliance d) Workforce
4	**National Target**	NSP 2025 target - XXXX
4a	**Target**	NSP 2025 target - XXXX
4b	**Volume Metrics**	
5	**KPI Calculation**	Count
6	**Data Source**	From Counselling Service to Health Region Manager to Business Information Unit.
6a	**Data Sign Off**	National Counselling Service
6b	**Data Quality Issues**	
7	**Data Collection Frequency**	Monthly M
8	**Tracer Conditions**	All Counselling Services screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details, Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	
11	**KPI Monitoring**	Monthly; Other – give details: As required
12	**KPI Reporting Frequency**	Monthly; Other – give details: As required
13	**KPI Report Period**	Monthly; Other – give details: As required
14	**KPI Reporting Aggregation**	Monthly M
15	**KPI is reported in which reports?**	
16	**Web link to data**	
17	**Additional Information**	
18	**KPI owner/lead for implementation**	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	BIU data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

	NCS (CIPC)	
1	**KPI Title**	Gender
1a	**KPI Short Title**	Gender
2	**KPI Description**	Gender of the referral. It is used to measure the number & gender of referrals received from the referral source.
3	**KPI Rationale**	This metric is designed to measure the number of referrals by gender accepted based on the criteria operated the Counselling in Primary Care (CIPC) Service who have reached their 18th birthday referred to each CIPC Service during the reporting period.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access c) Finance, Governance and Compliance d) Workforce
4	**National Target**	NSP 2025 target - XXXX
4a	**Target**	NSP 2025 target - XXXX
4b	**Volume Metrics**	
5	**KPI Calculation**	Count
6	**Data Source**	From Counselling Service to Health Region Manager to Business Information Unit.
6a	**Data Sign Off**	National Counselling Service
6b	**Data Quality Issues**	
7	**Data Collection Frequency**	Monthly M
8	**Tracer Conditions**	All Counselling Services screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	
11	**KPI Monitoring**	Monthly; Other – give details: As required
12	**KPI Reporting Frequency**	Monthly; Other – give details: As required
13	**KPI Report Period**	Monthly; Other – give details: As required
14	**KPI Reporting Aggregation**	Monthly M
15	**KPI is reported in which reports?**	
16	**Web link to data**	
17	**Additional Information**	
18	**KPI owner/lead for implementation**	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	BIU data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

	NCS (CIPC)	
1	**KPI Title**	Innapropriate Referrals
1a	**KPI Short Title**	Innapropriate Referrals
2	**KPI Description**	Innapropriate Referrals source refers to the origin of the referral and referral agent. It is used to measure the number of referrals received from the referral source. No GMS - The number of clients who have a referral date during the reporting period who also have a "Screening Outcome" of "No Valid GMS" recorded on the Referral Form. Unsuitable - The number of clients who have a referral date during the reporting period who also have a "Screening Outcome" of "Not Suitable" recorded on the Referral Form. Under 18 - The number of clients who have a referral date during the reporting period who also have a "Screening Outcome" of "Under 18" recorded on the Referral Form.
3	**KPI Rationale**	This metric is designed to measure the number of Innapropriate Referrals recivied by the Counselling in Primary Care (CIPC) Service who have reached their 18th birthday referred to each CIPC Service during the reporting period.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access c) Finance, Governance and Compliance d) Workforce
4	**National Target**	NSP 2025 target - XXXX
4a	**Target**	NSP 2025 target - XXXX
4b	**Volume Metrics**	
5	**KPI Calculation**	Count
6	**Data Source**	From Counselling Service to Health Region Manager to Business Information Unit.
6a	**Data Sign Off**	National Counselling Service
6b	**Data Quality Issues**	
7	**Data Collection Frequency**	Monthly M
8	**Tracer Conditions**	All Counselling Services screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	
11	**KPI Monitoring**	Monthly; Other – give details: As required
12	**KPI Reporting Frequency**	Monthly; Other – give details: As required
13	**KPI Report Period**	Monthly; Other – give details: As required
14	**KPI Reporting Aggregation**	Monthly M
15	**KPI is reported in which reports?**	
16	**Web link to data**	
17	**Additional Information**	
18	**KPI owner/lead for implementation**	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	BIU data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

NCS (CIPC)		
1	**KPI Title**	Summary of Appointments (Including Initials & Counselling) - Offered
1a	**KPI Short Title**	Appointments Offered
2	**KPI Description**	This refers to the total number of initial assessment and counselling appointments that are offered to clients. This breaks down the number of appointments that have been 'Attended' or 'DNA' by the client and 'Cancelled' by the Client or Counsellor/Therapist.
3	**KPI Rationale**	This metric is designed to measure the number of referrals accepted based on the criteria operated the Counselling in Primary Care (CIPC) Service who have reached their 18th birthday referred to each CIPC Service during the reporting period.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access c) Finance, Governance and Compliance d) Workforce
4	**National Target**	NSP 2025 target - XXXX
4a	**Target**	NSP 2025 target - XXXX
4b	**Volume Metrics**	
5	**KPI Calculation**	Count
6	**Data Source**	From Counselling Service to Health Region Manager to Business Information Unit.
6a	**Data Sign Off**	National Counselling Service
6b	**Data Quality Issues**	
7	**Data Collection Frequency**	Monthly M
8	**Tracer Conditions**	All Counselling Services screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	
11	**KPI Monitoring**	Monthly; Other – give details: As required
12	**KPI Reporting Frequency**	Monthly; Other – give details: As required
13	**KPI Report Period**	Monthly; Other – give details: As required
14	**KPI Reporting Aggregation**	Monthly M
15	**KPI is reported in which reports?**	
16	**Web link to data**	
17	**Additional Information**	
18	**KPI owner/lead for implementation**	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	BIU data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

NCS (CIPC)	
1	**KPI Title**	Summary of Appointments (Including Initials & Counselling) Attended
1a	**KPI Short Title**	Appointments Attended
2	**KPI Description**	This refers to the total number of 'Attended' appointments including initial assessments and counselling. This also captures how each appointment was delivered: Face to Face (F2F) - The number of appointments attended Face to Face Structured Telephone Counselling (STC) - The number of appointments attended by structured telephone Online Video Counselling (OVC) - The number of appointments attended Online
3	**KPI Rationale**	This metric is designed to measure the number of referrals accepted based on the criteria operated the Counselling in Primary Care (CIPC) Service who have reached their 18th birthday referred to each CIPC Service during the reporting period.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access c) Finance, Governance and Compliance d) Workforce
4	**National Target**	NSP 2025 target - XXXX
4a	**Target**	NSP 2025 target - XXXX
4b	**Volume Metrics**	
5	**KPI Calculation**	Count
6	**Data Source**	From Counselling Service to Health Region Manager to Business Information Unit.
6a	**Data Sign Off**	National Counselling Service
6b	**Data Quality Issues**	
7	**Data Collection Frequency**	Monthly M
8	**Tracer Conditions**	All Counselling Services screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	
11	**KPI Monitoring**	Monthly; Other – give details: As required
12	**KPI Reporting Frequency**	Monthly; Other – give details: As required
13	**KPI Report Period**	Monthly; Other – give details: As required
14	**KPI Reporting Aggregation**	Monthly M
15	**KPI is reported in which reports?**	
16	**Web link to data**	
17	**Additional Information**	
18	**KPI owner/lead for implementation**	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	BIU data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

NCS (CIPC)		
1	**KPI Title**	Client figures - Monthly
1a	**KPI Short Title**	
2	**KPI Description**	This refers to the numbers of clients within the service and their status in relation to their stage of intervention rather than appointment figures.This metric is designed to measure: 1) the number of clients who were offered an initial appointment 2) the number of clients who were offered a counselling appointment subsequent to their initial assessment appointment 3) the number of clients attending on-going counselling 4) the number of clients attending group therapy sessions 5) the number of clients discharged
3	**KPI Rationale**	This metric is designed to measure the number of referrals accepted based on the criteria operated the Counselling in Primary Care (CIPC) Service who have reached their 18th birthday referred to each CIPC Service during the reporting period.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access c) Finance, Governance and Compliance d) Workforce
4	**National Target**	NSP 2025 target - XXXX
4a	**Target**	NSP 2025 target - XXXX
4b	**Volume Metrics**	
5	**KPI Calculation**	Count
6	**Data Source**	From Counselling Service to Health Region Manager to Business Information Unit.
6a	**Data Sign Off**	National Counselling Service
6b	**Data Quality Issues**	
7	**Data Collection Frequency**	Monthly M
8	**Tracer Conditions**	All Counselling Services screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	
11	**KPI Monitoring**	Monthly; Other – give details: As required
12	**KPI Reporting Frequency**	Monthly; Other – give details: As required
13	**KPI Report Period**	Monthly; Other – give details: As required
14	**KPI Reporting Aggregation**	Monthly M
15	**KPI is reported in which reports?**	
16	**Web link to data**	
17	**Additional Information**	
18	**KPI owner/lead for implementation**	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	BIU data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

NCS (CIPC)		
1	**KPI Title**	Wait Time to Screening/ Assessment - Monthly
1a	**KPI Short Title**	Wait Time to Screening/ Assessment
2	**KPI Description**	Data is counted from date of referral to date of screening appt/assessment offered. Required given high level of self-referrals. Purpose to gather picture of client supports, links with additional services as required, address risk, and assess if this is the correct service for the client. Screening delivered by a clinician. Data is calculated from date of referral to date of Initial Assessment Appointment offered by a Clinician.
3	**KPI Rationale**	This metric is designed to measure the numbers Wait Time to Screening/ Assessment in the Counselling in Primary Care (CIPC) Service who have reached their 18th birthday referred to each CIPC Service during the reporting period.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access c) Finance, Governance and Compliance d) Workforce
4	**National Target**	NSP 2025 target - XXXX
4a	**Target**	NSP 2025 target - XXXX
4b	**Volume Metrics**	
5	**KPI Calculation**	Count
6	**Data Source**	From Counselling Service to Health Region Manager to Business Information Unit.
6a	**Data Sign Off**	National Counselling Service
6b	**Data Quality Issues**	
7	**Data Collection Frequency**	Monthly M
8	**Tracer Conditions**	All Counselling Services screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	
11	**KPI Monitoring**	Monthly; Other – give details: As required
12	**KPI Reporting Frequency**	Monthly; Other – give details: As required
13	**KPI Report Period**	Monthly; Other – give details: As required
14	**KPI Reporting Aggregation**	Monthly M
15	**KPI is reported in which reports?**	
16	**Web link to data**	
17	**Additional Information**	
18	**KPI owner/lead for implementation**	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	BIU data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

NCS (CIPC)

1	**KPI Title**	Offered and Waiting by Choice/Need - Monthly
1a	**KPI Short Title**	Offered and Waiting by Choice/Need
2	**KPI Description**	Clients offered a service but waiting by choice/need: includes paused clients, waiting for face to face, waiting for particular reasons including specific gender, day/time/location requested appointments, health reasons, therapy modality, other. Informs resource allocation. This category only gets activated when an appointment is offered.
3	**KPI Rationale**	This metric is designed to measure the numbers Offered and Waiting by Choice/Need in the Counselling in Primary Care (CIPC) Service who have reached their 18th birthday referred to each CIPC Service during the reporting period.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access c) Finance, Governance and Compliance d) Workforce
4	**National Target**	NSP 2025 target - XXXX
4a	**Target**	NSP 2025 target - XXXX
4b	**Volume Metrics**	
5	**KPI Calculation**	Count
6	**Data Source**	From Counselling Service to Health Region Manager to Business Information Unit.
6a	**Data Sign Off**	National Counselling Service
6b	**Data Quality Issues**	
7	**Data Collection Frequency**	Monthly M
8	**Tracer Conditions**	All Counselling Services screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	
11	**KPI Monitoring**	Monthly; Other – give details: As required
12	**KPI Reporting Frequency**	Monthly; Other – give details: As required
13	**KPI Report Period**	Monthly; Other – give details: As required
14	**KPI Reporting Aggregation**	Monthly M
15	**KPI is reported in which reports?**	
16	**Web link to data**	
17	**Additional Information**	
18	**KPI owner/lead for implementation**	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	BIU data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

NCS (CIPC)		
1	**KPI Title**	Wait Time to be Seen On-going Counselling - Monthly
1a	**KPI Short Title**	Wait Time On-going Counselling
2	**KPI Description**	This refers to the length of time that each client is waiting to be offered an counselling appointment. Clients are classed as waiting until they are offered a counselling appointment by a Counsellor/Therapist. Calculated from date of Initial Assessment/Screening to date of first appointment for on-going counselling offered.
3	**KPI Rationale**	This metric also seeks to measure the number of clients who have yet to be offered a counselling appointment by a Counsellor/Therapist. This metric is designed to measure the numbers Wait Time to be Seen On-going Counselling in the Counselling in Primary Care (CIPC) Servicee who have reached their 18th birthday referred to each CIPC Service during the reporting period.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access c) Finance, Governance and Compliance d) Workforce
4	**National Target**	NSP 2025 target - XXXX
4a	**Target**	NSP 2025 target - XXXX
4b	**Volume Metrics**	
5	**KPI Calculation**	Count
6	**Data Source**	From Counselling Service to Health Region Manager to Business Information Unit.
6a	**Data Sign Off**	National Counselling Service
6b	**Data Quality Issues**	
7	**Data Collection Frequency**	Monthly M
8	**Tracer Conditions**	All Counselling Services screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	
11	**KPI Monitoring**	Monthly; Other – give details: As required
12	**KPI Reporting Frequency**	Monthly; Other – give details: As required
13	**KPI Report Period**	Monthly; Other – give details: As required
14	**KPI Reporting Aggregation**	Monthly M
15	**KPI is reported in which reports?**	
16	**Web link to data**	
17	**Additional Information**	
18	**KPI owner/lead for implementation**	Donan Kelly, Acting Head of Operations HSE Mental Health Services
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	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services

NCS (CIPC)	
1	**KPI Title**	Outcome Data
1a	**KPI Short Title**	
2	**KPI Description**	Closed Cases number of clients recovered [Clients who began counselling above Clinical cut-off and ended below clinical cut off and who improved by a minimum of 0.5 on the CORE Outcome Measure] Closed cases: number of clients who demonstrated improvement [clients who had improved CORE Outcome Measurement scores at the end of counselling]. Outcome Data is provided for clients who have completed therapy contracts and for whom pre and post CORE Outcome Measure data is available in this month. Some clients may not complete outcomes measures for clinical reasons..
3	**KPI Rationale**	This metric is designed to measure the number of referrals accepted based on the criteria operated the Counselling in Primary Care (CIPC) Service who have reached their 18th birthday referred to each CIPC Service during the reporting period.
3a	**Indicator Classification**	National Scorecard Quadrant a) Quality and Safety b) Access c) Finance, Governance and Compliance d) Workforce
4	**National Target**	NSP 2025 target - XXXX
4a	**Target**	NSP 2025 target - XXXX
4b	**Volume Metrics**	
5	**KPI Calculation**	Count
6	**Data Source**	From Counselling Service to Health Region Manager to Business Information Unit.
6a	**Data Sign Off**	National Counselling Service
6b	**Data Quality Issues**	
7	**Data Collection Frequency**	Monthly M
8	**Tracer Conditions**	All Counselling Services screen referrals received, those deemed to be urgent are seen as a priority, while those deemed to be routine are placed on a waiting list to be seen.
9	**Minimum Data Set MDS**	Patient Name, Address, Date of Birth, Referral source, General Practitioners details,Parental/Guardian consent forms. Parent/Guardian contact details.
10	**International Comparison**	
11	**KPI Monitoring**	Monthly; Other – give details: As required
12	**KPI Reporting Frequency**	Monthly; Other – give details: As required
13	**KPI Report Period**	Monthly; Other – give details: As required
14	**KPI Reporting Aggregation**	Monthly M
15	**KPI is reported in which reports?**	
16	**Web link to data**	
17	**Additional Information**	
18	**KPI owner/lead for implementation**	Donan Kelly, Acting Head of Operations HSE Mental Health Services
	BIU data support	Jarlath Conefrey, Lead Data Analyst, Mental Health Services, 087 6197351 Email: jarlath.conefrey@hse.ie
	Governance/sign off	Donan Kelly, Acting Head of Operations HSE Mental Health Services